The University of Hertfordshire has a long history of providing a wide range of higher education opportunities to students from all over the world. We are proud of our commitment to excellence in teaching, learning and research; and take very seriously our charter to undertake research. Our charter is to undertake research that is responsive to regional, national and international needs, and makes a relevant and respected contribution to the development of sustainable societies. We wish you every success as you embark on your university-level studies and we look forward to you being awarded your University of Hertfordshire degree at your graduation ceremony.

**Hic staff**
Welcome from the Student Services team

You have made the right choice to study at HIC and we are all looking forward to you commencing your journey towards graduating from the University of Hertfordshire. The student services team is here to help and we will do everything we can to support you and ensure your success.

We understand that you might be feeling nervous and I’m sure you have a thousand questions about life and study in the UK, but rest assured my team and I are here to help.

We will do whatever we can to make your stay here memorable, and help you achieve your goal of graduating from the University of Hertfordshire; from helping you find accommodation to arranging activities, therefore making the most of your time in the UK.

The settling in period varies from person to person and depends on a number of factors, but if you are experiencing any issues, come and ask me or my team, who are always here to help.

Once you have settled in it is very important for you to get to know your fellow students and staff. We are here to help and support you in all aspects of your student life, but as a student you must take responsibility for your attitude towards learning and strive to be an ambassador for HIC, your family and country.

Over the past 10 years, we are proud of our achievements and look forward to welcoming our newest class of students!

Please remember that the Student Support and Academic Services team is here to help you wherever possible but for us to contribute to your experience, you must communicate with us and respond to any requests that we have. We hope that your experience at HIC will be an unforgettable one and wish you all the best when you progress to the University of Hertfordshire.

Laura Jones and Claire Butcher
Managers of Student Services, HIC

Laura Jones
Manager of Student Services

Claire Butcher
Manager of Student Services
Hertfordshire highlights

Hatfield

**Hertfordshire Sports Village**
Hertfordshire Sports Village caters for the fitness, sport and leisure needs of all students. It offers something for everyone, from complete beginners to elite and professional sports people.

**Hatfield House**
Hatfield House is situated opposite the railway station and is the historic heart of Hatfield and home to Elizabeth I in 1559. More recently it has been the location of many movies such as Batman Begins and Sherlock Holmes. It also hosts a number of live music events during the summer.

**Forum**
An on-campus live music and event arena in north London and home to numerous live gigs throughout the year. It hosts student nights throughout the week and can attract thousands of revellers on the weekend. The perfect place to relax on the weekend and let your hair down.

Surrounding area

**St. Albans**
St. Albans stands out as a unique English cathedral city. The city’s colourful history can be seen in the Roman remains and the beautiful medieval architecture. There are lush green parks and countryside, a buzzing metropolis, excellent attractions and interesting and ancient history.

**Warner Bros Studio Tour – The Making of Harry Potter**
Situated a short journey away is the Warner Bros studio where the Harry Potter films were produced.

London

London is a fantastic city with a wealth of history and culture, leaving every visitor wanting more. Whether it’s royal history, sport, architecture, museums and galleries, or just a fun-filled family trip, there is something to please everyone.

HIC regularly organises trips to London, but you can easily travel independently using public transport and enjoy the city.
Verulamium Park

Hatfield House

20 minutes from London by train
Safe, on-campus accommodation

Situated on the College Lane Campus, we have a selection of on-campus en-suite and twin bathroom accommodation which are highly sought after and get reserved quickly. College Lane has fantastic facilities:

- a brand new gym at The Oval
- an outdoor artificial turf pitch and multi-use games areas
- a two minute walk from the Learning Resources Centre (LRC)
- the Forum Hertfordshire which hosts events most week nights for students
- the EleHouse, offering drinks, food and pub games
- Students’ Union shop, restaurant and café
- launderette
- campus medical centre and pharmacy, providing an over the counter service and advice for students
- a free shuttle bus between College Lane and de Havilland
- cycle hire scheme

Accommodation prices

<table>
<thead>
<tr>
<th></th>
<th>Standard en suite room</th>
<th>Enhanced en suite room</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Individual fees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent (per semester)</td>
<td>£2,805</td>
<td>£3,060</td>
</tr>
<tr>
<td>Caution fee (refundable)</td>
<td>£400</td>
<td>£400</td>
</tr>
<tr>
<td>Administration fee</td>
<td>£250</td>
<td>£250</td>
</tr>
<tr>
<td><strong>Total contract fees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>One semester contract</td>
<td>£3,455*</td>
<td>£3,710*</td>
</tr>
<tr>
<td>Two semester contract</td>
<td>£7,580*</td>
<td>£8,210*</td>
</tr>
<tr>
<td>Three semester contract</td>
<td>£9,085†</td>
<td>£9,830†</td>
</tr>
</tbody>
</table>

* Payment in full before moving in.
† Payable in two instalments – half before moving in and half in week 9 of teaching.

Payment

A deposit of £1,000 is required to reserve your room, with the remaining rental fees payable by two instalments.

Payment can be made to HIC by:

- international bank draft (made payable to HIBT Ltd.)
- Online payment (student.globalpay.wu.com/geo-buyer/hertford)
- telegraphic transfer

If payment is made by telegraphic transfer then it must state (a) the student’s name, and (b) the student’s HIC student ID number as reference for payment, and provide HIC with proof of payment.
Please note:
accommodation contracts will be assigned according to course length and projected HIC pathway. IEL A students will be given 30% off their first semester’s rent due to later arrival.

For the latest fees, please check our website: hic.navitas.com/accommodation
HIC is one of the best schools I’ve studied in, it feels like a home away from home as they welcome and support you as a family. I have made new, wonderful friends from all over the world and we have the best of times together.

Hamad Salem A M Al Hajiri, Qatar
BA (Hons) Mass Communications
Transport and campus maps

Inter-campus bus route

<table>
<thead>
<tr>
<th>Inter-Campus</th>
<th>Hatfield Train Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>2min by Inter-campus Shuttle</td>
<td>To de Havilland Campus</td>
</tr>
<tr>
<td>15min walk between the campuses</td>
<td>8min by bus</td>
</tr>
<tr>
<td>To College Lane Campus</td>
<td>11min by bus</td>
</tr>
<tr>
<td>30min walk to de Havilland Campus</td>
<td>34min walk to College Lane Campus</td>
</tr>
</tbody>
</table>

Drive

via A1(M)
See the routes for Main Campus Entrances and Park & Ride

P&R
2min by Inter-campus Shuttle
From Angerland Park & Ride to College Lane Campus
Welcome to the University of Hertfordshire. As a student you are now a member of the Students’ Union.

As you begin your journey there’s no doubt you will have a great time. Welcome Weeks will be packed full of inductions and activities where you’ll get to know the university and surrounding areas, but here are a few useful hints and tips to help you get around.

A little lost?
Don’t worry, everyone is in the same boat. If you do find yourself struggling to get to grips with it all, remember your Students’ Union is here for you. You can come in and have a chat with a student officer or if it’s confidential, independent advice you need, our advice centre is located beside the sandwich shop, opposite the library.

Get involved!
Believe it or not, university isn’t just about getting a degree; you will get so much out of the things you do outside your course and the people you meet. If representation isn’t for you, remember there are over 100 clubs and societies to choose from, offering anything from basketball to big band. There’s something for everyone, with opportunities to learn new skills and meet new people.

UHSU
T 01707 285000
E contact@hertfordshire.su
twitter.com/hertssu
facebook.com/hertfordshire.su
Student sports and societies

Our members can join any of our 100 clubs and societies. On a social level these are a great way to meet like-minded people or if you prefer, bring out your competitive nature and represent the University at sport.

Adullam Campus Fellowship
We are a campus-based Pentecostal Christian Society which welcomes students from all backgrounds. Our purpose is to reach out to students to meet their spiritual needs, to foster relationships among other Christian bodies and to enhance Christian values among students in the citadel of learning. Join up to meet new friends. We will be meeting every Tuesday.

Afro-Caribbean
We aim to inspire, empower and educate. We endeavour to promote the features and successes that have been attributed and directly derived from the Afro-Caribbean culture throughout generations of history. We believe through the effective implementation of discussions, debates and forums, as well as hosting social and networking events held in an self-educational context, that we will be able to grow an unquenchable fountain of knowledge. Afro-Caribbean culture is not only experienced by those of African descent, but by every individual on the face of this earth, and therefore all of our events and meetings are open to all races.

Alternative Music
If you’re into rock, metal, punk or anything else music related, then sign up to share your views and get involved in what we have planned! We’re open to ideas on how to push this society even further for the next year. Together we aim to organise more shows and attract bigger bands, both locally and further afield. The Society will hold regular monthly open meetings where the members can voice their opinions and get the latest news on future plans.

Anime and Manga
We will be hosting a range of anime and manga related events throughout the year, including social activities, screenings, and so on.

Archery
We are a friendly, fun, non-competitive group of people with a common interest in archery. We aim to have fun contests within the society, ranging from scoring to balloon popping whilst improving precision and accuracy.

Arts
This society has been created for those interested in the creative arts or on a creative arts course, be it music, visual arts, performance or graphics. It’s a place to meet other creatives and collaborate. We promote local activities and organise events such as trips to galleries etc.

B-Boy
Get involved with the UHSU B-Boy Society and learn to breakdance! We teach members the breakdancing style, offer a friendly and safe training environment for b-boys/b-girls of any level and attend b-boy events. We aim to spread culture through dance, workshops, run and advertise our performances.

Baking
This society came about after realising there was no outlet for students who like to bake sweet and savoury delights. We welcome everyone to our friendly and culinary adventurous society. We encourage members to share their ideas and baking experiences. We are laid back in our approach, getting together to try different recipes and create food to suit everyone’s taste. Each week is dedicated to different ingredients, cultural backgrounds and dietary preferences.

Bangladesh
UHSU-BS is a group set up by Bangladeshi students in 2010 to bring Bangladesh people together. We aim to perform at events that will inspire the youth and create awareness of current issues.

Believers Loveworld
We are a Christian society where The Word of God is used to change and transform people’s lives. It is a place of encouragement and inspiration for fellow kings and queens of the Kingdom of Heaven.

Bhangra Society
Bhangra is a lively form of folk music and dance that originates from Punjab. Throughout the year we run workshops for all abilities. We compete in national events and aim to be the best Bhangra Society.

Big Band
If you play an instrument and miss being part of a group then come and join us! We are a large ensemble playing jazz, latin, swing and modern music. We are conducted by an experienced jazz trumpeter who frequently plays in the West End! We meet every Monday at 7.30pm in B01 (film and media building). There will be lots of exciting gigs throughout the year so please come along!

Bollywood
We want to introduce Bollywood music and dance to all students. Regular classes give you an opportunity to improve your dance skills and meet new people. We host events, invite guest speakers and explore the culture surrounding Bollywood dance.

Campus Koinonia
We are devoted to the balance and fruitful development of the spiritual and general lifestyle of our members. We assist students in the formation of a successful habit in their academic pursuits, career life and other endeavours. We run orientation programmes for new members as well as other events throughout the year.

Catholic
This society exists to foster the spiritual needs of Catholics, as well as providing a platform for Catholics (and those interested in the Catholic Church) to socialise together during their time at the University of Hertfordshire.
Student sports and societies (continued)

Chinese Students’ Society

We strive for the welfare of our members, and aim to unite the Chinese students who are studying at the University of Hertfordshire. We are an active community, and every year we hold numerous events in Hertfordshire for our members to enjoy.

Christian Union

We are a society of students committed to seeing the amazing Gospel of Jesus Christ spread on campus. We are a hugely active and exciting group, with a genuinely mind-blowing and relevant message for everyone; that God proved himself to us in person, as Jesus Christ came to Earth to die for our sins so that we could freely be put right with God! We organise various social events throughout the year including our annual weekend away, day trips, Christmas meals and many other free events. Be part of something huge!

Console Gaming

Passionate about gaming, or even just have a casual interest? Join us to play and socialise via console gaming!

DJ Society

We aim to teach beginners from the very basics. We also offer experienced DJs practice sessions and the possibility of live sets at Batchwood and the Forum.

Drama

If you’re an actor, technician, director, writer, musician, make-up artist, costume designer, photographer, artist or prop-maker, there’s always something for you in the Drama Society. We run theatre trips and charity events throughout the year, so get involved!

Film

We organise film marathons, free weekly film screenings, quizzes, discussion meetings, cross society events, seminars etc. We want you to watch and discuss movies together in a friendly environment; to give you a chance to meet people who think like you and like the same things as you; bring all the Creative School students together, so they can establish new contacts that could help them in future. And most importantly, to give you the chance to relax from tight study schedules.

Girling

UHGC is open to anyone who wants to learn to fly! We operate in conjunction with London Gliding Club at Dunstable Downs Airfield, with negotiations with more flying sites underway.

Harry Potter

Come along to meet fans, chat, play, discuss the books and films, and join our events and activities throughout the year.

Herts Street Dance

The society is all about having fun, learning and developing your skills as well as socialising with like-minded people. Everybody is welcome, regardless of ability. Class duration is three hours, consisting of two routines, each routine lasting up to an hour and 25 minutes, giving everyone a break of five minutes between classes.

Hindu

The UHSU Hindu Society is affiliated with the National Hindu Society Forum (NHSF). Our aim is to promote, practise and protect the Hindu faith within the University of Hertfordshire environment, whilst advocating unity amongst the Hindu youth. For those who want to be part of the Hindu community or wish to find out more, this is the society for you! Everyone is welcome and we are open to all students, so feel free to join.

Hope Fellowship

This is a place where students gather and have dinner, get to know God more and have fellowship with each other. It is also a place where we can chill, share our problems and encourage each other when problems arise. We welcome Christian and non-Christian people from all backgrounds and nations.

HUSKIS

Hertfordshire University Ski and Snowboard Society. If you enjoy skiing or snowboarding this is the club for you! Over the past few years, HUSKIS has built up a reputation for being one of the most member orientated clubs within the University. Every two weeks the HUSKIS show their stuff on the closest thing to snow that they can get, snow! The club travels to Hemel Hempstead for three hours on the slopes at a discounted price. Lessons are available for those who cannot already ski or snowboard, or need more practice.

Islamic

The UHSU Islamic Society exists to enrich and educate the diverse Muslim and non-Muslim students at the University of Hertfordshire. Our aim is to ensure that the fundamental bases of Islam are fulfilled on campus. Known for adhering to the Qur’an and Sunnah, we invite students from all faiths. We are here for all Muslims, set-aside race, ethnicity, gender or sect. We promote unity amongst the Muslims, which is an objective in Islam. We hold various activities and events throughout the year to cater for everyone so keep an eye out!

Japan

Whether it’s a love of the culture, the food, a general interest in Japan, or you just want to improve your Japanese, you’ll find what you’re looking for in this society. Throughout the year there will be opportunities to volunteer at events, debate/discuss current events involving Japan and Japanese anime and movies, connect with people from other universities and much, much more.

Jewish

Celebrating Jewish culture amongst Jewish and non-Jewish students. The UHSU Herts Jsoc wish to enrich the social study and activities of students. We want a place for students to share a familiar culture and festivals together, as well as having an opportunity to discuss contemporary Jewish issues.

Krishna Consciousness

Open to everyone, reaching beyond the boundaries of cast, creed and colour, by establishing the science of the soul. Ancient wisdom and culture are introduced through the mediums of music, philosophy, yoga, meditation, drama, dance and vegetarian cooking.

Lawyers Without Borders

Promoting the work of its parent organisation, LWB is an international human rights NGO offering pro bono service to rule of law projects, capacity building and access to justice initiatives. It works through networks of pro bono lawyers, non-profit organisations and law students on various world-wide projects to promote and enforce global human rights, advance the rule of law and protect the integrity of the legal process without regard to geographical or political borders.
LGBT+

We provide a safe and social space for lesbian, gay, bisexual, transgender and asexual people, as well as those of other sexual and gender minorities, and those who are questioning their sexuality and gender. We can provide information on sexuality and sexual health issues and we also campaign for the welfare of LGBTQ people. We have weekly meetings and regularly hold a variety of social activities such as film and games nights with external trips to clubs.

Malaysian

We promote Malaysian culture at UH. Come along to one of our Malaysian nights and enjoy Malaysian food, music, dance and dress. Everyone is welcome.

Motorsport

A fun, event-based society, with races held at various times and venues throughout the year. You get to race with a large group of students, which allows the cost per person to be less than if you were to turn up at the track by yourself. You also get the opportunity to meet like-minded people and compete against them at each event.

MTO Sufi

Sufism is often referred to as a bridge between religions or the reality of religion. The focus of Sufism is to take each person back to their true self which is independent and free of all worldly influences; thereby Sufism guides and helps individuals realise the true essence of their being. Our intention is to raise awareness about Sufism by hosting and taking part in various events. In addition to studying Sufism and practical exercises of Tamarkoz (Sufi concentration and meditation), we present different programs related to music, art, literature, poetry and dance.

Nigerian Students

Nigerians and non-Nigerians are all welcome! Through events such as movie nights, cultural events, meet and greets, as well as other social events, you will learn about Nigerian culture.

Oriental

This society is for anyone who is oriental or has an interest in oriental culture. Come and join us if you like to have fun, meet new people and learn more about oriental culture and life in Britain, or if you like to enjoy good food, this is the society for you! We organise events to celebrate oriental culture at the University of Hertfordshire.

Outdoor

The aim of our society is to have fun outdoors, learning new skills and socialising away from traditional sports. We participate in jogging, capoeira, bike rides, walks, outdoor games (e.g. Manhunt, wide games), geo-caching, Urbex. We also run trips which include activities such as skydiving, mountaineering, surfing, sailing, white water rafting, quad biking, camping, climbing, shooting, canoeing, survival skills.

Pakistan

Representing Pakistani students, we organise events to celebrate important national days, arrange and promote Pakistani cultural and social events, charity and sporting activities. We also provide guidance and information to help our members and strive to establish goodwill with other societies. Membership is open to everyone studying at Hertfordshire University and is not confined to any ethnic group, race or nationality.

Pharmacy

This year we have a variety of events planned including 5-a-side football, Thorpe Park/Fright Night, Pharmacy hoodies, summer barbecue and most important of all, the pharmacy ball! Remember that for some events, you may be asked to pay a fee. If you are a member of the society, you will be charged a discounted price. Non-members will have to pay full price. Certain events are strictly members only.

Philosophy

A society for all those with unanswered questions about existence, life and the universe. As well as the occasional ping pong tournament, we have debates on the most controversial and trickiest current affairs on Wednesdays. For the hardcore, advanced papers and seminars will be presented by thinkers at the forefront of their respective fields.

Pool and Snooker

A society for all pool and snooker fans, open to everyone of any level! We hold tournaments and knock out competitions as well as casual social nights out.

PSIFA

To explore strange new worlds, to seek out new life and new civilisations, to boldly go where no one has gone before... We are the Sci-Fi and Fantasy Society!

Psychology

Do you wonder how the mind works? Or why people behave the way they do? The UHSU Psychology Society is for you! We welcome anyone with an interest in Psychology. Events range from debates and trips to games and quizzes. A great chance to meet other students and faculty members with similar interests. We also run trips to conferences and exhibitions, which are a great way to meet new people.

Redeemed Christian Fellowship

Our fellowship aims to connect with a generation that is tired of living a life without God and thus seek to truly find Him for themselves. Activities include bible study, prayer, praise and worship sessions, drama, guest ministrations, socials and many more.

Russian Speaking

Our group wants to unite not only Russian speakers but also those who are interested in Russian culture or might have Russian blood flowing through their veins. We are open to any suggestions for activities within the society. One idea is to celebrate traditional holidays. We would like to cook national dishes, watch Russian movies and organise mini-trips.

Salem Campus Fellowship

We are here to promote our Christian-based faith and offer the opportunity to students to see what we do on a regular basis. We run events to bring everyone together to celebrate their faith, as well as special worships and conferences. All are welcome.
Student sports and societies (continued)

**Salsa**
Learn how to salsa or improve your moves – join the Salsa Society! Beginner, expert, whatever, you’re welcome to come. It’s fun, relaxed and friendly.

**Sikh**
We are here to increase awareness of Sikhism as a religion and to offer a forum whereby we exchange opinions and discuss modern day issues. We often have trips to the Gurdwaras, particularly on important occasions and have social trips.

**Skirmish**
Whether you are new or casual to the concept of skirmishing, we aim to provide friendly trips for a wide variety of skirmishes. We promise to cover the following activities as much as possible: paintballing, airsofting (bb paintballing), outdoor laserquest (and indoor on request), Nerf guns.

**Socialist Students’ Society**
The aim of the Socialist Students’ Society is to facilitate discussion amongst students about socialism, from socio-political and economical perspectives. During this phase of the impoverishing turmoil of capitalism, it is imperative at the very least to explore the need for a genuine alternative for a society and a system that caters for the needs of the vast majority. Socialist Students brings to this forum not only the perils faced by most people, but also the importance of the system where social ownership under democratic workers control along with the economy collectively planned for the needs of the people.

**Sri Lankan**
The Sri Lankan Society exists to promote and project the culture of Sri Lanka among all students of the University of Hertfordshire. Throughout the year, the UHSU Sri Lankan Society runs a wide variety of events and activities based on Sri Lankan culture, including meet and greets, collaborative events and celebrating cultural occasions.

**St. John Ambulance LINKS**
The UHSU St. John Links Society provides the opportunity for students at the University of Hertfordshire to learn first aid, attend courses and take exams. We also offer opportunities for students to participate in events where first aid might be required. In addition, we run events for the society to get to meet everyone else, and get to know the area by socialising.

**Student Paramedic**
Formed in January 2012 we aim to provide CPD events, workshops and clinical skills sessions for Paramedic Science students at the University of Hertfordshire. Our aim is to run at least one event each month, as well as regular meetings, case presentations and, of course, chuck in the odd social!

**Ukulele**
Open to all members, from beginners to advanced ukulele players or any musical skill. A place to socialise, perform and learn with the ukulele with the aim of performing and having a Ukulele Orchestra. We will also be running themed events, collaborations with other UHSU societies and national ukulele societies and volunteering initiatives.

**Ultimate Frisbee**
We are the Hertfordshire Hornets Ultimate Frisbee Society. Whether it’s for recreation, to get fit or just for the social side, we can help. There’s no financial commitment required, so get involved with the sport we are passionate about!

**Voice Aloud**
Dedicated to providing students with a stepping stone to showcasing their talents in our open mic night events every month. Singers, poets, rappers, musicians and even comedians; this is your calling!
Student Forum

At the start of term HIC staff members ask students from a wide range of programmes and levels of study to become student representatives. They are then invited to attend the HIC Student Forum and other College meetings.

HIC Student Forum plays a vital role in creating a better experience for our students. The Student Forum provides students with the opportunity to voice their opinions, concerns and ideas to the College Management team.

To improve the outcomes for all the HIC students we must encourage and promote five main initiatives:
• stay safe
• be healthy
• enjoy and achieve
• make a positive contribution
• achieve economic wellbeing.

Student Charter

HIC expects you to develop your independent learning skills to enable you to take responsibility for your own learning. This Charter is our statement of how we will support you and what we expect from you.

HIC’s teachers will support you by:
• explaining the difference between dependent and independent learning
• embedding all of our learning programmes in our learning culture
• organising our classrooms and instruction so that the attitudes, skills and knowledge of independent learning will be fostered
• recognising that independence is developed by design, not chance
• designing assessment tasks that are consistent with the aim of helping you to become an independent learner
• providing you with regular and timely feedback, inclusive of suggestions about how you can continue to improve as an independent learner
• understanding each of our students well, and recognising that students will progress from being dependent learners to independent learners at different speeds

We expect you to:
• aim to understand the difference between dependent and independent learning
• strive to see the independent learning dimensions in all or your learning areas, and aim to strengthen your skills and deepen your knowledge so that you are able to become progressively more independent
• encouraging you to reflect on your learning experiences, and to show you ways to record and benefit from your reflections
• engaging in professional learning discussions and activities which are designed to make for more effective teachers and teaching
• sharing experiences of our teachers’ development as independent learners, and explaining how these experiences have contributed to their life-long motivation to learn.

We expect you to:
• be interested in not only what is being done in the classroom, but why an activity is useful for generating independent learning
• negotiate, if needed and where possible, the nature of assessment tasks, in a manner that is consistent with you becoming an independent learner
• respond to the feedback provided, by attempting to integrate the advice you have received in subsequent learning activities
• make every attempt to acquire the attitudes, skills and knowledge of an independent learner, as quickly as your speed of development allows you to respond reflectively as part of an activity such as preparation for a test, assignment or oral presentation
• be interested in the ongoing discussions, aimed at the continual improvement of the learning outcomes of a community of scholars
• develop an understanding of what it means to be a life-long learner and anticipating how this will help you to live a more effective and meaningful life.

Hertfordshire International College Student Experience Guide 2018

19
Before you arrive

Your visa application
When we send your CAS number to you we will attach a PDF document named “Making Your Visa Application”. Please read this document very carefully. The document contains vital information to aid you with your application. If you haven’t received it please contact us by email to request a copy: hic.admissions@herts.ac.uk.

Renewing your visa
The college will assist students with their visa renewal applications if and when necessary. We provide workshops and appointment based support to help students with this process. Our Student Support Team is on hand to offer administrative support to all students who will require a visa extension whilst studying at HIC. Students will be guided through the application process to ensure their leave to remain application is in accordance with Tier 4 policy. Full instructions will be given to the student regarding which documentation they need to acquire and provide to support their visa application. The responsibility of obtaining this documentation will lie with the student: Students must ensure that they remain compliant with the conditions on their Tier 4 visa which are set by UKVI whilst in the UK. We’re available to answer and clarify questions regarding visa renewal applications.

Changes to your student registration status
HIC must inform the UK Visa and Immigration agency of any students who have an entry clearance Visa under the Points Based System (PBS) rules and fail to arrive for the start of their course, are withdrawn from the course, defer or suspend their studies, do not meet class attendance requirements.

Further information regarding the student visa Points Based System can be found on the websites below. We advise that you check the websites regularly for up-to-date information.

UK Visa and Immigration (UKVI): gov.uk
British Embassy/High Commission: ukvisas.gov.uk
Council for International Student Affairs (UKCISA): ukcisa.org.uk
When you arrive

Meeting immigration staff at the airport

When you arrive at a UK airport, you should be prepared to answer some questions about yourself, including where you will be staying and what you intend to do during your time in the UK. This is why it is important to know your UK address before you leave your country. See above for details on obtaining your UK address with the college.

You may be asked to undergo a brief, routine health check by an airport doctor, which may include an x-ray. Afterwards you will be required to return to immigration control.

You should also have to hand your HIC Offer of Admission letter, final CAS statement and original copies of qualifications.

Please note that if you have already studied in the UK and are changing your education provider, you will need to apply for a visa for your new course at HIC. This could take up to 40 days. You are contravening the terms of your visa if you change educational providers before you have received your new visa from the Home Office and your leave to stay in the UK may be withdrawn. Hertfordshire International College (HIC) will not be able to register you on the course unless you have a valid visa, and will ask you to leave.

Please make sure you have read and understood our college refund policy and regulations which can be found at: hic.navitas.com/apply-now/conditions-of-enrolment.

Make a note of a suitable UK contact including full name, address and a phone number which will be required when you complete your landing card.

Ensure you complete your landing card before you meet the Border Force officer in the UK.

If you carry your passport in a protective wallet, please take it out before you present it to a Border Force officer.

Never give false or misleading information (including forged or counterfeit documents) to a Border Force officer.

Have your university Confirmation of Acceptance for Studies (CAS) letter and medical card (if you have one) in your hand luggage that you carry with you onto the aircraft.

There are restrictions on food products that you can bring to the UK from outside the European Union, even for personal use. Restrictions apply to products made from meat, dairy, fish, eggs and honey, as well as some fruit, vegetables and plants (e.g. bulbs, seeds, cut flowers and tree bark). There are also restrictions on the amount of goods such as tobacco, alcohol and gifts you can bring into the UK. If you exceed your allowances, all of your goods can be taken away from you.

Never bring in counterfeit goods, illegal drugs, firearms (including realistic imitations), offensive weapons (including knives) or indecent or obscene material.

Make sure you are familiar with the conditions of your visa including the number of hours you are allowed to work.

You must declare any sums of cash of €10,000 or more (or the equivalent in another currency) if you are travelling from a country outside the European Union.

If you would like further information on any of the above please check the UK Border Agency website for more information.

There will be dedicated student lanes at some British airports so keep a look out for these when you arrive.

Immediately after arrival in the UK – airport pick up

HIC will arrange an airport pick up with prices starting from £65 that will take you from the arrival gate to your property in around 45 minutes. You can pay for your airport pick up fee in advance using our online payment site https://student.globalpay.wu.com

Alternatively, you can make your own way to Hatfield and HIC via the public transport network. Which will be cheaper but can take up to 1.5 hours. The following web sites provide travel information:

[link to websites]

tfi.gov.uk

trainline.com
Your student life on campus

HIC provides many support services that will help you achieve your goals. During your studies you will have access to services offered by both HIC and the University of Hertfordshire.

We encourage you to use the support services available and to contact the friendly HIC staff for advice and assistance as soon as you are having difficulty with anything. Remember that HIC is here to help you.

The Student Support team looks after all of our students’ needs. The team is responsible for:

• helping you enrol in your pathway
• assisting with your registration at HIC and the University of Hertfordshire
• orientation programmes
• student welfare
• study skills training
• learning support
• English language support
• disability support
• assignment assistance
• social activities.

Orientation programme
When you join us at HIC, your first week will be spent getting to know your fellow classmates, meeting our staff and adjusting to your new life in the UK.

During your orientation week, you will receive information on:

• living and studying in the UK
• accommodation
• fees and travel arrangements
• health
• finance
• travel and transport
• social events.

Our team will also help you:

• enrol in your pathway
• obtain your student ID card and email account
• receive your academic timetable
• get to know your new home.

Student activities
If you are interested in getting involved in sports and societies, the University of Hertfordshire is the place to be. It has some of the best sport and recreational facilities available at any UK university.

These include football, cricket and hockey pitches, courts, sports halls, a swimming pool, a gym and a climbing wall. There are over 100 student clubs and societies available, covering all of our students’ social and sporting needs, including Youth Excellence societies.

Being part of sports clubs and student societies opens up many opportunities during your time at university. HIC encourages you to participate in these activities as much as possible.
Students’ Union
The University of Hertfordshire Students’ Union (UHSU), based on the College Lane campus, organises year-round social events on and off campus, as well as organising clubs and activities for the student body.

The UHSU also has a very successful employment agency that posts hundreds of jobs throughout the year. Through the agency, you can find casual or part-time work (if you are eligible to work in the UK) that will allow you to earn money while studying.

Counselling and support
The University of Hertfordshire offers an excellent confidence counselling service and a dedicated medical centre, both based at the College Lane campus. International student advisors are also available to give you free advice on issues such as housing, welfare and immigration.

HIC provides one-to-one support through personal tutoring, online responses and a student drop-in help desk facility.

Multi–faith centre
The Key Centre is a multi-faith and multicultural centre, situated in a quiet area on the College Lane campus. It is the focal point for the spiritual life of the University, a place for prayer and reflection.

Join us on Facebook
The HIC Facebook page is a great way to keep up to date with the social activities going on at HIC. It’s also a great platform for sharing information, ideas, and meeting fellow students. Check us out at facebook.com/HICstudents.
Living in Hatfield

Hatfield and surrounding areas have all the shops you would expect to see in the UK; all the major banks and building societies; numerous restaurants, cafés, bars and public houses; dentists and several doctors’ surgeries.

For information on the Galleria shopping mall in Hatfield please visit thegalleria.co.uk. Major supermarkets, such as Tesco and Asda, stock a wide range of foods, and there are many restaurants and shops selling international foods. More information on shopping, activities and nightlife is available at Student Support.

The weather
The climate in England is moderate. Summers are warm, autumn is usually cool and mild, and winter can be very cold with possible ice and snow. You can find more detailed information on the weather in Hatfield by visiting the BBC Weather Centre website: bbc.co.uk/weather.

<table>
<thead>
<tr>
<th>Season</th>
<th>Average temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer</td>
<td>21-12°C</td>
</tr>
<tr>
<td>Autumn</td>
<td>14-7°C</td>
</tr>
<tr>
<td>Winter</td>
<td>8-3°C</td>
</tr>
<tr>
<td>Spring</td>
<td>13-5°C</td>
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</tbody>
</table>

Public transport
The public transport system in the UK consists of the overground rail, ferries and buses, as well as the famous underground trains in London. The cost of public transport depends on the type of ticket you buy and the distance to be travelled.

There is a network of frequent and reliable local buses and a university bus network (UNO). On the UNO buses you can get discounted fares using your University identity card. These provide excellent access to London, Hatfield and surrounding areas.

Further information, including student bus passes for Hatfield, can be obtained from: unobus.info/routes.html.

For UK and European coach travel, timetables and further information: nationalexpress.com/home.aspx. As a student you can apply for a coach card that will give you up to 30 per cent off your coach ticket.

If you are aged 16 to 25 or a full-time student over 25 years of age, and planning on using the train regularly, you may apply for a young person’s railcard. The card will cost you £28 for one year, or £65 for three years and can save you a third on fares throughout Great Britain. You can get further information at: 16-25railcard.co.uk. You can purchase a railcard at this website once you are living at a UK address, or if you have proof of age (or proof of student status if over 25) and a passport-sized photograph you can purchase a one-year railcard at any national rail station.

Employment
The majority of international students are allowed to work a maximum of 10 or 20 hours per week under the terms of their student visa during the semester (check the conditions of your visa). At vacation times you can work full-time. Further information can be found at: tinyurl.com/2urd2es.

Do not rely on part-time jobs to fund living expenses or pay tuition fees. Income from part-time jobs should be regarded only as a supplement.

National insurance
Everyone who works in the UK must pay National Insurance (NI) contributions. If you have a part-time job offer or can provide evidence that you are actively seeking work you can apply for an NI number. Please contact Student Support for further information on how to apply for an NI number once you arrive at HIC. Your permitted working hours in the UK will be stated on your Tier 4 visa.
## Important information

### Key points

<table>
<thead>
<tr>
<th><strong>Dates</strong></th>
<th><strong>Notes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Last date for applications to HIC</strong></td>
<td>20 working days before start of teaching</td>
</tr>
<tr>
<td><strong>Last date for deposit payments to HIC</strong></td>
<td>15 working days before the first day of teaching</td>
</tr>
<tr>
<td><strong>Orientation</strong></td>
<td>Undergraduate: 10 September Pre-Masters: 10 September Integrated First Year: 10 September Intensive English Language C, B and D: 10 September Intensive English Language A: 29 October</td>
</tr>
<tr>
<td><strong>Accommodation starts</strong></td>
<td>Monday 10 September</td>
</tr>
<tr>
<td><strong>Classes start</strong></td>
<td>Undergraduate: 24 September Pre-Masters: 24 September Integrated First Year: 17 September Intensive English Language C, B and D: 24 September Intensive English Language A: 5 November</td>
</tr>
<tr>
<td><strong>Classes end</strong></td>
<td>Undergraduate: 7 December Pre-Masters: 7 December Integrated First Year: 7 December Intensive English Language C: 1 December Intensive English Language B and D: 15 December Intensive English Language A: 14 December</td>
</tr>
<tr>
<td><strong>Accommodation fees balance due</strong></td>
<td>Prior to arrival</td>
</tr>
<tr>
<td><strong>Next semester fees due date</strong></td>
<td>January 2018 semester fees due 24 November Tuition Fees deadline been teaching week 9 every semester</td>
</tr>
<tr>
<td><strong>Exams</strong></td>
<td>Undergraduate: 10 December Pre-Masters: N/A Integrated First Year: 10 December Intensive English Language C: 3 December Intensive English Language A, B and D: 17 December</td>
</tr>
</tbody>
</table>

*You will not have your results released to you nor be able to progress to the University of Hertfordshire until you have paid your tuition fees in full. Please, therefore, take note of this date and ensure that your parents/sponsor are aware.*

### What documentation should I bring?

For HIC to complete your enrolment you must bring the following with you:

- original copies of your qualifications/transcripts (certified translation if not in English)
- private accommodation contract if applicable
- passport, vignette and decision letter
- printed copy of your offer or CAS letter.
Frequently asked questions

When can I book travel to return home at the end of the semester?
We advise to only book flights once results have been released. Depending on your results you may have to stay in the UK to attend re-sit tutorials or re-sit exams.

Must students leave accommodation after the first semester?
HIC only offers a two-semester contract for students starting courses in January. See page 7 for a full range of contract lengths.

Do I require a travel letter?
Yes. All students returning to the UK are required to show a letter from the University stating that they are enrolled on a course at HIC. Please ask for this letter from Student Services before you leave the UK.

What is the cost of travel between the College and accommodation?
The majority of accommodation provided by HIC is within walking distance.

Must students leave accommodation during Christmas and Easter vacation?
Students starting in September must vacate property by the specified December date as the tenancy agreement is only for one semester. As tenancy agreements from January are for two semesters, students can stay during Easter.

When are next semester’s fees due?
Fees are due by the Friday of week 9 in every semester. Failure to pay on time will incur non-negotiable late payment fines.

Do I have to pay council tax?
No full-time student should pay council tax. If you receive any letters regarding council tax speak to Student Support staff.
In order to ensure that your queries are handled correctly, by the appropriate people, we ask that you direct your questions according to the following guidelines.

For further information and assistance with arrival planning, airport meet and greet service, accommodation, please contact the HIC Student Support team.

**HIC address**
HIC (Hertfordshire International College)
College Lane Campus, Hatfield, Hertfordshire AL10 9AB UK

**Important phone numbers**
HIC office number from 8.30am to 6.00pm, Monday to Friday: +44 (0)1707 285 590
HIC emergency number for outside working hours: +44 (0)781 301 0811
AAA Taxis (Hatfield): 01707 888 888

**Important websites**
HIC: hic.navitas.com
University of Hertfordshire: herts.ac.uk
HIC on Facebook: facebook.com/hicstudents

**International Student Advisory Service (ISAS)**
As you would expect, HIC works very closely with the University, especially with the ISS (International Student Support). ISAS provides a range of specialist support for students from overseas. The team of advisors offers the following immigration services:
- Tier 4 student visas tutorials and application and document checking service
- Advice on rejections and refusals
- Entry clearance correction scheme
- Visas for dependants
- Visas for visiting family and friends
- Visitor visas for students
- Visas for Europe.

ISAS offers immigration advice throughout your university career, from offer to graduation.

**HIC bank details**
Bank name: Citibank N.A.
Address: Citigroup Centre, 33 Canada Square, Canary Wharf, London E14 5LB UK
Account name: HIBT Ltd.
Account address: College Lane Campus, Hatfield, Hertfordshire AL10 9AB UK
Account number: 12082500
Bank sort code: 18-50-08
IBAN number: GB45CITI18500812082500
SWIFT code: CITIGB2L (Citibank London)

**Travel checklist**
- Have you checked your passport is valid for at least six months?
- Have you paid full fees for your tuition and accommodation deposit fee?
- Have you filled in the Student Records Detail Form online at hic.navitas.com/student-record-details?
- Do you require the HIC airport pick up service? If so, you can apply for an airport pickup via the HIC website: hic.navitas.com/online-airport-pick-up-form
- Have you booked your accommodation?
- Have you organised cash to bring with you?
- Have you applied for and received your visa?
- Have you packed all relevant original documentation or certified copies, including HIC Offer Letter? HIC CAS statement (if required)? Include Decision Letter. HIC certificate or original English language test result? Any other original documents transcripts listed in your HIC Visa Letter, for example your high school certificate or home university certificates? You will need these to FULLY register and enrol on your course, and to apply for a visa extension in the UK. Passport (with visa)? Contact details – parents’ phone number, email and address? Bank statements (for at least 28 days and stamped by the bank) as evidence of sufficient bank funds to show the Immigration Officer?
- Have you got your documents for medical registration, including your immunisation history book/evidence? UK Foreign Commonwealth Office Visa Tuberculosis Screening Certificate (if required)?
- Have you put the emergency telephone numbers into your mobile phone (to be put into your hand luggage)? HIC contact number: 07813 010 811.
- Do you know your airline’s luggage allowance and have you packed accordingly?
- Do you have waterproof coat and shoes? Address and phone numbers of friends and family? Adaptor for UK electricity sockets?
The University of Hertfordshire has achieved the top gold ranking in the Government’s Teaching Excellence Framework (TEF) 2018.