



Support AND OPPORTUNITIES AT Surrey

- ▶ STUDENT SERVICES
- ▶ HEALTH AND WELLBEING
- ▶ CAREERS
- ▶ GLOBAL OPPORTUNITIES
- ▶ LIBRARY
- ▶ STUDY SUPPORT
- ▶ FEES, FUNDING AND MONEY



Surrey

IN A MOMENT

▶▶▶ A SMALL PEEK AT THE BIGGER PICTURE

MAKING DREAM JOBS REAL JOBS

We seamlessly connect our students to the world of work with Professional Training placements, which we offer in partnership with over 2,300 organisations. Almost all our courses include a placement, which could help you discover your future career.

2,300+

PROFESSIONAL
TRAINING PARTNERS

93%

OF GRADUATES ARE
IN EMPLOYMENT OR
STUDY AFTER SIX
MONTHS*

GETTING AHEAD

We're one of the best universities in the UK for graduate employability. Our courses are designed to give you the tools and experience you need to get the job you want.

*HESA 2016

ONE OF THE BEST UNIVERSITIES IN THE UK

We've established ourselves as a top university in major national university league tables. We're also rated highly by our own students: 90 per cent of our graduating students said they were satisfied with us in the National Student Survey 2017.

Gold

IN THE UK'S FIRST
TEACHING EXCELLENCE
FRAMEWORK

**Medical
centre**

ON CAMPUS

SUPPORTING YOU

University is an exciting new adventure, bursting with new challenges. At Surrey, we do everything we can to support you throughout this new chapter of life. Our dedicated Student Services Centre and Health and Wellbeing team offer support and guidance on anything from money to mental health.

Contents



Student Services
Centre



Careers, employability
and work placements



Global
opportunities



Global Graduate
Award



Library, online learning
and study support



Health
and wellbeing



Equality
and diversity



Faith, belief and
spirituality



Money
matters



Student SERVICES Centre



▶▶▶ WE WANT ALL STUDENTS TO MAKE THE MOST OF THEIR TIME AND OPPORTUNITY AT SURREY. IF YOU NEED INFORMATION, ADVICE OR SUPPORT WE MAKE IT EASY FOR YOU TO GET THE HELP YOU NEED.

We think of the Student Services Centre as a 'first-stop shop'. If you don't know where to go, come here.

The friendly staff are trained to deal with a wide range of enquiries, and we're a primary source of information on many University services. If we can't answer your question, we will direct you to someone who can.

Visit us, call us or ask a query online.

surrey.ac.uk/ask

Call us T: **+44 (0)1483 686 868**

Email us E: ask@surrey.ac.uk

HOW WE CAN HELP YOU

The Student Services Centre is a central point for general information on many areas of student life, and a source of advice about some of the issues that you may be concerned about.

STUDENT MONEY, FEES AND FUNDING

- ▶ Financial advice and support, including bursaries and scholarship administration
- ▶ Hardship funding, educational trusts and charities
- ▶ State benefits
- ▶ Personal and council tax
- ▶ Part-time work and National Insurance
- ▶ Tuition fees.

PRIVATE SECTOR HOUSING

- ▶ Information, advice and guidance on contracts and resolution of problems for private sector accommodation including household mediation.

INTERNATIONAL STUDENT SUPPORT

- ▶ Immigration advice
- ▶ Tier IV visa applications
- ▶ Working regulations
- ▶ Families
- ▶ Police registration.

PRACTICALITIES

- ▶ Childcare and schools
- ▶ Housing issues
- ▶ Local and national travel
- ▶ TV licences.

REGISTRY AND ADMINISTRATION

- ▶ Student bank letters
- ▶ Council Tax Letters (non Guildford Borough Council areas)
- ▶ International students dependant visits and Schengen travel letters.

OPENING HOURS (SEMESTER)

Monday - 8:30am-5:30pm

Tuesday - 8:30am-5:30pm

Wednesday - 10am-5:30pm

Thursday - 8:30am-5:30pm

Friday - 8:30am-5pm

The Student Services Centre is located at the heart of the campus, near the Lecture Block, University Hall and Senate House.

Life AFTER Surrey



▶▶▶ WE'RE PROUD OF OUR TRACK RECORD FOR GRADUATE EMPLOYABILITY. ONE OF THE MAIN REASONS FOR OUR SUCCESS IS OUR PROFESSIONAL TRAINING PLACEMENT PROGRAMME, WHICH, WITH OVER 2,300 PLACEMENT PROVIDERS IN THE UK AND ABROAD, IS ONE OF THE LARGEST IN THE WORLD.

Surrey led the field in introducing Professional Training placements for students, with a history associated with this dating back to the nineteenth century. The University of Surrey is one of the pioneers of Professional Training placements.

Placements are a crucial part of the personal and professional development process which runs throughout the undergraduate programmes at Surrey. Professional Training is about helping you to be more prepared for the world of work or postgraduate study after graduation, and equipped to adapt to the changing demands of the workplace. Our students tell us their placements transform their lives and career choices.



92%

FEEL MORE
EMPLOYABLE AFTER
A PLACEMENT*



39%

RECEIVE A JOB
OFFER DUE TO THEIR
PLACEMENT*



15%

HIGHER GRADUATE
SALARY COMPARED
TO THOSE WITHOUT
A PLACEMENT**



**Better
grades**

STUDENTS WHO DO
A PLACEMENT ACHIEVE
BETTER GRADES IN
THEIR FINAL YEAR**

*Based on data from the placement training year survey conducted by the University of Surrey with students who took part in a placement training year

**Based on data collected over a five-year period for the Destination of Leavers from Higher Education Survey about the University of Surrey, this survey measures graduate outcomes.



THE CAREERS SERVICE

Our placement tutors work with our careers advisers to merge employable knowledge and skills with the subjects you study, and (alongside the team in the Employability and Careers Centre) help to prepare you for your placement, ensure you have first-rate professional and personal skills, and receive the best learning opportunities.

- ▶ You'll have access to a wide range of support, including:
- ▶ One-to-one advice on placement options
- ▶ Where to find placement opportunities

Support with online applications, CVs, aptitude tests, interviews and assessment centres.

Most placement opportunities are paid, but some are unpaid due to the nature of the industry. Currently all students who take a placement in Europe are eligible for Erasmus+ funding. This may change once the UK leaves the European Union. For more details, see:

surrey.ac.uk/student-exchanges/study-abroad/erasmus-exchange



SURREY PATHFINDER

Surrey Pathfinder is a digital hub with 24/7 access. It is bursting with interactive career development tools and information on careers appointments and event bookings, jobs and placements.

This new online system for our students and graduates allows self booking for careers guidance appointments and quick queries. Along with the appointments, you will be able to book onto different employer events that we host throughout the year. You will also be able to explore job and placement opportunities and experiment with a wealth of interactive development tools to prepare you for upcoming interviews, assessment centres and much more.

Discover Surrey Pathfinder at:

surrey.ac.uk/pathfinder



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The Professional Training placement programme is also a great reason to come to Surrey as it allows you to bypass the common struggle of not having the experience to get a job, but not being able to get experience because you don't have a job.

Since I was little, I always wanted to work at Microsoft, so when it came to applying for a Professional Training placement at the beginning of my second year, that was my goal. After a long selection process, I was ecstatic when I saw the 'congratulations' email telling me I'd been selected for a placement: it was the start of an incredible journey.

I spent a year working as a software engineer in a team focused on reinventing the classic MS Paint into the transformative Paint 3D. I then went to Washington in the US, where I spent a summer working in the company's Xbox team. Working for Microsoft gave me lots of responsibility and I got to work on some very exciting projects such as the global announcement of Paint 3D in the Creator's Update announcement in New York.

During my placement I was offered jobs with Microsoft in both the UK and US, and I'm now looking forward to joining Microsoft's UK-based Paint 3D team in a full-time role when I graduate.

”

Holly Boothroyd

BSc Computing and Information Technology
Placement at Microsoft

WHAT IS A PROFESSIONAL TRAINING PLACEMENT?

The Professional Training placement year provides the opportunity for you to spend 12 months working in industry, commerce, the public sector or in a research institute. It increases your understanding of your subject, gives you real insight into your career potential, and develops your professional experience. It can be invaluable in developing work-based skills and helping you secure your graduate career. Placements can also include study abroad at another university or working at a world-leading research institute.

PROFESSIONAL TRAINING PLACEMENT SCHEDULE

▶ Level 1 (first year)

Like all Surrey students, you'll spend your first year on campus studying your subject and gaining the skills and understanding that will help you during your Professional Training placement.

▶ Level 2 (second year)

In the second year, you discuss your own particular subject interests, abilities and wishes with your Professional Training placement tutor. Some employers may make presentations about their companies at the University. Placement opportunities are also widely advertised by the Employability and Careers Centre.

▶ Level P (third year)

In the third year of your degree programme, you'll be a full-time employee (either in the UK or abroad) of the company that offered you a placement. You will be supported by your Professional Training placement tutor who stays in contact with you while on placement. You also have to complete written reports about your placement for the University.

▶ Level 3 (fourth year)

You return to the University of Surrey campus for the fourth year of your degree programme. Written reports about your training period are taken into account for assessment and feedback. The experience of the year in a professional environment influences project work and study in the final year, and students often return with fresh interest in their subject, having seen its relevance in a working context.



Celebrating the success our students at the Student of the Year Awards 2018

PLACEMENTS FOR HEALTH SCIENCES

If you're looking to study one of our health sciences courses, your placement will differ from that of a Professional Training placement. On our health sciences courses, including nursing, midwifery, operating department practice or paramedic science, placements will be an integrated part of your course. Courses consist of approximately 50 per cent theory and 50 per cent practice. The practice component is gained through placements.

Surrey students are allocated a 'home' NHS trust in a specific locality. Before going out into practice, you will do training to ensure that you have the confidence to perform well. Very positive experiences in practice often lead to our students obtaining employment in their trusts at the end of the course.

To find out more about health sciences placement, and localities, visit your course's web page.

PROFESSIONAL TRAINING PLACEMENT COMPANIES

The placements our student secure include positions at big companies and organisations across the globe.





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My Professional Training placement was at BAE Systems – Submarines, in Barrow, Cumbria. The site is where the UK’s nuclear submarines are designed and built. I spent my time in three engineering departments within different areas of the business, gaining experience in a range of engineering roles and teams.

The work involved resolving issues discovered during the build, developing new technologies - through 3D printing and programming, carrying out scientific investigations, and coming up with new solutions and design improvements to make things safer, quicker and better.

The highlight for me was the pride in being given responsibility, and being able to complete work to a high standard. By the end of my placement, I really felt a part of the team, and as though I was contributing in a meaningful way.

As my first experience in an engineering job, I have learnt a huge amount about working in industry. By working in a professional environment (and making plenty of mistakes), I gained confidence in tackling problems, adapting to new situations and decision making. I discovered how vital communication was to engineering, and developed professional, and personal, relationships with a wide range of people from different teams and functions. The patience and support that people gave me during my placement was really what made it such a great experience for me.

I was also able to pass on some skills back to colleagues in the business from things I had learnt at university, such as design for 3D printing.

”

Ben Karkera
 BEng Mechanical Engineering
 Placement at BAE Systems

WORKING ABROAD

STUDENTS HAVE WORKED ON PROFESSIONAL TRAINING PLACEMENTS IN COMPANIES, RESEARCH INSTITUTES AND THIRD SECTOR ORGANISATIONS ALL OVER THE WORLD, AND IF YOU GO TO ANOTHER PART OF EUROPE YOU'LL CURRENTLY BE ELIGIBLE FOR ERASMUS+ FUNDING.

Where you choose to go and what you do really depends on you and the subject you are studying. As long as you meet the requirements for the Professional Training placement programme, you can go anywhere.

ERASMUS+ FUNDING*

All European Union placements attract Erasmus+ funding, which is €400- 450 per month for the 2018/19 academic year, depending on the destination country. This is in addition to any payment you may receive from the company. For students with a household income below £25,000 there is currently an extra €20 per month available.

During the placement year, your tuition fees will be reduced if you are undertaking an Erasmus+ placement. Full details will be published on the University website as soon as they become available. As with a placement in the UK, you'll have the support of your Professional Training Tutors and will be visited at least once.

Some students decide that they want the best of both worlds and spend one semester studying at one of our partner universities and then either return for a UK placement or work in another part of the world.



“

As an adult nursing student, I have been fortunate to work in many practice areas, both medical and surgical, as well as with district nurses.

During the summer, I took part in an Erasmus exchange and went to Stavanger, Norway. I felt that it was a perfect opportunity to discover how another country's health system works, and offered me the chance to explore a different culture - learning some of the language was definitely one of the highlights. I also learnt how different hospitals can be and how techniques and procedures can differ in different countries.

”

Hayley Dyos
BSc Adult Nursing,
work exchange Norway

Image provided with thanks by Ivan Spooner (BSc Business Management) depicting one of the highlights of his exchange. Ivan's exchange was at Victoria University of Wellington, New Zealand.



Global

OPPORTUNITIES AT

Surrey

▶▶▶ IN AN INCREASINGLY GLOBALISED ECONOMY, EMPLOYERS SEEK GRADUATES WITH AN INTERNATIONAL PERSPECTIVE.

As a student at the University of Surrey you will have multiple opportunities to experience study or work abroad.

The University of Surrey runs an International Exchange Programme which opens the door for undergraduate students to study abroad at universities in other parts of Europe and around the world as part of their degree.

HOW THE PROGRAMME WORKS

The International Exchange Programme enables you to study abroad while earning credits (but not grades) that contribute towards your Surrey degree. Students on exchange pay no additional tuition fees to the partner university and pay a reduced fee to Surrey if they study abroad for the whole of their second year or during their Professional Training year. Students applying for a European exchange are currently eligible for an Erasmus+ grant under the Erasmus+ programme.

Students apply for an exchange during the January of their first or second year (depending on their degree programme) and typically go on exchange in their second or third year, spending one or two semesters at their chosen university. Students can choose three universities.

Exclusions

There are some courses for which students may be unable to study abroad as part of their degree programme; however other opportunities may be available such as summer schools or short-term placements. Please review the following pages to see where and when you can go on exchange. If your subject is not listed you won't be able to take part in an exchange.

Check the website for more information:

surrey.ac.uk/student-exchanges/study-abroad

Contact us

T: +44 (0)1483 682052

E: geo.outgoing@surrey.ac.uk

WHAT ARE THE BENEFITS?

Enhance your employability

International study can really set you apart when it comes to looking for a job. In fact, research shows that graduates who have studied abroad earn higher starting salaries, are more likely to be in a graduate job and are less likely to be unemployed than those who have not. The impact is even higher for students from a disadvantaged or underrepresented background. The skills you will gain – learning to integrate yourself into unfamiliar groups and situations, being sensitive to different cultures, and demonstrating self-reliance – are exactly the type of skills future employers will be looking for.

Expand your learning

Studying your subject in a different context is both challenging and rewarding and will give you a completely new perspective on your studies when you return home. You may have access to specialist modules or advanced facilities that are not available at Surrey, or you may benefit from alternative learning experiences. Assessment requirements are also different across the world. Immersing yourself in a foreign language environment will inevitably improve your language skills, although all teaching will take place in English, unless otherwise stated.

Broaden your horizons

We live in an internationally mobile world, with careers no longer constrained by where we grew up or studied. Living and studying in another country will give you an international network of contacts and a broader outlook for the future.

Improve your life skills

Living in a different country and meeting people from all kinds of backgrounds gives you the chance to grow as a person, increasing your confidence, self-reliance, communication and organisational skills.

Enjoy a once-in-a-lifetime experience

Studying abroad is not all work and no play. The opportunity to make new friends and explore another country is an experience you will never forget, and one which may be more difficult to achieve after graduation when you have other commitments.

WHEN AND WHERE CAN I GO?

Our online Search Tool enables you to explore where you can take part in an exchange programme abroad. Discover more at: surrey.ac.uk/globalexchanges

Choosing a destination

Before deciding where you want to apply, you'll need to consider a range of factors including study options, finances, the type of environment you will be living in and the extracurricular activities on offer. Competition for some partners is higher and varies year on year. Even if you're a seasoned traveller and have visited the country before, it's worth doing some thorough research before making your final decision. The first step is to use the search tool and check the options for your programme.

Faculty of Engineering and Physical Sciences (FEPS)

Degree subject	Year	Length of time abroad (semesters)
Civil engineering	Second	Two
Chemical engineering	Second	Two
Electrical and electronic engineering	Second	Two
Electronic engineering	Second	Two
Aerospace engineering	Second	Two
Automotive engineering	Second	Two
Mechanical engineering	Second	Two
Biomedical engineering	Second	Two
Physics	Second	One or two
Mathematics (MMath/BSc)	Second	Two
Chemistry	Third	Full year not studying but undertaking a laboratory placement at a partner institution

Faculty of Arts and Social Sciences (FASS)

Degree subject	Year	Length of time abroad (semesters)
Theatre and performance	Third	One or two
Dance	Third	One or two
Digital media arts	Third	One or two
Film and Video Production Technology	Third	One or two
English and languages	Third	One or two
Liberal arts	Third	One or two
Politics	Third	One or two
Sociology*	Third	One or two
Criminology*	Third	One or two
Media	Third	One or two
Business	Second	One semester only
Accounting and finance	Second	One semester only
International business	Second	One semester only
International business	Third	Year long, and defined by list of partners
Tourism and hospitality	Second	One semester only
Economics	Second	One semester only
Law	Third	One or two

*Sociology/Criminology students can spend their second year at the University of Maryland College Park, USA for full credit and grade transfer. Limited places are available.

Faculty of Health and Medical Sciences (FHMS)

Degree subject	Year	Length of time abroad (semesters)
Biosciences**	Third	Full year not studying but embark on a laboratory placement at a partner institution
Nutrition and food science	Third	Full year not studying but embark on a laboratory placement at a partner institution
Sports and exercise science	Third	Full year not studying but embark on a laboratory placement at a partner institution
Psychology	Third	Full year not studying but embark on a laboratory placement at a partner institution
Nursing	Second	Two month placement in a hospital at a European partner

**Bioscience students can spend a semester studying at a very limited range of partner institutions in their second year.

FURTHER RESEARCH

- ▶ Look at the Erasmus+ and international exchange programme webpages on the Surrey's Global Engagement website to find out more about the process in general: surrey.ac.uk/exchanges/outgoing
- ▶ Check out partner university websites, particularly the pages for inbound exchange students (links are available from the Search Tool), and look at partner universities' module catalogues online to see modules that are being taught currently
- ▶ Go online to research your chosen destination and the surrounding area, and buy or borrow a guidebook such as Lonely Planet or Rough Guide. The Foreign Commonwealth Office website (fco.gov.uk/en) also has useful advice on travelling and living in other countries
- ▶ Pick the brains of students who've already taken part in the exchange programme
- ▶ Go to the Global Engagement Study and Work Abroad Fair and information sessions run by your department.

WORK OUT YOUR FINANCES

While there are additional costs to consider, there are also various sources of financial support, including an enhanced student loan. Whether you study in Europe or further afield you won't pay tuition fees to them, but continue to pay them to the University of Surrey. If you spend the whole of your second year studying abroad you will be charged a reduced tuition fee – check the Surrey website closer to the time to see confirmed fees for your chosen year of study.

Currently under the Erasmus+ programme, students registered at a UK Higher Education Institution are eligible for an Erasmus+ grant, which for 2018-19 is €300-350 per month depending on the country where you will study, with an additional monthly grant of €120 available to students whose household income is below £25,000 (these amounts may vary for future years). Your application for an Erasmus+ grant happens automatically when you fill in your application form for exchange. Erasmus+ grants may no longer be available once the United Kingdom leaves the European Union.

To find out more, go to surrey.ac.uk/student-exchanges/study-abroad/erasmus-exchange

There are also scholarships offered by external organisations for students attending universities in many other countries where we have an exchange agreement.

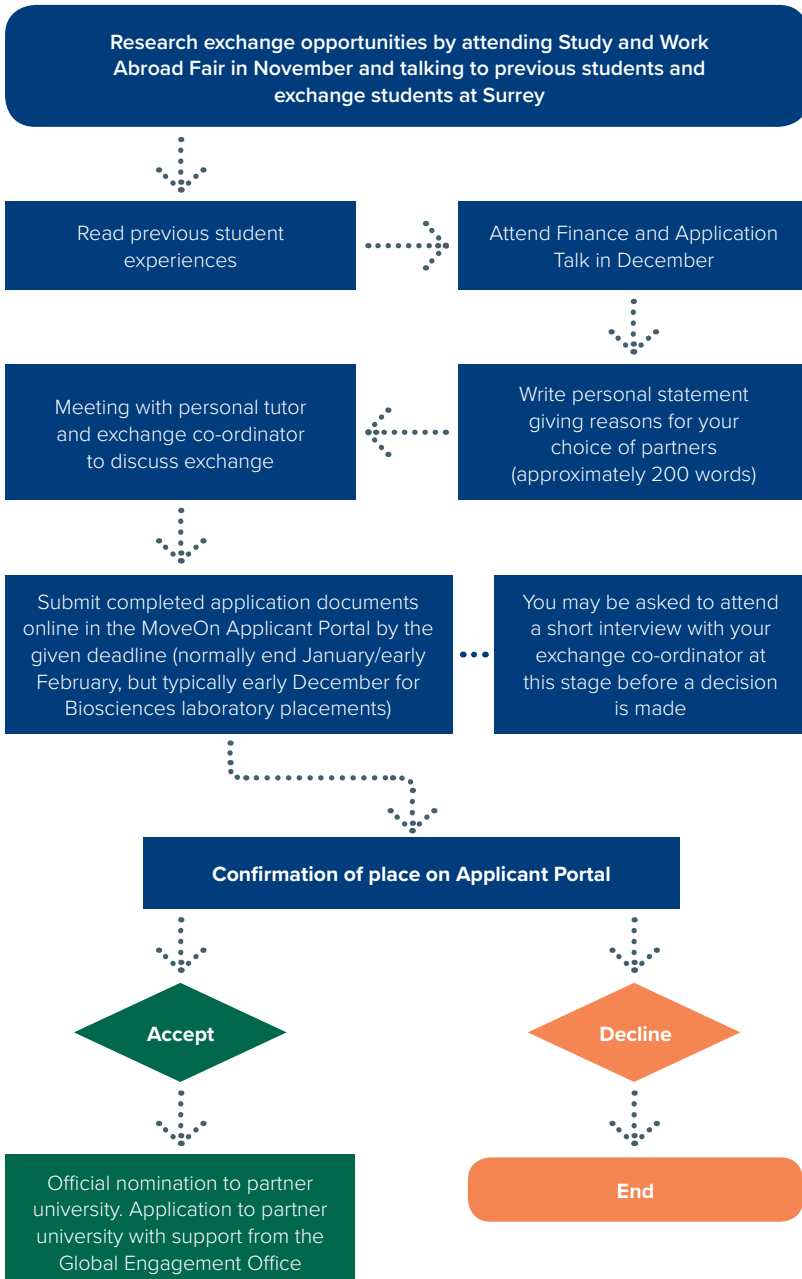
For more information about sources of financial support, go to surrey.ac.uk/student-exchanges/study-abroad

Additional costs you need to consider when you are planning your exchange will include some or all of the following:

- ▶ Travel, including flights
- ▶ Accommodation (although remember that you do not pay for your Surrey accommodation whilst you are away)
- ▶ Living expenses (which will vary depending where you go)
- ▶ Additional medical insurance (for some destinations)
- ▶ Visa expenses (for some destinations)
- ▶ Immunisation expenses (for international destinations)
- ▶ Proof of finances (for international destinations).

If you are in receipt of a means-tested student loan for maintenance travel costs, you will be reimbursed minus the first £303 and you will be able to claim visa, health insurance and immunisation costs back from the Student Loan company.

MAKING YOUR APPLICATION





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I made the decision to come to Surrey because of the international opportunities for personal development. During my time at Surrey, I have studied at the University of Maryland in the USA in my second year as well as Nanyang Technological University in Singapore during my Professional Training year. My experiences abroad have made me grow in ways I never thought were possible.

The highlight of my experience studying abroad was when I met Ice Cube on campus. In the following week, Obama came to campus for a basketball game. He waved at me. Well, at least I think he did! Regardless, he waved and I was in the same direction.

The International Relations Office in Surrey is impressive. The team is professional, efficient and very good at building strong relationships with other offices in different countries. This makes the international student experience more fluid.

”

Khulani Gavin Nyathi
BSc Sociology
Maryland University, USA and Singapore.

For more information on applying for an international opportunity, visit:

surrey.ac.uk/student-exchanges/study-abroad/apply

Academic requirements do apply to go on an exchange, but you don't need to know the language of the country where you will study as all university exchange partners teach in English, unless stated otherwise. If you're going to a European destination, you will be given access to the European Commission's online language course in May as part of the Erasmus+ programme. However, if you would like to pick up another language before then, read on about our Global Graduate Award.

SUMMER SCHOOLS

Summer schools are a great option to explore studying abroad without committing to a full year or semester. They offer a wide range of courses that may support you in studying a course relevant to your degree or discovering a new interest.

They usually last two to four weeks and are a great way to experience university life in another country. As a result of such an experience, you will develop interpersonal skills, self-confidence and increase your cultural awareness which are attractive skills for potential employers. You will also be able to socially engage with others and build a new international network of friends and professional contacts.

Summer schools are self-funded but to help with the costs, a number of grants are available for undergraduate students. Eligibility criteria can be accessed on the summer schools webpage.

For information on the numerous summer schools and the application process, please visit:

surrey.ac.uk/global-engagement/study-work-abroad/summer-schools

Please note details of upcoming summer schools are normally posted around December/January and the selection process is usually finalised by April.

For general enquiries about summer schools, please email Ms Aqila Kaleem on a.kaleem@surrey.ac.uk



Global Graduate

AWARD

- ▶▶▶ DELIVERED BY SPECIALISTS FROM ACROSS THE UNIVERSITY AND BEYOND, A GLOBAL GRADUATE AWARD WILL ENRICH YOUR UNIVERSITY EXPERIENCE.

The Global Graduate Awards are a series of free extracurricular courses unique to the University of Surrey. They are available in languages, sustainability and employability.

Your chosen award will be taken alongside your course of study, providing an excellent opportunity to expand your horizons and enhance your employability.

LANGUAGES

Add an international element to your university experience with our Global Graduate Award in Languages. There are 11 languages on offer: Arabic, British Sign Language, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Russian and Spanish. With a variety of levels available, you can learn a new language or improve one you're already familiar with.

SUSTAINABILITY

Our Global Graduate Award in Sustainability will improve your understanding of the world we live in. On this course, you will gain an in-depth understanding of a wide range of issues affecting the sustainability of our planet.

EMPLOYABILITY

Our Global Graduate Award in Employability will teach you the skills you need to stand out in the employer selection process for internships, placements and graduate-level jobs. It will enhance your employability and build your confidence as you enter the world of work.

Discover more at: surrey.ac.uk/gga



Library and

LEARNING CENTRE



Opening Times

Open 24 hours, 7 days a week,
365 days a year.

Staffed service available
Monday to Friday 8am - 8pm,
Saturday and Sunday 2pm - 6pm.

Here to help

If you have a quick question, please ask Library staff at the Support Hub, Learning Centre Level 1, or roving the other levels. You can recognise Library staff by their bright green lanyards. They will be happy to help. For more detailed questions, specialist advice is available from SPLASH.

See page 31 for more information about SPLASH.

▶▶▶ THE UNIVERSITY OF SURREY LIBRARY AND LEARNING CENTRE OFFERS A VARIED STUDY ENVIRONMENT FOR STUDENTS, STAFF AND VISITORS IN AN INSTANTLY RECOGNISABLE GOLD AND GLASS BUILDING AT THE CENTRE OF STAG HILL CAMPUS.

With wireless available throughout, the building includes group and silent study areas, printing and photocopying, self-service machines, computers, group study rooms for students to book and language learning facilities. All this in addition to the print and online information you need for your study, specialist staff who can help develop your academic skills and support for students with disabilities. The building is also home to the University's Archives & Special Collections and the Research Development Programme.

USING THE LIBRARY

Borrowing and Returning

You can borrow up to 30 items from the library and keep them out for as long as you need them, or until they are requested by another user. You can borrow and return items using self-service issue and return machines. The self-service machines issue a receipt for all transactions which you're advised to retain for your own records. If you have any questions about borrowing or your Library account, email: library-enquiries@surrey.ac.uk
surrey.ac.uk/library/using/borrowing

Computers

You'll find more than 400 computers located throughout the building in silent, individual and quiet study areas, or you can borrow a laptop from our self-service laptop lockers to use in a space of your choice. For those wishing to use their own devices, the building is wireless enabled throughout.

IT support in the Library

University IT provide support in the Library for help with Wi-Fi, printing and other IT issues. You can find them on Level 1 of the Learning Centre, Monday - Friday, 9am – 5pm.

Printing and photocopying

Your online printing and photocopying account includes £10 credit to get you started. You can top up this account with additional funds to enable you to print and copy using your University IT login and password. Printing and photocopying is available throughout the building; just ask a member of staff to point you in the right direction. Send your print job from any library computer and release at the printer by swiping your campus card or by entering your University login and password. Printing from your laptop to Library printers is also available by following surrey.ac.uk/currentstudents/it/online/wifi to set this up on your device.

Distance Learning

If you are studying on a distance learning course, additional support may also be available from the Distance Learners' Information Service. Please see the library web pages for more information:

surrey.ac.uk/library

WHERE TO STUDY

There are over 1,400 study spaces to choose from in the Library, over 400 of which have a computer.

The Library is divided into zones to help you to choose the best place for your work. Students have different preferences. Some like a little background noise; others want to concentrate in silence. Make sure you choose the right zone for the type of studying you want to do so that you do not disturb others. Occasionally you may be asked to move between zones if the nature of your work doesn't suit the area you have chosen.

Library zones

Silent study

Ssssh! These areas need to be kept completely silent so please turn off your mobile phone and any music players.

Individual study

The focus here is on individual work, but it's fine to consult with a friend about work, just remember to keep noise to a minimum.

Group study

You can work here in groups. If you want to practise a presentation, you can also book one of our group study rooms using your login details. surrey.ac.uk/libraryrooms



ONLINE RESOURCES AND SURREYLEARN

Discovering Information Online

Use the Library website surrey.ac.uk/library to access a wide range of services and information:

- ▶ Search our print resources on SurreySearch
- ▶ Access the full text of many electronic books and journals
- ▶ Book a group study room
- ▶ Check your library account for details of loans, reservations and fines.

Our website also has the most up-to-date, staffed service times, as well as current news, projects and links to our social media accounts. It also has contact details for our key services and staff.

SurreySearch

SurreySearch allows you to search for all the resources that the Library makes available (print or electronic) including books, articles, scores, TV/film, research publications, theses and dissertations, special collections and our unique archives material. This is the launch-pad to discover and access all materials. Our library search is available from the library website: surrey.ac.uk/library

Reading lists

A good starting point is to use the online Reading Lists available from your module in SurreyLearn. The reading list will either have a copy of the chapter or article you need to read, a link to the electronic version for you to access, or details of where you can find the physical item in the Library.

SurreyLearn

SurreyLearn is the University's Virtual Learning Environment. You will be able to use SurreyLearn to access information and guidance related to your programme modules and to enjoy a rich set of activities and interactive materials that support your learning. These include group and independent activities such as discussion forums, self-tests and online assignments and opportunities to receive guidance and feedback from your lecturers.





STUDY SUPPORT

SPLASH

The Student Personal Learning and Study Hub (SPLASH) is a student-centred area where you can access support to enhance your study. Helping in your academic and personal development, Student Learning Advisers can assist you in improving your writing, presenting, revision, time management or any other academic skills. Information Skills Librarians, as designated subject experts for each Faculty, will be ready to connect you with the right information resources for your academic study and to offer advice on how to use and reference the various resources effectively. With the aim of ensuring that all students have the opportunity to fulfil their potential, including those on target for first class honours awards, SPLASH also supports the STARS (Surrey's Top Achievers Recognised and Supported) programme.

You can drop in to SPLASH between 12 noon and 2pm. surrey.ac.uk/library/learning

Additional Learning Support (ALS)

Located on level 4 of the Library, ALS is the University's support service for students with disabilities or specific learning differences such as dyslexia. ALS provides a confidential information and advice service plus individual learning support. Examination arrangements and liaison with academic departments about support are provided by the disabilities advisers.

Advice about specialist software available at the Open Access computers, or in the Assistive Technology Centre, is offered by specialist learning support tutors as part of the learning support sessions. ALS can also refer students for dyslexia assessments. ALS can extend borrowing time for books or offer access to the fetch and collect service.

Students with disabilities requiring support may contact als@surrey.ac.uk

In2Surrey

In2Surrey is a University of Surrey scheme designed for students who have the ability and desire to study at the University to achieve their goals regardless of their personal circumstances.

To be accepted onto the scheme, students must meet two or more of the University's widening participation criteria, receive an offer from the University and pass a learning assignment, among other eligibility conditions.

Successful applicants will benefit from:

- ▶ An alternative offer equivalent to one A-Level grade lower (subject to qualifications studied)
- ▶ Access to an E-Mentor
- ▶ A one off In2Surrey Award of between £500 - £2000
- ▶ Invitation to special events hosted by the University of Surrey
- ▶ Support and guidance to assist you with the transition to university

In order to apply, students must be permanently residing in the UK, studying at state funded schools/colleges and have already applied or be in the process of applying to study an undergraduate programme at the University of Surrey.

For full information on the eligibility criteria and the scheme in general, please visit: surrey.ac.uk/schools-colleges/in2surrey

Health AND *wellbeing*

 WE WANT YOU TO BE HEALTHY AND HAPPY DURING YOUR TIME AT SURREY.

Your physical and emotional health is important and looking after them will ensure you get the most out of university life.

As a Surrey student, you are fortunate in having easy access to health and wellbeing services, and we encourage you to take advantage of them.



STUDENT HEALTH

The Student Medical Centre in University Court is home to Guildowns University Medical Practice. Guildowns provides an NHS doctor service. You need to register with the NHS to benefit from these services.

How to register

We recommend that you register with an NHS doctor as soon as possible after starting University. This is especially important if you are not a UK resident. You can register by completing a registration form at the reception in the Health Centre or online at:

guildowns.nhs.uk

The form must be completed and taken to Guildowns with proof of identification. Contact details for Guildowns University Medical Practice

T: **+44 (0)1483 409 309**

E: surreyuniversityhealthcentre@nhs.net

W: guildowns.nhs.uk

Once you register at the Student Medical Centre on campus, you'll be able to access the following services:

- ▶ GP care for health conditions
- ▶ Blood tests
- ▶ Prescriptions
- ▶ Vaccinations
- ▶ Chronic disease management
- ▶ Travel health
- ▶ Referrals to specialists
- ▶ Sexual health and contraception advice.

For a full list of other NHS doctors in the area, please see: nhs.uk

Don't forget

You can always phone the NHS 111 service for help and advice if it's less urgent than a 999 emergency call.

T: **111**

nhs.uk/111

Before you arrive, make sure you have had your Meningitis ACWY and MMR vaccination, for more information speak with your Doctor.

The Centre for Wellbeing

The Centre for Wellbeing is here to support your health and emotional/psychological wellbeing so that you can reach your full potential during your time at Surrey.

We offer:

- ▶ Health and wellbeing advice
- ▶ Guidance on the management of stress
- ▶ A consultation with a counsellor
- ▶ Advice on the management of mental health issues
- ▶ Workshops for wellbeing
- ▶ Health and wellbeing promotion initiatives and events.

Health and wellbeing advice

The Wellbeing Advisors can provide expert advice and information on the following areas to support you:

- ▶ Mental health
- ▶ Eating disorders
- ▶ Domestic abuse
- ▶ Sexual assault.

A consultation with a counsellor

A consultation with a counsellor can help you with emotional and psychological issues. It's an opportunity to talk something through, reflect and find a way forward. A counsellor will explore collaboratively with you what will best help, whether that will be self-help, a referral to the most appropriate service or agency, or a follow-up counselling consultation at the Centre for Wellbeing.

You'll be asked to complete a registration form which will be reviewed by our team of professionals, after which we'll be able to offer appropriate support.

We offer mainly short-term, time-focused counselling, however, ongoing support can be accessed from the nursing team for coordination of care and liaison.

Workshops

We regularly offer workshops to help combat stress and enhance wellbeing.

For more information, visit: surrey.ac.uk/student-life/support/health-and-wellbeing

Opening hours

All our services are free to students and confidential. We are open Monday to Friday from 8am to 5pm and you can access any of our services by calling in person, telephoning or emailing us.

T: **+44 (0)1483 689 498**

E: centreforwellbeing@surrey.ac.uk



Equality, DIVERSITY AND *inclusion*



▶▶▶ AT SURREY, WE INSPIRE PEOPLE TO ACHIEVE WONDERFUL THINGS. WE HAVE A DIVERSE, VIBRANT AND FORWARD-THINKING COMMUNITY WHERE RESPECT, FAIRNESS AND INCLUSION ARE INTEGRAL TO OUR CULTURE AND VALUES. THESE MUST BE UPHELD IN EVERYTHING WE DO – FROM RECRUITING AND DEVELOPING TALENTED STAFF THROUGH TO DELIVERING A REWARDING EXPERIENCE TO ALL OF OUR STUDENTS. WE MUST ALL HAVE THE OPPORTUNITY TO DEVELOP AND USE OUR TALENTS, SHARE OUR VIEWS AND FEEL VALUED FOR THE CONTRIBUTION WE MAKE.

To continue to attract the best staff and students, we must demonstrate an ongoing commitment to equality and diversity, and ensure the richness and diversity of society is reflected and celebrated within our institution. This understanding and openness to embracing other cultures and considering equality issues across a broad spectrum is vital in order for the University to position itself as both a successful national and international institution.

The Equality and Diversity team will continue to work in partnership with colleagues across the University to ensure that Surrey can demonstrate excellence through equality and inclusion at all levels.



“

I chose Surrey due to the high percentage of international students studying here. From my point of view, this mix of nationalities from all over the world makes university life particularly interesting.

”

Sophie Hall

BEng Biomedical Engineering



Faith, BELIEF AND spirituality

- ▶▶▶ THE UNIVERSITY OF SURREY IS A VIBRANT MULTI-FAITH, MULTI-CULTURAL COMMUNITY AND A WONDERFUL PLACE TO LEARN, TEACH AND GROW. PEOPLE OF EVERY KIND OF FAITH AND BELIEF ARE RESPECTED FOR ALL THEY BRING TO UNIVERSITY LIFE.

Life at Surrey gives an opportunity for the expansion of horizons, new experiences, discovery and exploration. Some may wish to do this through faith and belief societies and/ or through connecting with chaplains from different faiths and belief.

For many, though not all, it will be a faith or belief perspective that makes sense of things and gives shape, meaning and direction to life.

We use the term 'faith and belief' because that is identified as a protected characteristic under equality and diversity legislation, so it is not solely about religion.

CHAPLAINCY

Recognising the dignity of every human being, the University Chaplaincy exists to support the faith and belief aspects of the life of members of the University community, students and staff.

What chaplains do

The Chaplaincy provides the provision of worship and spiritual practices, one-to-one pastoral care and the promotion dialogue and peaceful co-existence between people of different faiths and beliefs. We serve all confidentially, discreetly and non-judgmentally.

Who chaplains are

Chaplains are representative practitioners who, true to their own faith or belief, engage openly and honestly with those of all faiths and those who do not have a specific faith. Chaplains are currently drawn from the following faith and belief communities: Buddhist, Christian (Anglican, Methodist/URC, Orthodox [Greek], Roman Catholic), Hindu, Humanist, Jewish, Muslim and Sikh.

surrey.ac.uk/faith

WHERE TO FIND US AND HOW TO CONTACT US

General enquiries

E: chaplaincy@surrey.ac.uk

► On campus chaplains

Anglican - Andrew Bishop
(contact anytime)

T: **07891 994069**

E: a.bishop@surrey.ac.uk

Catholic - John McCarthy
(contact anytime)

T: **07870 277743**

E: j.mccarthy@surrey.ac.uk

► Off campus chaplains

Buddhist - Geoff Hunt
(contact Thurs, Fri & Sun)

T: **01483 427170**

E: g.hunt@surrey.ac.uk

Hindu - Meeta Joshi
(contact anytime)

T: **07886 000509**

E: jmeeta@hotmail.com

Humanist - to be appointed
Please contact chaplaincy@surrey.ac.uk

Jewish - Alex Goldberg
(contact anytime except
Shabbat and festivals)

T: **07939 594212**

E: a.goldberg@surrey.ac.uk

Methodist - Claire Potter
(contact anytime)

T: **07952 178972**

E: claire.potter@surrey.ac.uk

Muslim - Husni Hammuda
(contact anytime)

T: **07795 071250**

E: h.hammuda@surrey.ac.uk

Orthodox - Christodoulos Christodoulou
Please contact chaplaincy@surrey.ac.uk

Sikh - Bahadur Singh
(contact anytime)

T: **07932 747377**

E: b.singh@surrey.ac.uk

FAITH AND BELIEF SPACE ON CAMPUS

Quiet space

The Quiet Centre is available as a multi-faith, quiet environment for individuals and groups, primarily for prayer, worship, meditation and contemplation. Access is via a campus ID card. To book a room for a group, please email the Chaplaincy:

chaplaincy@surrey.ac.uk

The Common Room, JB01-10, in Manor Park, is available for multi-faith prayers, quiet study and meetings.

Christian space

There is an Oratory (small chapel) in the Chaplaincy Centre in Wey Flat. For details of Christian acts of worship, please contact a Christian chaplain.

Jewish space

There is a Jewish Common Room in the Chaplaincy Centre. For Jewish community activities, please contact the Jewish Chaplain.

Muslim space

There is a dedicated Islamic Prayer Room for Muslim daily prayers in the basement of the AA building. Friday prayers are usually held in University Hall (Oak House Hall). Notice of the location is always sent out in the weekly Islamic Society newsletter.

surreyisoc.com

Wudu washing facilities are available in the IPR and the Quiet Centre.





Money

MATTERS

- ▶▶▶ THERE ARE A LOT OF THINGS TO CONSIDER WHEN DECIDING TO STUDY FOR A DEGREE – WHAT SUBJECT, WHICH UNIVERSITY AND HOW MUCH IT WILL COST. AT SURREY, WE UNDERSTAND WHAT A BIG COMMITMENT THIS IS. WE ALSO KNOW HOW IMPORTANT IT IS THAT WE DO EVERYTHING WE CAN TO HELP YOU. THAT'S WHY OUR FOCUS IS ON PROVIDING THE BEST SUPPORT PACKAGE THAT WE CAN AND MAKING IT ACCESSIBLE TO AS MANY STUDENTS AS POSSIBLE.



OUR TUITION FEES

Your degree is an investment in your future and your career. Here at Surrey, we add value to your academic learning with a Professional Training placement.

See fees information here:

surrey.ac.uk/fees-and-funding/tuition-fees/undergraduate-2019-entry

FEES DURING YOUR PROFESSIONAL TRAINING PLACEMENT YEAR

The majority of our students have the opportunity to take part in our Professional Training placement programme, in which case a Surrey degree will normally last four years. The fees during this year are substantially reduced. As a guide, the fee for 2020-21, for 2019-20 entrants studying the Professional Training placement will amount to £1,850.

Most students on our Professional Training placement programme are paid a salary by employers, which is a valuable source of income. For those who are on an unpaid placement, we have a fund to ensure some financial support during the placement year.



NUMBER CRUNCHING

To get a true picture of what university will cost you, it's important to make sure you've included everything in your calculations – even the subtractions. When you're looking at the total amount it may cost you to come to university, there are some facts which may help you get things straight in your mind. See here for more guidance:

surrey.ac.uk/fees-and-funding/managing-your-money/budgeting

DON'T PAY FEES UP FRONT

It's estimated that paying fees up front is the least cost-effective way of paying for tuition. Instead, consider a tuition fee loan. They work like this:

- ▶ The Government loans you the money to pay your tuition fees
- ▶ You pay the Government back, in instalments, after you graduate
- ▶ Your repayments are in proportion to your income and you only start repaying when you earn over a certain amount (£25,000 at the time of writing)
- ▶ Repayment rates are decided in advance so there shouldn't be any unexpected changes.

TUITION FEE LOAN AND MAINTENANCE LOAN

The tuition fee loan covers the fees you're charged each year of your course. It's paid directly to your university or college. The maintenance loan helps with living costs and is paid into your bank account each term. You can find further information at: gov.uk/apply-for-student-finance

See our guide to undergraduate student loans on our website:

surrey.ac.uk/fees-and-funding/student-finance/undergraduate

SCHOLARSHIPS AND BURSARIES

We encourage applications from everyone with the ability to study for a Surrey degree and understand that finance is a factor that affects most people's decisions. We are committed to making sure that we offer support to all those who qualify for our help. Our bursaries and scholarships are among the most competitive in the country, with both merit-based and means-tested awards available.

Our bursaries and scholarships for 2019 entry are available at:

surrey.ac.uk/fees-and-funding/scholarships-and-bursaries

E:bursariesandscholarships@surrey.ac.uk

SPECIAL SUPPORT GRANT

This is for students who get or qualify for income support or housing benefit. You may qualify for the Special Support Grant if:

- ▶ You're a full-time student
- ▶ You're a single parent
- ▶ Your partner is also a student
- ▶ You have certain disabilities.

For full details and qualifying criteria on the Maintenance Loan and the Special Support Grant, you can find information at: gov.uk/student-finance

EU STUDENTS

For information about funding for EU students, see: gov.uk/apply-for-student-finance



A-Z OF MONEY

Studying at university is one of the most significant investments you will ever make. Managing your money may seem daunting but we have a host of support services available to help you control your finances. Read our A-Z list to find out where you can find the right information.

If there's something you can't find, check the website:

surrey.ac.uk/fees-and-funding/managing-your-money

B

Banks and banking

You may already have a bank account and have set up direct debits, however it's worth considering whether your existing account meets your needs as a student.

Important things to consider are:

- ▶ Is there a free overdraft facility? If so, how much is it for?
- ▶ Is there an overdraft facility postgraduation?
- ▶ Find out the repayment conditions and when you have to repay the student overdraft
- ▶ Are there any free gifts for opening an account?
- ▶ Does the bank have a branch locally? This may prove useful even if you do nearly all of your banking online.

If you're lucky enough to have savings, and are beneath the tax threshold, ask for interest to be paid to you gross, i.e. without tax deducted!

Banks change their offers each academic year so find out about the latest offers by checking online, including here from Martin Lewis:

moneysavingexpert.com/students

Benefits

If you have a query about your benefits, you can make an appointment to see an adviser through the Student Services Centre. If you feel your query is complex, please ensure you book a 60 minute appointment.

Bursaries from Surrey

See 'S' for Scholarships and bursaries

surrey.ac.uk/fees-and-funding

bursariesandscholarships@surrey.ac.uk

C**Campus amenities**

There's a bank on campus, as well as multiple cash points and a post office. Additionally, you can find many more cashpoints, money transfer office, banks and building societies in Guildford town centre, just a short walk from the campus.

Care leavers

The University of Surrey offers an annual bursary of £1,000 to qualifying students who have been in local authority care. See more information online, at:

surrey.ac.uk/fees-and-funding

Career Development loans

See 'L' for Loans

Childcare

The University's Student Money and Housing Advisers can assess student parents for the FEET nursery subsidy scheme in addition to providing information on the University's nursery, and advising how to find registered childcare in the local area.

brighthorizons.co.uk

D**Discounts**

Always ask local companies if they offer student discounts. Many do, although they do not always promote them. Make sure that you also look into travel discounts when purchasing your rail and bus tickets.

E**Emergency loans from the University**

Student money and housing advisers have discretionary power to make a small, interest free loan if a student is in severe and unexpected financial hardship and lacks all other financial options. The request process is exactly the same as for delayed funding loans. No money is kept on the Student Services Centre premises. Please allow 48 hours for emergency loan requests to be processed. You can only access this service if you are registered and enrolled. See 'L' for Loans for more information about borrowing money.

Employment

Many students choose to take up some part-time work during their time at university. There is an on-campus recruitment agency, called Unitemps that advertises local jobs. Seek guidance from the Careers and Employability service to help you create or review your CV. If you are studying on an international visa, you will need to check if you have working restrictions.

surrey.ac.uk/ask

unitemps.co.uk

F

Fees

For information on tuition fees and payments, see: surrey.ac.uk/fees-and-funding

Financial hardship

Sometimes in spite of all efforts to plan for university and to budget, students find unexpected and unforeseen eventualities result in financial hardship. The University has funds which students who have exhausted all other sources of funding may apply for when facing extreme and unforeseen financial hardship.

Guidance about this can be found here:

surrey.ac.uk/currentstudents/money/support/hardship/

G

Guarantor scheme

This scheme has been set up to help students who are unable to secure private rented accommodation because they do not have a UK based guarantor. The University will act as a Guarantor for the successful students who will be required to sign a guarantor agreement with conditions. First year students are only eligible to apply if they have completed a foundation year at the University of Surrey. Full information can be found online:

surrey.ac.uk/currentstudents/accommodation/guarantor-scheme

H

Housing (privately rented accommodation)

If you plan to live in private rented housing and rent from a private landlord, the University can offer support. University Surrey Lettings provide advice and manage a number of properties in the private rented sector.

Full information can be found online:

surrey.ac.uk/lettings/usl-managed-properties

I

Insurance

All residents in accommodation managed by the University have belongings insurance included in their rent with no additional charge. Some items are excluded.

For full details visit:

surrey.ac.uk/accommodation/payment/insurance

J**Jobs**

See 'E' for Employment

L**Loans***Student Finance England*

UK students (both undergraduate and postgraduate) that want to attend university use Student Finance England (SFE) to receive funding. For more information about how to apply and eligibility, please go to:

[gov.uk/apply-for-student-finance](https://www.gov.uk/apply-for-student-finance)

For more information on Postgraduate Loans from SFE, visit:

surrey.ac.uk/fees-and-funding/student-finance/postgraduate-taught

Professional and Career Development Loans

The Co-operative bank offers Career Development Loans for students studying a postgraduate degree.

Find out more information here:

surrey.ac.uk/fees-and-funding/student-finance/postgraduate-taught

Student loans: late payments and problems

For problems with student funding, regardless of the source, please contact the funding body's helpline in the first instance. If that is costly or problematic, please come to the Student Services Centre for help and book an appointment with a Student Money Adviser for advice.

surrey.ac.uk/ask

M**Major money problems: dealing with bills and debt**

It is important to face any debt or money issues head on, no debt problems are unsolvable. It might not be easy or quick, but there's always a way forward. Ignoring debts can cause them to spiral out of control. The earlier you face them, the easier they are to deal with. Debts and money worries are not just a finance issue. It impacts all elements of your life and can affect your studies. However, there are many and varied solutions that could help you; for free independent, confidential and impartial advice and support you can arrange an appointment via the Student Services Centre:

surrey.ac.uk/ask



NHS charges

The Student Services Centre stocks the full range of NHS forms students need to reclaim NHS charges, such as the HC1 and HC5. For example, if you have to buy expensive glasses, this can put a proportion of the cost back in your pocket – just ask in the centre!

Nursery fees

See 'C' for Childcare



Oyster cards

See 'T' for Travel



Placement fund

The University has a placement fund to assist students on placements which are unpaid, unsupported, compulsory and in financially challenging locations. For more information, visit the Student Services Centre.

Postgraduate funding research councils

Funding from research councils is subject specific and highly competitive. The annual number of awards in certain areas is very small.

For further information, go to:

ukri.org

Postgraduate loans

See 'L' for Loans



Questions

There are hundreds of frequently asked questions and answers on our website, or if you'd like a friendly face, come in to see an adviser. There is no such thing as a trivial money question, if it's important to you, it's important to us. If you would like a Student Money and Housing adviser to check your financial plan, your student funding, your benefits entitlement, your budget, your bills, then please come in to the Student Services Centre to see an adviser.

surrey.ac.uk/ask

R

Rebates

Maximise your income by reclaiming all possible rebates and refunds, whether unused portions of TV Licences or income tax rebates.

For more information and advice, visit:

surrey.ac.uk/ask

Rent arrears or eviction

All students should budget carefully to pay rent. If you are facing eviction, please seek help immediately. Come into the Student Services Centre and book an appointment as soon as you can.

S

Scholarships and bursaries

The University provides many different scholarships for undergraduate and postgraduate students.

See here for a list of both internal and external scholarships

surrey.ac.uk/fees-and-funding/scholarships-and-bursaries

The list of external scholarships on this page is not exhaustive and there are many research councils, charities, businesses, individuals and governments that have scholarships available that you may be able to find out about online.

Student Finance England (SFE)

See 'L' for Loans.

Student money and housing advisers

The University's professional money and housing advisers will meet you in private to discuss in confidence any general money and/or housing queries, with the options to maximise income and/or reduce expenditure.

Student Services Centre

If you have any money related problems or a non-academic query and wonder where to discuss it, please come to the front desk of the Student Services Centre where our friendly, helpful and knowledgeable advisers can answer your questions or arrange appointments for specialist help.

T Tax

Council tax

Most full-time students aren't required to pay council tax, but there are some exceptions, such as: payment is required if you have taken a contract on a property before term starts, you have finished your degree or if you are in-between undergraduate and postgraduate degrees. Additionally, if you live with someone who is not a full-time student then the property is liable for council tax. If there is only one person who is not a student, the cost is reduced. Students will be 'invisible' for council tax purposes, but may be held liable if the bill is not paid. For full details visit:

surrey.ac.uk/currentstudents/money/tax

guildford.gov.uk/counciltax

If you are going to live outside of the Borough of Guildford, please request a council tax exemption letter from the Information Desk of the Student Services Centre and send or hand it over to your local council.

Income tax

Many students choose to do part-time work. If you are an international student, you must do so according to your visa restrictions. It is important to make sure that you are paying the correct amount of income tax and National Insurance. The amount of tax deducted is governed by the tax code issued to you by H.M. Revenue & Customs. If you have any queries on Income Tax, please visit the Student Services Centre for advice.



Travel

Student Oyster Card

Full-time students with a London address can receive a 30 per cent discount when travelling through London. There is a £20 administration fee for a year's travel discount. Apply online: tfl.gov.uk/photocard

16-25 Railcard

This allows full-time students a third off most rail fares, although there is a minimum spend at peak times. The card costs £30. Application is made on a form obtainable from railway stations or online. Students over the age of 25 can also apply but need to have the application, and a passport size photograph which is countersigned by the Student Services Centre.

16-25railcard.co.uk

Buses in Guildford

There are multiple bus routes that run directly through campus for which you can buy a season ticket.

See the website for more information:


surrey.ac.uk/currentstudents/campus/transport/bus








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CONNECT WITH US

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We've made all reasonable efforts to ensure that the information in this publication was correct at the time of going to print in June 2018, but we can't accept any liability for any inaccuracies in the information published, and the information might change from time to time without notice. For the latest and most up-to-date information, please visit our website at: surrey.ac.uk

