

Student Handbook

2019-2020

Dear Student,

Welcome to #OurRAU Student Handbook. This is a one-stop guide to a range of services, facilities and issues to support and inform you while you are studying, but you can find more information online or by dropping into the Student Hub in the Emrys Jones building.

We want this handbook to be as useful to you as possible so we welcome any comments or ideas you have to improve it. Just let us know via TellUs@rau.ac.uk.

With best wishes

Julie Walkling

Director for Students



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Accommodation

We offer a range of accommodation on campus. For further information or queries email: accommodation@rau.ac.uk or visit [Accommodation Information](#).

As part of our commitment to providing a quality service and in compliance with the 2004 Housing Act, the RAU has subscribed to Universities UK Code of Practice for Student Accommodation. If you would like to know more about the Code, please visit www.universitiesuk.ac.uk.

For any students looking for accommodation in the local area, listings of properties and letting agents can be found on our RAU Student Lettings website www.urbanfox.info.

Accommodation for family and friends visiting or during the summer holidays

During the academic term the RAU has a limited number of double en-suite bedrooms located in the main building available on a bed and breakfast basis. Friends and family of RAU students enjoy a discounted rate from those advertised.

The RAU also has rooms available during the summer holidays.

Email bedandbreakfast@rau.ac.uk or phone: 01285 652531.



Attendance at all timetabled sessions 2019-2020

The RAU sees its students as partners in their own learning and it is very important that you actively engage. Higher education is a very different environment to a school or college and you are responsible for organising your time and commitments to ensure you are able to attend teaching, participate fully in course activities, study alone and in groups and complete any assessment and examinations as scheduled.

We expect attendance at all timetabled activities because there is ample evidence to show that frequent attendance increases the likelihood of greater academic success and provides an effective route for feedback to improve your performance.

Study at higher education level includes self-directed learning and not just timetabled sessions, so you should attend the University for each semester in full, including any period where no teaching or assessment is timetabled. Additionally students should plan to be available for any resit examination that may be required.

You are responsible for informing yourself of the attendance requirements for your programme. Some programmes have additional attendance requirements, such as study visits, and may have differing semester start and end dates. Some timetabled activities are compulsory because they represent part of the assessment of the programme; this is indicated in the module handbooks. If you aren't sure, ask your Programme Manager or Personal Tutor.

Some timetabled activities take the form of planned educational study visits to local business, enterprises and field sites. It is really important to go on these visits as they provide significant educational and applied learning opportunities; the hosts for such visits often provide placement and employment opportunities for RAU students; and the continued goodwill of hosts is important for the quality and sustainability of many programmes.

We want to support all of our students to succeed, and we work hard to provide a proactive approach to providing support when you need it and to enable you to maximise your full potential, increasing achievement and enhancing employability. If we see that you are not attending your scheduled sessions, we will want to speak to you to understand why this is and offer any support needed or make you aware of the potential impact that not attending could have on your academic success.

We recognise that many students may wish to combine their studies with part-time work, including voluntary work and this can contribute to developing your potential. Please be aware that full time study is not compatible with full-time work. Work commitments will not normally be accepted as a reason for a student not being able to meet their academic commitments.

If you are an international student with a Tier 4 Visa you must comply with the specific attendance requirements explained to you at the start of your studies. If you have any questions, please contact admissions@rau.ac.uk.



Car parking

Car parking on campus is limited and restricted, and we recommend you use alternative transport methods or car sharing where possible. If you would like to bring a vehicle to the University you must first apply for a permit during your online self-registration, which is valid for the current academic year only.

The permit must be clearly displayed in your vehicle whenever parked on campus and access to your designated car park is barrier controlled via your Unicard.

Do not tailgate if you have forgotten your Unicard as this is dangerous and could result in the barrier lowering on to your vehicle.

You may only park in the area designated on the permit and if a space is available.

Failure to comply with the parking rules and regulations policy could result in your permit being withdrawn.

Please see the Parking Policy here [Policies & Procedures](#).

Electric cars

There are two electric charging bays for Plug-In Electric or Hybrid cars on campus. If you wish to use these please contact sustainability@rau.ac.uk.

Only cars using the charge points are permitted to park in the electric charging bays. There is a small refundable charge for a charging card.

Using your vehicle for visits

From time to time students will be asked to attend visits at external sites.

If students choose to drive their own vehicles, they must ensure they are adequately insured and road worthy. The University will accept no liability for any loss/damage caused by students to third parties or themselves.

Careers and employability

The RAU Careers and Employability Service supports all undergraduate and postgraduate students seeking information and advice on finding work, gap year and vacation work opportunities, further study and all other aspects of their career planning. Whatever stage you are at, we're here to help.

We are located in the Student Hub in the Emrys Jones Building. The office is open Monday to Friday 09:00am to 17:00pm

Contact us

- » Drop in to the Careers Office, EJ01
- » Email: careers@rau.ac.uk or phone (01285) 889911 (direct line)

How we can support you:

- » Advice and guidance to help with your career planning and finding a suitable job. You can pre-book a confidential 30 minute

interview with Ruth, our Careers Adviser to help you identify your skills, decide which career areas to investigate and provide any further support at any time during your studies and up to three years after graduation

- » Permanent and temporary vacancies are advertised on the Student Jobs portal, accessed via Gateway homepage (also available to students after they have left)
- » Advice on writing a CV, completing application forms and writing covering letters
- » Weekly informal (drop in) CV clinics
- » Advice on going for interviews. Find out more about assessment centres, psychometric tests and giving a presentation at interview
- » An Email careers service offering advice on specific enquiries and a CV checking service
- » Annual Careers Fairs in the Autumn term, open to all students

Follow us

- » [Facebook](#)
- » [Twitter](#)
- » [Instagram](#)

Read our weekly blogs on all aspects of career planning and job hunting. Have a look at the archive [Careers blog](#).

Suggestions of useful sources of information

- » Prospects: [prospects.ac.uk](https://www.prospects.ac.uk)
- » Targetjobs: [targetjobs.co.uk](https://www.targetjobs.co.uk)
- » Gradsouthwest: [gradsouthwest.com](https://www.gradsouthwest.com)

Cash machine

The cash machine is located in George Wing in the corridor as you go towards Finance.

Please note the cash machine supplier is able to add charges without notice to some or all cards dependent on the use of the machine. You can pay using contactless or Apple Pay in the Atrium, shop and the Tithe Barn.

Catering outlets

The Restaurant

The Restaurant is on the east side of the main quadrangle, catering for all diets and serving a range of healthy and hearty meals.

Please enter the restaurant opposite the chapel entrance not via the lobby under the tower, as this is the exit route.

Meal times are as follows:

Monday – Friday

Breakfast 08.00 – 09.30, Lunch 12.00 – 13.30, Dinner 17.30 – 18.30

Saturday & Sunday

Brunch 08.00 – 13.00, Dinner 17.30 – 18.30

Payment can be made via a meal plan for residential students or by card, cash or by pre-loading your Unicaid.



The Retreat Café & Shop

Is situated in the Atrium between the Emrys Jones Building and the Library, you are welcome to come in to relax, socialise & study.

We serve barista coffee, a range of hot & cold sandwiches, cold drinks, paninis and wraps as well as a range of healthy or indulgent snacks. Regular opening times are:

Monday – Friday 08.00 – 17.00

Saturday – Sunday 10.00 – 17.00

Termly amendments will be made public to account for public holidays and alterations.

Changes to personal details

Changes to your name, mobile number, term time, vacation or home address must be notified to the Academic Registry as soon as possible via registry@rau.ac.uk.

Please update changes to your car or motor cycle details to estatesandfacilities@rau.ac.uk.

Conduct & discipline

The Royal Agricultural University is committed to providing a high quality teaching and learning environment that is conducive to the academic and social well-being of the whole University community. High standards of conduct are necessary for the benefit of all members of the University and the maintenance of the University's reputation.

You are expected to behave at all times in a way which demonstrates respect for the University, other students, staff and the wider community. It is your responsibility to ensure that you have read and are familiar with the Code of Student Conduct.

Please refer to the [Student Charter](#), the Student Conduct Policy and the Non-Academic Disciplinary Policy here [Policies & Procedures](#).

Counselling and Wellbeing

Counselling is a confidential place for you to explore and understand your personal or study-related concerns with professional support. This may take the form of a one off session, ongoing work with a counsellor, or signposting to other agencies as appropriate.

The Student Counsellor/Wellbeing Co-ordinators are based in the Student Hub in Emrys Jones.

Celia Povey (available from Mon - Fri)

Email: celia.povey@rau.ac.uk

Phone: 01285 889929

Emma Wingate (available Wed - Fri)

Email: emma.wingate@rau.ac.uk

Phone: 01285 889929

For more information see [Counselling Services](#).



Disability and dyslexia support

We offer a range of support for students with disabilities, whether these are specific learning difficulties such as dyslexia, physical disabilities (e.g. sight, speech, hearing or mobility impairment) or mental health or long term medical conditions.

Please complete the [Student Support Request Form](#) or visit the Student Support Service in the Student Hub and speak with the Disability and Inclusive Learning Adviser or Julie Tottle, Service Manager, to discuss your needs.

We have a range of assistive technology available: for more information please look on [Gateway](#).

E-mail enable@rau.ac.uk.

Dogs – see P for Pets

Drug use (non-medicinal)

The RAU is committed to support the wellbeing of all students.

Apart from drug use being illegal, it carries a wide range of risks to health, academic performance and future prospects. Apart from the legal issues, possession and use of drugs on campus is a disciplinary offence that can lead to loss of accommodation, permanent exclusion and being reported to the Police.

If you have concerns about drugs on campus then contact Steve Martin, Conduct and Security Manager steve.martin@rau.ac.uk
If you would like help with personal issues relating to drugs then you can contact one of our Counsellors (see details above) in confidence.

Please see the Alcohol & Drug Abuse Policy here [Policies & Procedures](#).



Electrical equipment

All electrical equipment approved by the RAU must meet current EU safety standards.

All electrical equipment must be PAT tested before you use it on campus. Please see PAT Testing Policy here [Policies & Procedures](#).

Electoral Registration

You can register to vote at www.gov.uk/register-to-vote.

If you want to rent, get a mobile contract, or sign up for a credit card, it really helps if you're on the electoral roll, which is basically a list of everyone who's registered to vote. This also means you can be a part of big decision-making, including voting for a new government.

Students are able to register to vote at both their home and term-time addresses. If your home and uni address are in two different local authority areas, you can vote in local elections at both. However, in general elections and national referendum, you'll only be able to vote in one.

You can register easily at www.gov.uk/register-to-vote. You will be asked for your national insurance number but the whole process only takes few minutes.

Emergencies

If you require assistance outside of working hours please contact:

- » The dedicated Security Landline Number – 01285 889834 in the first instance. Night Security (8pm-7am): 07960 031821 (you can also contact them via WhatsApp if there is no phone signal or go directly to the Porters Lodge).
- » Porters Lodge (7am-8pm): 01285 652 531.
- » They will be able to contact the Duty Officer for you if necessary.
- » In a life threatening emergency call: 999 (if it's an on campus emergency always let porters lodge/security know so they can direct the service to you and get first aid help)
- » Police non-emergency 101 / Medical non-emergency 111

Alternatively have a look on the [Help and Support](#) or [Support Services](#) for ideas and contact details of other organisations you might find useful.

Energy

The RAU is proud to be one of the top performing universities in the UK for sustainability, ranked 1st for carbon reduction.

You can contribute to this by being considerate in your energy usage, for example turning off your heating when not in your room. Energy bills are included in your accommodation fees, there are no additional charges.

For more information contact sustainability@rau.ac.uk.

Email

You'll have your own university email account here at the RAU.

Email is the only official method of electronic communication between staff and students, and so you'll need to check your university email account at least once a day. Please also use this account when sending emails to RAU staff and to other students.

You can easily add your university email account to your own laptops, tablets and smartphones – for details on how to do this, check out the IT pages on the Gateway.





Finance Office

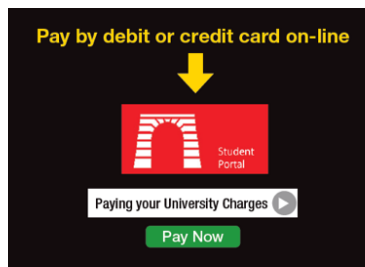
If you do have any questions or are worried about your finances then please don't hesitate to contact us.

- » Located on the Ground Floor of "George Wing"
- » Open Monday to Friday 9.00am – 17.00pm
- » Phone 01285 88894 or Email studentfees@rau.ac.uk

Please don't ignore us if we contact you and respond so that we can see if there is any way we may be able to help. If you have an outstanding charge, we do need to know how you are going to pay but we could also be contacting you because we owe you a refund.

Most of your fees and charges can be paid online via the Student Portal.

If someone else is paying your fees, details of how to pay and a link to the online payment page can be found here [Paying Your Fees](#).



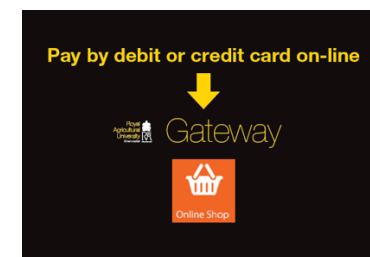
Paying your charges and fees

You will find a link in the Student Portal (Via Gateway) to pay any outstanding charges such as damage charges that you have incurred. If you are unsure about the amounts due or outstanding

on your student account and wish to speak to someone, please contact the Finance Office, using the details above.

Online shop

You are able to access the Online Shop via Gateway. This is where you are able to pay for extra charges such as replacement ID cards, Rural Skills Courses, Resits and Study Trips.



Terms and Conditions are available from our website:

- » Terms & Conditions for Fee Payments: [Policies & Procedures](#)
- » Student Debt Collection Policy: [Policies & Procedures](#)

Changing your card details

If you have opted to pay termly, you will have set up a recurring card payment, providing your Debit/Credit card information.

If you change your card due to loss; damage or expiration, you will need to phone and provide us with your new card details.

For security reason please do not email us with your new details. We will only be able to take your new card details over the phone or if you visit the Finance Office.

Applying for student tuition and maintenance loan application

If you are a returning student you have to apply for a student loan for each year you are studying, it does not automatically roll over to the next year.

Refund policy

Tuition fees refunds will only be made when you are recorded as formally withdrawn or suspended. The date of withdrawal will be taken as the date that notification is received by the Registry and Admissions Office. Please refer to the Refund Policy (see link below) for more information about your liability.

If you are in University accommodation the liability under your contract for Accommodation will not cease until such point as a replacement occupier is found for the room (this scenario may not be guaranteed) and a refund will only then be raised for any surplus fees paid.

The full Refund Policy is available here: [Policies & Procedures](#).

Financial support at the RAU

In addition to the various scholarships and bursaries that are available to prospective students, once you have started your course at the RAU, we offer financial support in times of unexpected hardship or change of circumstances. Details can be found on our fees and funding section of the website: rau.ac.uk/study/undergraduate/fees-and-funding/funding.

Please contact either scholarships@rau.ac.uk or financial.support@rau.ac.uk for further advice and information.

Fire safety

You will all be aware of the serious consequences of fires in accommodation blocks from recent high profile tragedies. Hence, we have a zero tolerance approach to breaches of our fire safety rules at the RAU.

The RAU does not have the same construction as some of the recent high rise fires and we have only low rise accommodation and study blocks. Nevertheless, fire prevention and fire safety is our number one priority for those that study and live on campus. It is paramount that our fire precautionary measures are maintained to avoid any potential for fire spread in accommodation blocks. As such we have provided all occupants with a separate Fire Safety instruction detailing the strict precautions which must be maintained and we carry out regular fire drills.

Any interference with fire safety precautions, including smoke detectors, call points, fire doors, extinguishers or other measures, will be taken seriously and may result in disciplinary action including eviction from accommodation or suspension for serious offences.

Please report any damage or interference to fire safety equipment in the strictest confidence to the Porters Lodge or to health.safety@rau.ac.uk.



Gym & Sports Hall

The RAU Gym is set in the heart of the campus being a fantastic facility for students and staff alike to improve their health and wellbeing. The facility currently has a functional training room, a weights room and a cardio zone.

The Gym has 5 pieces of cardio equipment: 2 Treadmills, 2 Cross-Trainers and a Tornado Trainer Air Bike.

If the gym is not your thing we have a range of classes: fun outdoor circuits, high Intensity Interval Training (HIIT), Pilates and Yoga.

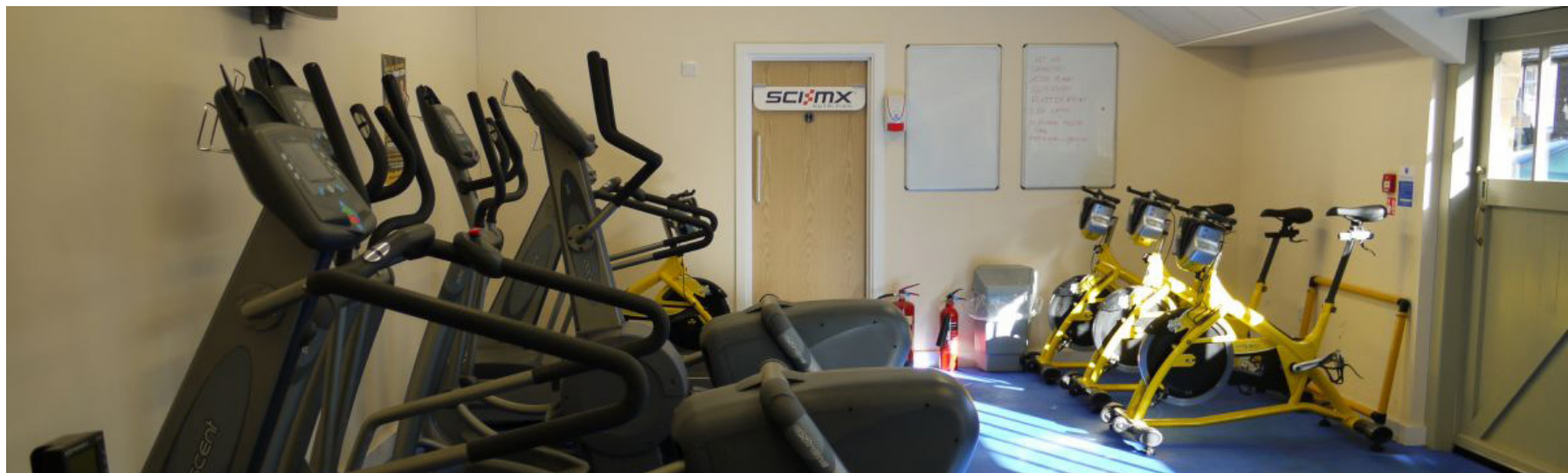
Whatever your training goals here at the RAU, we have you covered.

Don't forget the on-site Sports Hall which is free to use, simply book here at the gym.

For any further information please feel free to drop by or send us an email gym@rau.ac.uk

Term time opening hours are:

- » **Monday-Friday** 07.00-22.00
- » **Saturday** 09.00-17.00
- » **Sunday** 10.00-17.00





Health and safety at the RAU

At the RAU we make sure time studying with us is both great fun and safe. Our dedicated staff work hard to put your safety above anything else, both on and off campus. We provide and maintain safe premises, safe equipment and safe systems for all aspects of your studies and campus accommodation. In return, we expect you to show the same level of concern and respect for the safety of our staff, of other students and visitors on campus, by following all of the safety rules and guidelines issued to you.

At the RAU we pride ourselves on nurturing the leaders of the future and there is no greater leadership skill than looking after the welfare of others with empathy and accountability. Hence, we ask you to never “walk on by” a health and safety hazard or unsafe condition but to please report it to the Porters Lodge or to health.safety@rau.ac.uk.

If you see others behaving inappropriately or unsafely then please report it in the strictest confidence to the Porters Lodge or to health.safety@rau.ac.uk.

Health Centre

The University Health Centre is part of the Cirencester Phoenix Health Group and is located in the corner of the quad by the clock tower. The University Nurse is available via a drop in facility on Mondays, Wednesdays and Fridays and the Doctors also attend and run an appointment based surgery over the lunchtime on these days. You will be able to collect prescriptions from the Health Centre.

Nurse:

Monday: 09.00 – 14.00

Wednesday: 09.00 – 14.00

Friday: 09.00 – 14.00

Doctor:

Monday: 12.00 – 12.45

Wednesday: 12.00 – 12.45

Friday: 12.00 – 12.45

If you didn't do so at Registration, you are advised to register with the local doctor's practice who provide the on-campus service:

The Phoenix Surgery

» Phoenix Surgery, 9 Chesterton Lane, Cirencester, GL7 1XG

» Telephone: (01285) 652056

If you are taken ill outside clinic hours please make contact with your registered Doctor's practice, or visit the minor injuries unit at Cirencester Hospital, a few minutes' drive from the campus.

In emergencies use the 999 Ambulance Service. Should you need to call 999 for any reason, it is a requirement of the University that you also inform us of your action, during the day via the Porters Lodge or out of hours (8pm-7am) to the security staff to allow us to undertake our emergency plans and obligations. For out of hours contact 07960 031 821.

If you are only here as a student for less than three months and require medical treatment you can register with the Phoenix Surgery as a Temporary Patient on the day you require treatment. To do this you need to visit the Health Centre and complete a Temporary Resident Form.



Insurance

You are strongly advised to insure your belongings.

The University cannot accept responsibility for loss or damage to private property, which is brought onto and left on University premises entirely at the property owners' risk.

IT at the RAU

Getting started

Full and up to date details of everything to do with IT at the RAU can be found online by checking out the ITS pages on Gateway.

IT Services is the department that provides and supports all the computing facilities available to you at the RAU such as PCs, software, printers, Wi-Fi access and connections to the internet.

You'll also find a range of printed help sheets in the computer rooms and at our ITS Service Desk.

Please get in touch with our ITS Service Desk if you have any IT or printing-related problems. We're located in the Library Foyer and are open from 08.30 – 17.30 Monday to Friday, and you can phone us on 01285 889 841, or email us at IT.Service.Desk@rau.ac.uk.

You'll have your own private account on our university network, which you can log into using the same user name and password that you've been using to log into the My RAU website. You'll find a network socket to connect your laptop or PC in your on-campus room and free cables are available from the ITS Service Desk if you don't have your own.

You'll also be able to connect to our campus-wide Wi-Fi network using your own laptops, mobile phones and tablets.

There are close to 200 computers on campus which you can use, and these can be found in:

- » The Library
- » The Atrium computer room (next to the café, and which is open 24 hours a day)
- » Room 10 in the Garner Building (ground floor)
- » Room 57 in the Garner Building (second floor)

These computers run a wide range of software for your use, and some software is also available for free downloading onto your own devices, including Microsoft Office, SPSS and Genstat (you can find a full list of what is available on the ITS pages on Gateway).

We also provide a range of printers, photocopiers and scanners for your use. **Please see under P for Printing for further information.**



Using our IT facilities

Whenever you're connecting to our network or to our Wi-Fi, you must abide by our [IT Acceptable Use policy](#). This applies both when you're using an RAU-provided PC and when you're using your own notebook, tablet or smartphone on our networks. Here's a summary of the main points:

- » Don't break the law, do abide by the RAU's regulations and policies, and do observe the regulations of any third parties whose facilities you access.
- » Don't allow anyone else to use your login and password, don't deliberately disguise your online identity and don't attempt to obtain or use anyone else's.
- » Don't put the University's IT facilities at risk by introducing malware, interfering with hardware or loading unauthorised software.
- » Safeguard your personal data, respect other people's information and don't abuse copyright material. Remember that mobile devices may not be a secure way to handle information.
- » Don't waste IT resources, interfere with others' legitimate use or behave towards others in a way that would not be acceptable in the physical world.
- » If you are in any doubt as to the correct action to take contact the IT Service Desk in the Library Foyer.

If you break any of these rules you may also be breaking the criminal or civil law and may be liable to disciplinary action.

Your usage of our IT systems and facilities may be logged to enable the detection and investigation of any infringement of Policies.



Laundry provision for on-campus residents

Your housekeeping team will be on campus to meet you on arrival day. Should you require provision of linen you will be able to collect it from the team.

Laundry change day will be every Monday and you will be able to return your dirty linen and collect new from the Housekeeping Office which is situated adjacent to the student lounge. The service will be available from 0730 – 1500 hours.

Launderette

Located on the corner of Bledisloe Court, by the Squash Courts.

It is open daily from 08-00 to 22-45 with last wash at 21-45. Detergent is available from the University Shop.

Library

The RAU library is the central information resource for students on all courses.

You'll find a wealth of knowledge, either in print or online, plus a dedicated team of library staff ready to help you with your research needs. Please see the main Student Library Guide on Gateway for full details of how the library can help you during your time at the RAU.

However, below you will find some information on copyright to enable you to stay on the right side of UK Copyright Law.

Copyright and students

During your studies you will want to copy or download third-party materials such as book chapters, journal articles and images. This material is likely to be covered by UK copyright law, which limits the amount of material that you can legally copy. New technologies also facilitate the copying and sharing of content online, making copyright infringement commonplace.

Fortunately, there are some things under the current law that allow you to copy for the purposes of non-commercial research and private study within reasonable limits, under what is known as 'fair dealing'. This generally permits you to make single copies of small amounts of a copyright work.

How much can I copy?

There is no exact percentage of the 'limited' amount you can copy under fair dealing exceptions such as non-commercial research and private study, however below is some guidance on what would be considered fair:

- » One article in a single issue of a journal or set of conference proceedings, or a single law report, up to 10% of a book or a complete chapter, whichever is greater

- » A whole poem or short story from a collection, provided the item is not more than 10 pages
- » Up to 10% (maximum of 20 pages) per short book (without chapters), report or pamphlet
- » One separate illustration or map up to A4 size

What copyright exceptions are there for students with disabilities?

All disabled people are now covered by the legislation where their impairment affects their ability to study or work on an equal basis as someone without impairment. All copyright work can now be altered to an appropriate format, as long as suitable accessible copies are not available for purchase.

This may include:

- » Making Braille, audio or large-print copies of books, newspapers or magazines for visually impaired people
- » Adding audio description to films or broadcasts for visually impaired people
- » Making subtitled films or broadcasts for deaf or hard of hearing people
- » Making accessible copies of books, newspapers or magazines for dyslexic people

Is it ok to photograph a chapter of a book on my smartphone or iPad etc. as opposed to photocopying?

Yes, as long as it is for your own non-commercial research or private study. There are no restrictions on changing the format of the copyright work provided the copying is fair. You must not make a copy and then send to other individuals.

Exams and coursework

The law allows you to include copied material for your assessed work, even if you need to provide more than one copy of your work for your tutors. However, you must always include appropriate acknowledgement. Although more generous, copying for exams or assignments must still meet the 'fair use' criteria. The use must be limited to what is necessary for the purpose of your work, and it must not negatively impact on the market for the original work. This may mean limiting copying to shorter extracts of a work.

The legal permission to copy for assessed work does not extend to making your work publically available in any way, such as via publication, display or exhibition. You must obtain written permission from the rights holders before you make the work available to the public.

Licensed premises

The University licensed premises are the Boutflour Hall, Tithe Barn, and Bar.

Only alcohol purchased from the University bar may be consumed in these areas and only during bar opening hours. Whilst the bar is open, consumption of alcohol in the Quad and the area outside the Tithe Barn and Porters Lodge is restricted to drinks purchased from the University Bar. Please drink responsibly and return your glasses and bottles to the bar.



M

myRAU

myRAU is the RAU's app that collects, displays and pushes information from different RAU systems and brings them together into one customisable tiled interface.

There is a desktop app and a mobile app that are linked together and can be personalised by you.

Many of the services mentioned in this handbook can be easily accessed through myRAU.

You can find details on how to access and use myRAU from the [myRAU support page](#) on Gateway.



N

Notices and posters

Please only post notices and posters on designated noticeboards.

All notices must be taken down after the event and before the end of term.

P

Parking – see under C for Cars

Personal tutors

The RAU is committed to providing an effective personal tutoring system as a key component of the academic experience. The purpose of the personal tutoring system is to support you as you progress through your studies, assisting and empowering you to become independent learners and encouraging your development as individuals. Personal tutoring gives the opportunity for deeper learning and personal development to really make the most of your studies.

All undergraduate students will be allocated an Academic Personal Tutor by the time they commence their studies. Students will be informed as to who this is and their contact details via Gateway. You should read the Personal Tutorial Guide for Students and ensure that you actively engage with your Tutor.

Tutorials will be delivered in groups, as well as individually. Group tutorials will be timetabled and it is very important that you attend. Your Personal Tutor is also available to you on request for additional support if required.

Records of personal tutorials will be kept to support student learning and development and the provision of references as appropriate. Records will be kept in accordance with relevant university policies.

For more information about academic personal tutoring, please see the link on Gateway.

Pets/dogs

Students may not bring dogs, pets, birds, reptiles or other animals into University buildings at any time.

Please see Code of Conduct for Dogs (Animals) on Campus here [Policies & Procedures](#).

Porter's Lodge

The Porter's Lodge is situated in the heart of the campus, opposite the Science Laboratories.

The Porters Lodge can deal with all emergencies and have the ability to contact the emergency services should the need arise. **It is essential that you inform the Porters Lodge if you have contacted the emergency services. They can then ensure they are directed to the correct place.**

You may use the Porters Lodge for:

- » Picking up your parcels and post
- » Reporting any maintenance problems anywhere on campus
- » Informing us of your comings and goings or if you have a guest(s)
- » Gun storage

- » Reporting incidents, accidents or fires
- » Requesting First Aid
- » Contacting a member of staff or department
- » Lost property

There are many more things that the Lodge team will be able to guide and advise you with, and they look forward to seeing familiar faces and new. If you do have a general query, they are always happy to help or to point you in the right direction.

PREVENT

PREVENT is a government initiative set up to protect students from across the UK from terrorism, extremism and radicalisation. The RAU works to balance its responsibilities under the law to promote freedom of speech, academic freedom and student wellbeing to ensure our students are not put at risk.

As stated by Safe Campus Communities, PREVENT will:

- » Respond to the ideological challenge of terrorism and the threat faced by the UK from those who promote it
- » Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- » Work with a wide range of sectors (including education, criminal justice, faith, charities, the internet and health) where there are risks of radicalisation which need to be addressed.

If you feel that you may be affected by issues covered by PREVENT or would like to know more, please speak to a member of the SU or Steve Martin, Security & Student Conduct Manager.

Additional information about PREVENT can be found through the following websites:

- » [PREVENT](#)
- » [PREVENT Home Office](#)

Printing, photocopying, scanning

PaperCut

PaperCut is the software system that lets you use our printers and photocopiers, from either the RAU PCs or your own devices, and once you're on-campus you'll have your own PaperCut account. You'll find a PaperCut icon on your screen when you log in – click on that to access your PaperCut account.

Once you've completed your onsite registration, your PaperCut account will be credited with the following amounts to help with your printing costs:

- » Undergraduates: £25
- » Postgraduates: £35

If you have dyslexia or any other form of disability, you're eligible for an additional £15 printer credits.

You can also top up your PaperCut account yourself by using the link on your desktop.

Printing

You'll find black and white and colour printers for your use in all computer rooms and in the Library.

It'll cost you **4p** per side of A4 for black and white printing and **15p** per A4 side in colour, and these costs are automatically deducted from your PaperCut account.

Photocopying and scanning

You'll find small flatbed scanners in all computer rooms which you can use to scan single sheets.

You can use the printers in the Library and in the Atrium computer room to photocopy or scan multi-page documents. You can scan to PDF or Jpeg format, or convert the document to Microsoft Word format if you want to edit the document.

Scanning a document doesn't cost you anything, but if you photocopy a document you'll be charged the same as if you were printing it.

Having trouble?

If you've any problems with printing, scanning or photocopying, please don't hesitate to get in touch with the ITS Service Desk at: service.desk@rau.ac.uk.

Logos for student use

You will find the logos and poster templates to use on student coursework on Gateway. A number of variations of logos are available, along with the University Brand Guidelines. Please adhere to the brand guidelines to make sure your work looks professional and meets University standards.



Recycling

The RAU is committed to sending as little waste to landfill as possible so we have provided you with facilities to make it easy to recycle.

Within your accommodation you will find a bin with a mixed recycling section and a non-recyclables section. It is the responsibility of every occupier to ensure waste is appropriately segregated and is not contaminated with general waste. The Housekeeping team will only empty uncontaminated mixed recycling bins.

Mixed recycling:

- » Paper, card and cardboard
- » Aluminum cans, trays and tin foil
- » Plastic bottles, containers, recyclable packaging

Non-recyclables:

Any non-recyclable waste (Landfill) must be disposed of appropriately and in line with guidance placed in individual rooms.

For Health & Safety reasons, glass must not be put in the mixed recycling bins. Instead, please take it to the specific glass bins located in the communal areas around halls or in designated campus waste areas.

For more information contact sustainability@rau.ac.uk.

The Atrium Cafe charges 10p for each paper cup used to reduce the amount going to landfill. Instead you can save the pennies and the planet by using the reusable mug provided in your welcome pack.

For more information see health.safety@rau.ac.uk.



Security team

The Royal Agricultural University's Security team are a group of people whose primary focus is safeguarding everyone within our campus community.

We work extremely closely with all departments, ensuring the best possible service is given to our students, staff and visitors alike. Feeling safe and secure is understandably a top priority when it comes to choosing where you will study and we are pleased to be named the safest university in the country at this time.

As well as keeping the university safe, our security team are here to help you with any emergency welfare issues, offering advice and support wherever and whenever we can. We are a dedicated and friendly team who are always happy to help so please stop and chat to us and feel assured that you are our main concern and we will do all we can to make sure your stay with us is safe and enjoyable.

Contact Security and Student Conduct Manager
steve.martin@rau.ac.uk.

Sexual health services

The University holds a sexual health clinic every Thursday from 10.00 – 13.30 in the Health Centre on campus.

You can arrange your own sexual health appointment by phoning 0300 421 6500 and ask to be booked at the Royal Agricultural University clinic. Walk in appointments are available on a first come first serve basis. If you haven't booked but need to be seen, come along to the clinic and speak to the nurse.

You can also visit NHS clinics off site. These are available at:

- » Hope House, Gloucester Royal Hospital
- » Milsom Centre, Milsom Street, Cheltenham
- » Cirencester Hospital, Querns Suite on Wednesday Eve 17.00 – 19.30 Tel 0300 421 6500 to book an appointment.
- » **Swindon Sexual Health** Great Western Hospital phone for appointments 01793 604038 or Swindon NHS Health Centre, Islington Street, Swindon SN1 2DQ for a walk in clinic Monday 8.30 – 15.00, Tuesday 13.30 – 1.30, Wednesday 1.00 – 17.00, Thursday 1.30 – 18.30, Friday 9.00 – 11.00

Shop

The University shop is situated next to The Retreat.

It stocks a wide range of items; clothing, sweets & chocolate, stationery, magazines, food essentials and much more. The regular opening hours are:

Monday – Friday 08.30 – 20.00

Saturday – Sunday 10.00 – 20.00

Shotguns/firearms and fireworks

We offer a service to students to store shotguns and ammunition.

Shotguns and ammunition may only be kept in University if required for bona fide gun club activities and kept locked within the University gun safe. Access to the gun safe is via the Porters Lodge.

All applications will be made on line as part of the Self Registration Process. All applications will be considered but priority will be given in the first instance to the following applicants:

- » Students living on campus.
- » Members of the RAU Shooting Club

All other applicants will be randomly selected, ensuring fairness and transparency until the capacity of 70 Shotguns is reached. If your application is successful then you will be contacted with further instructions, but should your application be unsuccessful, then you will be contacted with an available alternative for storage.

Please do not bring a shotgun onsite unless you have been allocated a space in the gun safe.

Please note that no shotguns or any other explosive or incendiary devices may be used on University premises unless for officially approved events such as RAG Week. Bonfires and fireworks are strictly prohibited. Unauthorised discharge of any fireworks or explosive devices such as crowbangers is likely to result in suspension and formal disciplinary action.

Students from the EU are advised that an EU shotgun certificate/licence alone is insufficient to bring a shotgun into the UK.

Before bringing a shotgun into the UK you are advised to contact Gloucestershire Police and apply for a temporary Shotgun Certificate: [gloucestershire.police.uk](https://www.gloucestershire.police.uk).

You will need to make sure you have arranged your own insurance to cover your shotgun.

Please refer to the Shotguns & Weapon Policy here [Policies & Procedures](#).



Smoking

Smoking in public buildings is prohibited by law. We also recognise that smoking materials contribute to the highest number of fire related casualties and fatalities with around 35% in 2018 (ONS).

As such, smoking and vaping (e-cigarettes) is prohibited in all RAU buildings, including accommodation blocks. It is also prohibited in, or near, any of the RAU farm buildings.

The RAU aims to have a “Smoke-free campus” which requires smokers to use designated smoking areas only and otherwise prohibits smoking within 10 meters of a building or allowing smoke to become a nuisance (to enter a building). Please see our separate Smoke-free Policy Statement on our website.

Please report any unsafe smoking behaviour in the strictest confidence to the Porters Lodge or to health.safety@rau.ac.uk.

Sports pitches

Should you wish to book or check the availability of any sports pitch, check with Head Groundsman Des Willoughby by asking to speak to him via the Porters Lodge or Estates Department.

Changing and showers

Facilities are available in the Main Pavilion. Access can be arranged when booking fixtures.

Match teas

The Club Secretary should arrange this with the SU Sports Secretary at least two days before the match tea. Tickets will be issued to teams by the Sports secretary to be presented on the day (not available on any other day).

Playing fields

The University has:

- | | |
|---|---------------------------------------|
| » 3 Rugby pitches (one training only) | » 1 Netball court (outdoor) |
| » 5 Football pitches | » 1 Lacrosse pitch |
| » 1 Cricket pitch
(includes an astro wicket) | » One large multi-purpose astro pitch |
| | » 2 x Tennis courts |

Club Secretaries must confirm match requirements with the Student Union Sports Officer, who will complete the Weekly Match Form. The Sports Officer is also responsible for liaising with other Institutions & BUCS regarding fixtures. In their absence, this falls upon the Chairman or the Student Union Administrator. The Groundsman's decision on the condition of the pitch is final. For new equipment, please see the Student Union Administrator. For other uses for pitches, see the Students' Union Administrator in the first instance. Boots must be changed before entering university buildings.

Tennis courts

There are two hard courts available at all times. These can be booked for matches through the Porter's Lodge.

Student lounge

The Student Lounge is located behind the Porter's Lodge, entrance is under the archway on the left hand side as you head towards the Dining Room.

It is an alternative space for students to relax in. It is open until 11pm each evening and you will find and TV with Netflix, soft seating and Wi-Fi access. It is an alcohol free zone.

Student representation

The RAU values the input of students into academic and support services very highly and sees students as partners in taking forward our work as a learning community.

Student representatives sit on Academic Board and the Academic Quality and Standards Committee (AQSC), in addition to many other University committees. There is also a student governor on the University Governing Council. They therefore contribute to University decision-making at the highest level.

The RAU Students' Union is the official representative body for RAU students and is led by a President, elected annually by all students. There are a number of other SU Officers, all current students, with particular roles. Please see the RAUSU website for more information.

Each Programme (course) normally elects two representatives from each year group to represent student views at Course Committee meetings that occur at least twice each year. These meetings enable issues relating to the academic programme to be raised with staff as well as provide the opportunity for students to contribute to the development of programmes.

There are a range of other meetings as well as focus groups and other feedback sessions where you can make your voice heard. In addition, you are welcome to speak with your Students' Union about any issue or speak with the Director for Students, Julie Walkling, julie.walkling@rau.ac.uk who is always pleased to meet with students and hear about their experiences. In addition we have a TellUs@rau.ac.uk service where we welcome comments, compliments and concerns about any aspect of university life. You can use TellUs for any issue and we will respond to you. We also have an anonymous option with TellUs where we can note any concerns but may not be able to act on them.



Student Support Service

The Student Support Service offers a range of support, information and advice to students and is located in the Student Hub in Emrys Jones. Open Monday to Friday 8am – 5pm.

Contact **Julie Tottle**, the Student Support Services Manager

Email: julie.tottle@rau.ac.uk

Phone: 01285 889908 Ext: 2291

Our [Help and Support pages on Gateway](#) give a wide range of information as well as contact details of other organisations you might find useful

For **confidential personal support**, please contact **Celia Povey** or **Emma Wingate**, the Counselling, Health and Wellbeing Officers (term time only)

Email: celia.povey@rau.ac.uk or emma.wingate@rau.ac.uk

Phone: 01285 889929 Ext: 2377

For support with any form of disability please drop in or email enable@rau.ac.uk.

We also have a team of student STARs who can offer information, peer support and other activities and who can be contacted via the Student Support Services. Their availability will be advertised in the Hub.

Student Union (SU)

The RAU Student Union (RAUSU) Office is your student voice and organises a range of social and other activities.

The SU also helps students set up clubs and societies and organises sports clubs and events. It is located in the pine cabin next to Cedar Lodge. The office maintains an open door policy, so pop in for a catch up and a coffee. The office is open weekdays 09.00 – 17.00 and you can find more information on the RAUSU website rausu.co.uk.

Student work placement and personal development planning

Work placements are a great opportunity to provide students with an insight into business and management practice set in the context of an organisation or business which will be relevant to the course you are studying on.

Placements provide students with an opportunity to gain an understanding of both the challenges and opportunities within their chosen sectors. Students will be able to apply the skills and knowledge learned from their studies, develop employability attributes and learn new practical and business focussed skills. Upon graduation, students will be better prepared to embark on careers in their chosen field.

As a representative of the Royal Agricultural University students help to establish enhanced links with industry and other organisations. For many students, the placement is a compulsory part of your course and can form a significant part of your career pathway post-RAU. Employers look favourably on work placement experience when selecting candidates for interview and when short listing potential employees.

The principal aim of the work placement is to enable students to gain some 'real-world' experience. By the end of your placement you should have developed an appreciation of the different facets of work practice, demonstrated the practical application of your academic learning and provided a contribution to the business for whom you will be working.

Full details relating to the student placements can be found on the placements page on Gateway gateway.rau.ac.uk. You can also visit the Employability and Enterprise centre in the Student Hub, or speak to your Personal Tutor for more information.



Taxis see Transport

Teaching dates for 2019/2020

It is your responsibility to ensure you are able to attend throughout the academic year as required by your programme (course).

Sometimes semester dates vary by programme and some study trips may occur in a break. You should check your programme handbook for any programme specific dates. Any absence of more than 6 days during these dates must be notified to the Registry.

Semester and Holiday Dates

- » **Induction and Enrolment**
23 – 27 September 2019 for September starters
- » **Induction and Enrolment**
27 – 31 January 2019 for January starters

	Start	End
Semester 1	30 September 2019	6 December 2019
Christmas holiday	9 December 2019	3 January 2020
Semester 1 continued	6 January 2020	31 January 2020
Semester 2	3 February 2020	20 March 2020
Easter holiday	23 March 2020	17 April 2020
Semester 2 continued	20 April 2020	5 June 2020

Examination Periods

Date	Event
Monday 20 January - Friday 31 January	Semester 1 Examinations
Thursday 27 February	Provisional results released to students
Monday 25 May – Friday 5 June	Semester 2 Examinations
Monday 29 June	Results released to students. Appeals open
Friday 14 August	Referred coursework deadline (Semester 1 and 2)
Monday 17 – Friday 21 August	Referred examinations (Semester 1 and 2)
Thursday 3 September	Results released to students. Appeals open

Timetable

The University provides you with your personal timetable, showing all the details of your lectures and other teaching events – when and where they take place, and who is leading them.

There's a link to your personal timetable on the Gateway home page, and we also include your timetable details in your University Microsoft Outlook calendar.

It is a really good idea to get your university email account and calendar set up on your own laptop, tablet or mobile phone – see the 'IT at the RAU' section of this document for details of how to do this.



Transport

Cirencester town centre is a 30 minute walk or an 8 minute cycle from the RAU. Walking and cycling maps can be found in the Porter's Lodge and on Gateway.

Various secure bicycle storage are located across campus, however you have to provide your own lock device. The University does not accept any liability for any loss/damage.

The **Shuttle Bus** is free to use and runs regularly between the RAU and Cirencester with additional stops to Stratton at the start and end of each day. The timetable is available on Gateway and copies can be obtained from the Porter's Lodge.

Train stations

- » **Kemble Station** is 15 minutes' drive, post code GL7 6AU
- » **Swindon station** is 25 minutes' drive, post code SN1 1DQ
- » **Cheltenham Station** is 30 minutes' drive, post code GL51 8NP

National Express

National Express coaches operate from Cirencester, post code GL7 1AB.

Taxis

- » **a2B** 01285 655 651
- » **Radio Cars** 01285 651 117



Unicard

Your RAU Unicard will be a key part of your life at the RAU.

It's a 'contactless smart card' which, as well as acting as a means of identification, also allows you to:

- » Access residential buildings and rooms
- » Access printing, photocopying and scanning
- » Record your attendance at lectures and teaching events
- » Upload credits to your Unicard account
- » Check books out of the Library (and pay your Library fines)
- » Buy food and drink at any on-campus outlet, including the University Bar
- » Buy anything from the Atrium Retail unit
- » Access your allocated car parking area

New students will be issued with your RAU Unicard at your on-campus Registration session and will be valid for your entire time at the RAU.

You can manage your Unicard Account online by going to our secure [RAU Unicard WebCentre](#) or via the Student Portal.

Here you can:

- » Top up your RAU Unicard account with a MasterCard or Visa debit or credit card
- » Review your transactions
- » Cancel your Unicard if it's lost or stolen (Remember – someone else could use credit on your card, so it's important to cancel your card quickly)

Your parents or guardians can also use the Unicard WebCentre to add credits your account (but they won't be able to see any details of what you've used your Unicard to buy).

Replacement cards

Replacement of a lost or damaged card will cost £10 and can be obtained from the Registry or the Porters Lodge. You will need to purchase replacements from the on-line shop and take the receipt to the Registry department or the Porters Lodge.

Please take care of your RAU Unicard because if it is damaged, defaced, altered (including using a hole punch) or subject to misuse, your card may become unusable and you will need to purchase a new one.

More information can be found on our main website.

[RAU Unicard](#)

[RAU Unicard Terms and Conditions](#)

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#OurRAU