University Life.

All you need to know about arriving and getting started.
Welcome to the University of Sheffield

Voted Number 1 for Student Experience

Times Higher Education Student Experience Survey 2014-15
## Contents

**Arrival and your first few days**
- Travelling to Sheffield: 5
- From Sheffield coach/train station: 6
- Living at Home: 7
- Students with Caring Responsibilities: 7
- Accommodation on arrival: 8
- Orientation Week 12 – 16 September 2016: 10
- Intro Week 17 – 25 September 2016: 11
- The first few weeks: 13

**Student support services**
- Health: 15
- Sport Sheffield: 18
- Financial Support: 19
- Support Services: 22
- Students’ Union: 23
- Student Advice Centre: 24
- Things not going right?: 25

**Academic support**
- Your contract with the University: 27
- Registry Services: 29
- Learning and Teaching: 31
- Skills for your future: 34
- Computing facilities: 36
- Information Commons: 38
- The Diamond: 39
- Unauthorised copying and distribution of copyright material: 39
- University Library: 40
- Languages for all: 41
- Careers Service: 41
- Your Global Sheffield - the world at your feet: 42
- The Sheffield Graduate Award and Skills for Work Certificate: 42
- Experience US: 43
- Higher Education Achievement Report (HEAR): 43

**Practical guidance and advice**
- Transport: 45
- Safety: 46
- Essential services: 48
This booklet contains important information about your arrival and first days in Sheffield. It also gives you practical advice and guidance on many aspects of student life from health, safety and security, to the many opportunities open to you as a University of Sheffield student.

Our services are here to help you to deal with any problems should they arise, so it’s important that you know where to go and who can help. It’s all here in the booklet so keep this for reference once you arrive.

This will be a busy time as you’re preparing to move to Sheffield. Take some time now to read the information in this booklet and prepare as much as you can before you leave home.

We look forward to welcoming you and hope that your University of Sheffield experience is all you expected and more.

www.sheffield.ac.uk/ssid/ourcommitment
Arrival and your first few days
Travelling to Sheffield

By car
Directions for travelling from the south and east (via M1 and M18, Sheffield Parkway) and from the west are available from the following webpage:
www.sheffield.ac.uk/visitors/mapsandtravel/car

Maps and landmarks
A-Z of Sheffield is a useful map or book with alphabetical index of all streets in the City. This can be bought at the Tourist Information Office and in most bookshops and newsagents in Sheffield.

Useful landmarks to look out for are:
• Arts Tower – a large, dark grey tower block (16 storeys) on the central campus, which can be seen from some distance
• Royal Hallamshire Hospital – a large 18-storey building
• tram Lines – one route runs between Hillsborough and City Centre plus between City Centre and Meadowhall and passes by the University. (Other routes may take you away from the University.)
• there are many one-way and no-entry streets in the City Centre not marked on maps

Parking
There are a number of restrictions on parking around the central campus. The university does have some car parking on central campus however a permit needs to be purchased and eligibility criteria do apply. For occasional use of the car and visitors coming to Sheffield we recommend the multi storey car parks on Durham Road and Solly Street. These are owned by the university but operated by Q park. Information on parking can be found online at www.shef.ac.uk/parkingservices
From Sheffield coach/train station

**Taxis**

We recommend you take a taxi – taking a bus or the tram will mean you will probably have to walk some distance carrying all your luggage. A taxi costs approximately £8-£10 (cash only) to the University campus or most of the main residential areas.

There is a taxi ‘rank’ (a place where taxi cabs queue to wait for passengers) just outside the railway station. These taxis have meters which will show you the cost of the journey. There is a smaller taxi rank at the coach station – if there is no taxi there, you can walk the short distance to the railway station.

Taxi drivers are not familiar with all University buildings so make sure you have the street address of your destination with you!

Trams run from behind the railway station. A single tram ticket will cost £2.30 or under, but unless you are sure there is a tram stop very close to your end destination, it might not be a suitable option if you have lots of luggage to carry.

---

**Here are a few suggestions to make sure your first few days run smoothly:**

- read through this booklet and the Essential Guide to Registration 2016
- insure all your belongings
- bring originals of your academic certificates
- if you’re in University self-catering property remember that cutlery, crockery, cooking utensils, bed linen, duvets and pillows are not provided. Some basic items will be useful for the first day but do not bring very much. Bed linen, duvets and pillowcases will be available to buy in your University accommodation or you can go into the city where you will be able to buy them relatively cheaply.
Living at Home

Increasingly, students are making the decision to study locally and commute onto campus each day from their family home. Some students will be commuting to university by choice, others because of family responsibilities or financial obligations.

Students who live at home and commute to university often fear that they will miss out on campus life and not feel part of the University community. In fact, with the exception of sleeping in University accommodation, there is little difference between a student who commutes and any other student.

Starting university is a really exciting time, although for some, it can be quite daunting. Please have a look on the local/commuter student web pages which provide some key information and useful tips.

Come and join in with Orientation Week – this takes place the week before Intro Week and includes lots of social events and useful activities. This week will also include a local/commuter student welcome event, which will be a great opportunity to meet other students who will be commuting into university and to speak to current students about their experiences. Have a look on the webpages for further information.

If you are intending to live at home and commute to university, please let us know so that we can update you with information about specific support and events:

www.sheffield.ac.uk/ssid/student/local/livingathome

If you want to get in touch with us about anything to do with being a local/commuter student you can email us at:
local-commuter@sheffield.ac.uk

Students with Caring Responsibilities

Many students combine their university studies with caring responsibilities. The University defines a carer as someone who looks after another person on an unpaid basis who otherwise could not manage on their own. This might be because they have a long term physical or mental illness, a disability, are getting older or are dependent on drugs or alcohol. This also applies to students who will be living away from home but who might need to get home from time to time to help with care provision. If you are going to be starting university in this position, then please let us know so that we can help you to access all the right financial, academic and personal support. For more information visit:

www.sheffield.ac.uk/ssid/student/carers

or email us at studentcarers@sheffield.ac.uk
Accommodation on arrival

To arrange accommodation before your arrival in Sheffield visit: www.sheffield.ac.uk/accommodation

**September arrivals**

If you have applied for University accommodation and been allocated a room you should print your Residence Contract and bring it with you to Sheffield.

Your Residence Contract will start on either Saturday 17 or Sunday 18 September 2016. The details of your specific start date are in your contract. You must arrive in Sheffield no later than Sunday 18 September 2016. You will be sent details by email during the summer of where and when to collect your keys. Key collection information will also be available on: www.sheffield.ac.uk/accommodation/arriving

**Early arrivals**

If you have to arrive in Sheffield before your Residence Contract start date due to travel arrangements, we would advise that you book onto Orientation Week. www.sheffield.ac.uk/ssid/newstudents/orientation-week

You can book University accommodation for Orientation Week at £23 per night. Orientation is a full programme of activities to take part in and meet other students arriving early. Alternatively you can arrange your own temporary accommodation in a hotel or guesthouse.

If you arrive in Sheffield without arranging accommodation for the academic year, contact the Accommodation Office as soon as possible. There is no guarantee that there will be a room available in University accommodation but the team will assist you in finding alternative private accommodation in Sheffield.

Accommodation Office staff are available Monday to Friday, 09:00-17:00. They can also help with enquiries about finding private accommodation with propertywithUS. You can find their Housing Finder at: www.sheffield.ac.uk/housingfinder or contact The Accommodation Office for more details:

The Accommodation Office
Tel: +44 (0)114 222 4488
Email: accommodationoffice@sheffield.ac.uk

You will only be able to collect your keys if:

- You have accepted your Residence Contract
- AND paid a £150 deposit
- AND set up a rent payment plan.

You can do all of these things online.

---

You can only accept your residence contract if:

- You have paid your deposit
- AND set up your rent plan.

You can do these things online.
Local hotels and guesthouses
If booking temporary accommodation in a hotel or guesthouse, we recommend that you book as soon as possible before you arrive in Sheffield; these are very busy during September. For a list of local hotels and guesthouses, see: www.sheffield.ac.uk/accommodation/temporary_accommodation

Sending luggage ahead
University accommodation will not be able to accept luggage prior to arrival. There are no storage facilities and such deliveries cannot be accepted. Please arrange for luggage to arrive at your Sheffield address, after you do.

Rent payments
Your first residence charge (rent) payment is due on 1 October 2016. When you accept your contract, you’ll be asked to set up a payment plan which means you will be contractually bound to pay by this date. If rent cannot be paid by 1 October 2016 (for example, because you are relying on loans or sponsorship which come after registration etc.), you must inform the Income Office before 1 October by emailing: residencefees@sheffield.ac.uk.

For family accommodation please refer to your contract.

Want to move?
Settling into a new home and getting used to a new type of accommodation can take time. The first few weeks will be very busy with lots of new experiences. If you feel that University accommodation is unsuitable and would like to discuss moving, you should first talk to your Residence Mentor who will visit your accommodation in the first few weeks of semester about your concerns – they will be able to offer you support and advice.

It will not be possible for you to move in the first four weeks, as during this period the Accommodation Office will be busy helping those who have no accommodation, helping with late arrivals and processing any vacancies. This also allows you the time to feel more settled and get to know your neighbours. If, after four weeks, you are sure you need to move, please pick up an application form from customer services at The Edge, The Ridge or propertywithUS in the Students’ Union. Please note transfers cannot be guaranteed and are subject to availability.
Orientation Week
12 – 16 September 2016

Orientation is an optional week of events and activities for new students who might find it helpful to have some additional support in adjusting to university life. If you think this could be you, then please feel free to come along.

Orientation 2016 will run from Monday 12 to Friday 16 September – you can arrive and start taking part at any point during the week. All activities are optional, so you can choose what you want to attend, and key events are repeated throughout the week to make sure no one misses out.

Activities include:
- tours of the campus, the Students’ Union and local area
- talks from University services about the support available to students and advice on settling in and making the most of your time in Sheffield
- workshops to help with things like study skills and managing your money
- lots of social events where you can meet other new students, including quiz nights, BBQs, karaoke, dinners, afternoon teas, games and crafts evenings, a club night, cinema, sports sessions and more!

If needed, accommodation for the week can be booked separately. Full details about the programme and how to book accommodation can be found on our website at: www.sheffield.ac.uk/ssid/newstudents/orientation-week

Not sure if this is right for you?
For more information email us: orientation@sheffield.ac.uk
You might have heard the term ‘Freshers’ Week’ – at Sheffield we call it Intro Week! Intro Week is an opportunity to settle into University life before lectures begin. There will be lots of social events and activities to get involved with, as well as important information sessions that you’ll be expected to go to.

Throughout Intro Week, including the first weekend, there will be information points around the campus staffed by current students. They’ll be able to help you with directions, answer any general questions and tell you what events are happening that day. For more information about Intro Week, visit: www.sheffield.ac.uk/newstudents/introweek

Social events
There will be lots of events and activities taking place throughout the week run by the University, the Students’ Union and the University residences. To find out more information about our listed events visit: su.sheffield.ac.uk

It’s worth having a good look through the events listings before you arrive to note the events that you think you will want to go to. Once you arrive there will be an Intro Week booklet available from our Information Points, SSiD and at the main Welcome Event at the beginning of Intro Week.

The Students’ Union’s Give it a Go programme is an especially good way of trying out a new activity or learning a new skill. You can take part in these activities during Intro Week before deciding if you would like to sign up to societies and sports teams: su.sheffield.ac.uk/get-involved/give-it-a-go

Key things you will need to do in Intro Week:
• go to the University Welcome Talk
• go to registration (see Essential Guide to Registration 2016)
• register with the University Health Service (University doctor)
• register for a computer account (see page 36)
• attend the introductory meeting and induction activities with your academic department

Getting the most out of Intro Week
It is important to remember that Intro Week is not a typical university week. For some students it is really exciting but for others it can be a little bit daunting. This is your chance to start exploring what university can offer you, socially as well as academically, and to begin to deal with new challenges independently. Don’t feel you have to go along with the crowd, or that you have to sign up for anything straight away.

Some people make their best friends during Intro Week, but many find it takes a bit longer to meet like-minded people. With so many things to get involved with while you are here, there are always new opportunities to meet people and to make new friends.

People cope with new situations in different ways. You might think everyone around you is having the time of their life but it is likely that most people feel nervous as well as excited at times. You can find out more tips about settling into University on our Well Connected webpages: www.sheffield.ac.uk/ssid/well-connected/transitions-and-managing-change
Sheffield Mentors runs in all academic departments except medicine and dentistry who have their own schemes.

You’ll be invited to apply for a Sheffield Mentor as part of the University’s online pre-registration process. For more information go to: www.sheffield.ac.uk/ssid/mentoring

Intro Fairs, Students’ Union
Visit these events to find out about the many student clubs and societies relating to hobbies, faith, nationality, politics and sports as well as student focussed information, freebies and volunteering/work opportunities.

Activities Fair
Thursday 22 September
11:00-16:00, Octagon Centre & across the Students’ Union
Discover over 300 societies and committees you can join, including dance, music, political, faith, and cultural groups.

Sports Fair
Friday 23 September
11:00-16:00, Octagon Centre
Find out about over 50 sports clubs, plus sports leagues, fitness opportunities and sports volunteering.

The Freshers’ Fair
Wednesday 28 September
10:30-16:00, Octagon Centre
Free giveaways, competitions and information from over 50 student-friendly companies and services.

Volunteering & Part-time Jobs Fair
Thursday 29 September
10:30-14:00, Octagon Centre
Showcasing volunteering projects and local employers offering part-time jobs.
Moving to a new city is an exciting and life-changing experience. Life in Sheffield will be different to life in your home town and may well be different to what you expected. It is often the small differences that are the most difficult to prepare for.

Things to remember

- you are not the only one who is new to Sheffield
- it is okay to ask for advice and information – University staff and other students are happy to offer assistance
- get involved with as many activities as you can both socially and in your department
- be prepared for things not always going to plan; make use of the University webpages, mentors and fellow students to help you find your way through

During Intro Week your focus will be on registering, sorting out courses, settling into your room and meeting new people. You may not have classes during Intro Week although your department will have events for you to attend. Check with your department and see below.

For many students, Intro Week is also about socialising, drinking and partying. Drinking alcohol can be a big part of the experience for many students. Having a good time does not have to involve drinking and we encourage everyone to get involved in other activities taking place that don’t involve alcohol. Do what feels comfortable and right for you.

Illness in the first few days

If you need medical advice before you have registered with a doctor, you can visit the University Health Service, see page 15. If you do become unwell, please ensure that you inform a friend or residence mentor, so that they can keep in contact with you. See page 15 for more information online.
Student support services

The University of Sheffield’s support services for students aim to ensure that you are better able to deal with life’s challenges on graduation than you would have been able to on admission. Students are adults with rights, responsibilities and the ability to make informed choices. The skills and experiences you can gain by overcoming challenges, living and working with diverse groups and individuals will equip you for the world of work and life beyond the University.

There are several teams in the Student Services Department that offer specific support. This section outlines some of the services you will be in contact with during your studies.
University of Sheffield Health Service
The University Health Service (UHS) provides an outstanding National Health Service (NHS) facility for students. You can register with a doctor through the UHS. Before you can be registered, you need to tell us about yourself. UHS Registration is made up of 2 stages:

Stage 1:
Complete the online UHS pre-registration task during your University pre-registration process. UHS may contact you with more information prior to Intro Week. Please check your emails.

Stage 2:
Once you have pre-registered online and are living in Sheffield you will need to complete UHS registration in person:

- **Intro Week Registration Only**
  - UHS Registration is the last step of the main registration event during Intro Week. Check your timetable

- **Registration during the rest of the year**
  - Once you have completed the online pre-registration form, wait 2 working days then contact UHS to make an appointment (0114 222 2100)

All new students must attend medical registration during Intro Week.

It is better to register with a doctor before you get ill.

It will help speed up the NHS registration process if you could provide us with your NHS number and the full details of your current GP practice (i.e. surgery name & address), so please bring this information with you when you come to register at UHS. Please note that you will not be fully registered with UHS until you have completed both of the above stages.

Online Access
You can get a PIN number from the University Health Centre to enable you to:
- access appointments online
- request repeat prescriptions
- change your address on UHS records.

Ask at the UHS reception for more details. You can also download our app: Sheffield UHS.

Past or pre-existing conditions
Changes to your life such as starting university and leaving home can exacerbate some medical problems. It is important that you tell medical staff about any conditions such as mental ill health, diabetes or other medical issues. This information is confidential and only held in your medical records.
**Females (students or dependants) aged 25 or over**

If you are sexually active and have had a cervical smear, bring a report of this medical test to your first UHS appointment. This will allow us to follow up any abnormalities for you. It is routine to ask all women over the age of 25 to attend for a test but you can ask for it to be deferred. If you wish to have the test done, please make an appointment with a nurse.

**University Health Service (UHS)**

We have a purpose built, University Health Centre offering National Health Service (NHS) primary care and medical services. We recommend that you register with the UHS. Other centres or practices may charge for services which are free at UHS and do not always understand student life in the same way.

All students at the University can be seen for medical care at the UHS. Details of medical services are on the UHS website and in the practice leaflet: www.sheffield.ac.uk/health

Dependants living within the practice boundary only can register with the UHS. Dependants living outside the boundary should register with a local doctor. For the boundary map please see: www.sheffield.ac.uk/health/information/aboutus

**Appointments**

There are some same-day appointments available every day. You can access these on-line or by telephone (from 18:00 the previous day). If these appointments are full and your situation is really urgent please explain to the receptionist on the telephone (e.g. if you are very ill and/or have an exam that day). Advance appointments can be booked on-line, by telephone or at reception.

**Academic support**

The UHS is able to liaise with your department/tutor (with your permission) about health issues or special arrangements for exams if necessary. This does not include minor ailments such as colds, sore throats or ailments not presented to a doctor at the time. As in the world of work, students are not expected to be absent or excused from deadlines due to minor illnesses. UHS can also liaise with other agencies within Student Services (i.e. the University Counselling Service, Disability and Dyslexia Support Service and Student Support and Guidance) on your behalf with your consent.

**Immunisation**

All students should be immunised against:

- Tuberculosis
- Tetanus
- Measles
- Polio
- Mumps
- Meningitis C or Meningitis ACWY
- Rubella/german measles

If you have an immunisation card or book, please bring this with you when you register. All students, on courses where there is clinical contact with patients, must be immunised against Hepatitis B. Antibody levels will be measured for Hepatitis B and MMR (measles, mumps and rubella), prior to the start of the course. This will be carried out by Sheffield Teaching Hospital Occupational Health Service. If you have a child who has been immunised bring their certificates of immunisation with you. Those going abroad are reminded that they should ensure that other necessary vaccinations are carried out in good time. Information and vaccination requirements may be obtained from the University Health Centre and via the UHS webpages, see: www.sheffield.ac.uk/health
Medical help when the University Health Centre is closed

Before deciding which service to contact, please read the leaflet Which Service is Best for you which can be found on the UHS website: www.sheffield.ac.uk/health

If the University Health Centre is closed, you have the following options:

- seek the advice of a pharmacist at any chemist/pharmacy shop, for remedies for coughs, colds, stomach upsets and skin irritation and other minor ailments
- telephone the UHS on 0114 222 2100, 24 hours to access appointments and information on out of hours services
- dial 111 if your medical need is urgent but does not require emergency 999 assistance
- go to the NHS Walk-In Centre located at the Sheffield City GP Health Centre on Broad Lane, Sheffield open from 08:00-22:00
- the Minor Injuries Unit is located at the Royal Hallamshire Hospital open from 08:00-20:00, seven days a week providing a nurse-led service for minor injuries
- hospitals are likely to charge if a student, dependant or visitor is not eligible for treatment under the NHS

Do not go to the Accident and Emergency Department at the hospital unless it is an emergency that cannot wait until the following day for a GP to see to.

Accidents and emergencies

In cases of accident but not minor illness, anyone may obtain help. Dial 111 and a trained adviser will direct you to the appropriate service. For serious accidents and illness requiring emergency transport to a hospital telephone 999.

Home visits

A doctor will make a home visit only if a patient is too ill to come to the Health Centre. If at all possible, patients are expected to visit the Health Centre. Call the Health Service before 11:00 if possible on 0114 222 2100.

Change of address

If you change your address, you must inform the UHS as well as the University.

Dental services

See the NHS Choices website at www.nhs.uk for a list of current NHS Dentists. An emergency dentist can be contacted via 111.
Sport Sheffield

The University is committed to providing a healthy campus. Sport Sheffield offers a wide range of facilities including 5 floodlit synthetic pitches, large fitness centre (approx. 150 pieces of equipment); swimming pool with sauna and steam rooms; Sports Hall; a fitness studio; Multipurpose Activity room; 4 Squash Courts and Bouldering wall. 45 acres of grass playing fields for rugby, football and cricket. Further information available from: www.sport-sheffield.com
Financial Support

Fees and funding
You must have funding in place to cover the full cost of your tuition fees and living costs before you can register at University.

If you are an undergraduate student you can apply for loans and grants to help cover the costs of your fees and living costs. We expect that you will have already arranged this before your course starts, but if not, you can still apply. To find out more and to apply go to: www.gov.uk/studentfinance

If you or your sponsor do not pay fees on time, you are in breach of the contract signed at registration. Your registration and access to services (e.g. library, computer accounts) will be cancelled and you will be required to leave the University. If your financial circumstances change in an unforeseeable way after you are fully registered contact the Student Fees Team to discuss your situation.

If you have any concerns about paying your fees or queries about your fee status please refer to the Essential Guide to Registration 2016 or contact the Student Fees Team: studentfees@sheffield.ac.uk.

Bursaries

Applicable to undergraduate students only
Bursaries are for each year of study and you don’t have to pay them back. Home undergraduates may be eligible for bursaries of up to £3,000, depending on your household income, postcode and grades.

You can calculate your eligibility to bursaries before you arrive by using our student funding calculator at: www.sheffield.ac.uk/funding

You can use your bursary award as a first-year partial fee waiver. That means the fee loan required will be less. Or you can take the award as a payment to you, which will be paid in instalments.

You do not have to apply for a bursary; they are assessed and awarded automatically. However to be considered you must have applied to Student Finance England (or equivalent) and given consent to share your information with the University. To be eligible for a University bursary your household income must be £42,785 or less.

If you’re undertaking a second degree, you may not be eligible for loans or bursaries. If you’re on a fully NHS funded course (i.e. the NHS pay your tuition fees) you will not be eligible for a University bursary.

Once you have confirmation of any University financial support, you must register your bank details so we can pay your award to you. You can do this through MUSE (the University’s online portal) once you have registered.
Claiming benefits and tax credits during your course

The majority of full-time students cannot claim welfare benefits or tax credits. However, some UK students can claim certain welfare benefits – this includes part-time students, single parents, student couples with children and students with a disability or long-term health problem. UK students with dependent children can usually claim child benefit and child tax credit.

If you think you may be entitled to benefits or you are claiming already, contact our Student Advice Centre for advice about claiming or changes to your entitlement once you become a student: su.sheffield.ac.uk/student-advice-centre

Claiming benefits before term starts

You may be able to apply for benefits before your course starts, as you are not registered on a full-time course of education yet. This is relevant if:

- You’re a school/sixth form college leaver – eligible to claim benefits from September 2016.
- You’ve left your job and are waiting to start university.
- You’re between courses, for example, in the summer between finishing an undergraduate degree and progressing to postgraduate study. Or you’ve withdrawn from one course and begin a new course at a later date.

If you are entitled to benefits, you can claim until your full-time course begins; for most students this will be 26 September 2016. Intro Week is not part of the academic year so you may be entitled to claim benefits for this period, if you can demonstrate that you are available for and actively seeking work. For further information about your entitlement, see: su.sheffield.ac.uk/student-advice-centre/money/benefits-and-tax-credits

Managing your money

The University’s online money tools will help you manage your money and give you a guide to the costs you will face when you come to University. They also help with information on money matters and tips on how best to make your money last. We have two main tools: our Money Timeline and our Money Planner.

Money Timeline

From the time you begin to plan your studies at university right through to your final year, the Money Timeline pinpoints when to apply for funding and how best to manage your cash. It features:

- video interviews from former students offering advice from their own personal experience of university life. Whether it's managing your money effectively, choosing the best accommodation or simply deciding on the best bank account, hear it from those who've been there before.
- links to money-saving websites, which offer a great resource to cut your weekly outgoings
- dates to remember like when to start thinking about next year’s accommodation and the associated costs. These will help to keep you on track to budget effectively for the semester.
Money Planner

The Money Planner is a budgeting tool tailored to your lifestyle. All suggested costs and earnings are included to enable you to get a clear understanding of what is coming in and what is going out. It features:

- weekly, monthly and annual breakdowns to give you the capacity to plan for both the short and long term
- standard amounts for loans, rent and bills, which you can then edit according to your specific needs
- a summary to show whether you’re in the red or in the black. It also has links to University services that could help you alleviate any shortfall in your finances.

www.sheffield.ac.uk/moneyplanner

The Student Advice Centre also provides lots of information to help you plan your outgoings. This can be found on the Student Advice Centre website at: su.sheffield.ac.uk/student-advice-centre/money

If you need help – ask! The Financial Support Team administers the University’s bursary scheme and has funds available to provide financial support to students experiencing exceptional financial difficulties, delays in funding or who face legitimate, higher than average financial demands. They can be contacted at: financialhelp@sheffield.ac.uk or by telephoning: 0114 222 1319.

The Student Advice Centre is staffed by a team of professional and experienced money advisers. They are independent from the University and can assist you with problems you may be facing with managing your money or applying for student finance. They can be contacted by email: advice@sheffield.ac.uk or telephone 0114 222 8660.

Tips for saving money

Many shops and services offer a student discount. If they don’t advertise this, ask anyway.

You don’t have to buy all your textbooks brand new. Second-hand copies are often available from book fairs in the Students’ Union.

You can buy student tickets for public transport in Sheffield. There is also a young person’s railcard that all students are eligible for (regardless of age and despite the name!).

You need to go out and enjoy yourself as well as studying. Make allowances in your budget for this to avoid overspending.

Full-time students (except for those on short courses) do not have to pay council tax. You can print your own exemption certificate via MUSE (the University’s online portal) or SSiD can provide you with a copy (not required for University accommodation).
Support Services

SSiD (Student Services Information Desk)

Opening Times: 09:00-17:00
Monday to Friday all year round except Bank Holidays
Location: the Students’ Union building
If in doubt go to SSiD

SSiD is the University’s award-winning student information service. It is the first place to go if you need information, help, support and advice and is staffed by a friendly, professional team who are trained to help deal with your questions and concerns.

The SSiD team provides a range of student services including change of address instructions, bank letters and council tax exemption certificates. The team can also help with directions, financial support applications and UCard replacements.

Online Student Calendar

The University’s Online Student Calendar allows you to access lots of useful tips and reminders about key information and dates. To find out more and to add it to your personal Google Calendar go to: www.sheffield.ac.uk/ssid/dates

University Counselling Service

University Counselling Service offers personal support and guidance to students. The service aims to help students develop and enhance their inner emotional resilience. Register online for a 30 minute Triage appointment. Students often find this appointment is enough but you may be offered the following:

• self help Group & Online Resources
• stress and relaxation workshops
• thematic workshops (rotating roster)
• events and fun-days
• groups
• one-to one counselling
• support package for more complex cases

To find out more you can contact us:
in-person: 36 Wilkinson Street, Sheffield, S10 2GB
by phone: 0114 222 4134
email: ucs@sheffield.ac.uk
twitter: @Sheff_UCS
facebook: counselling.uos
website: www.sheffield.ac.uk/ssid/counselling

Online support

Along with the office in the Students’ Union, SSiD has an extensive range of services and information online. The SSiD website offers you support and guidance outside normal business hours, see: www.sheffield.ac.uk/ssid

For answers to the most commonly asked questions about student-related issues you can use the Ask Sheffield FAQ (frequently asked questions) database which is filled with hundreds of frequently asked questions about the University and the city. You can find it at: ask.sheffield.ac.uk

You can also follow SSiD on twitter @ssidsheffield. The SSiD twitter feed gives round the clock support as well as reminders, hints and tips for student life. You can use the feed to ask questions and get help wherever you are, whenever you need it.
Students’ Union

University of Sheffield students are automatically members of the University of Sheffield Students’ Union. The Students’ Union is run by students for students and is independent from the University, although the two organisations work closely together.

The Students’ Union exists to represent, support and enhance the lives of University of Sheffield students. It covers other important aspects of student life like activities, representation, entertainment, services and advice. It will help you grow new friendships and develop new skills. The University of Sheffield UCard is also your membership card for the Students’ Union, and The National Union of Students’ (NUS). In addition to this you may wish to purchase an 'NUS Extra' card, which you can use to gain student discounts, from: www.nus.org.uk/en/nus-extra

Nightline

Nightline is an anonymous, confidential, non-judgemental listening service run by students, for students. Tel: 0114 222 8787 for listening / 0114 222 8788 for information (8am-8pm during term-time) or email nightline@shef.ac.uk.
If you have children, the Students’ Union has highly rated nursery facilities and a playscheme during school holidays. For further information see: su.sheffield.ac.uk/advice-support/children-s-services/nursery

Student Advice Centre

The Student Advice Centre is a free and confidential service that is independent of the University. Highly trained staff advisers offer advice, information and representation on problems such as managing money, housing, academic, immigration and welfare matters.
Things not going right?

Life doesn’t always go to plan. Whilst you are a student here you may find yourself trying to study whilst dealing with a difficult situation.

The Central Welfare and Guidance team offer support to those students who are experiencing significant difficulties and need help in finding and accessing the wealth of support services on offer at the University.

Here are a few examples of the kind of situation we can help with:
- serious ill health/hospitalisation
- bereavement
- victims of crime
- mental health problems
- housing/relationship issues

Webpage: www.sheffield.ac.uk/ssid/sos
Email: support@sheffield.ac.uk
Telephone: 0114 222 4321
Visit: SSiD, Level 3, Students’ Union

Harassment and Bullying
If you believe you or someone else is being harassed, please go to our harassment webpages:
www.sheffield.ac.uk/ssid/sos/harassment

Emergencies out of hours
If you need to contact Central Welfare and Guidance staff in an emergency outside of office hours, telephone: 0114 222 4085.

Chaplains and faith representatives
Full details of chaplains and faith contacts are available on webpages:
www.sheffield.ac.uk/ssid/chaplaincy

You can also contact the Chaplaincy reception on 0114 222 8923 (email: chaplaincy@sheffield.ac.uk)

Religious holidays/observance during Intro Week and early days
Muslim and Jewish students who cannot attend classes/exams on specific days or times for religious holidays or observance, see:
www.sheffield.ac.uk/ssid/chaplaincy/activities/absence
Academic support
Your contract with the University

Every university has sets of rules and regulations. When you register, you enter into a contract, promising to obey the regulations. It is important that you read the regulations carefully. They help you to understand your rights and obligations. The full regulations are set out in the University Calendar, which is available for consultation in the Library and via the webpages: www.sheffield.ac.uk/calendar

A few points about registration and our regulations are highlighted below. They are not necessarily more important than other points but cover areas which have concerned some students in the past.

**Registration**

If you or your sponsor owe money to the University for academic fees, you risk:
- not being allowed to register for the next session
- not being awarded a degree or diploma
- exclusion from your course

**Attendance**

You are required to:
- attend classes punctually and regularly
- be in residence from the beginning to the end of each semester (vacations excepted). This includes examination periods. If you fail exams you will also be expected to be available to resit in the summer examination period during August.

**Examinations**

You should familiarise yourself with the University’s examination regulations as soon as possible:
www.sheffield.ac.uk/calendar

**Invigilated examinations (students on taught courses)**

Invigilated examinations are timetabled centrally by the Examinations Team, Registry Services
www.shef.ac.uk/ssid/exams

Make a note of the examination periods and specific dates and times in your diary and prepare well in advance, ensuring that dictionaries and calculators are approved for use. Timetables are normally published three weeks before each exam period commences: www.sheffield.ac.uk/ssid/exams/timetables

In order to request that examinations do not take place on days when your religious beliefs may prevent you from attending, you must complete a religious observance form, before publication of draft timetables: www.sheffield.ac.uk/ssid/exams/observance

If you have a disability, specific learning difficulty or medical condition that may require that alternative exam arrangements are put in place to support you, you should contact the Disability and Dyslexia Support Service for advice as soon as possible following registration (see page 48) www.sheffield.ac.uk/ssid/disability/exams

If you are unwell or experience serious personal problems (such as a bereavement) during an examination period, you must seek support from your department immediately www.sheffield.ac.uk/ssid/forms/special
Non-invigilated examinations (all students)

Non-invigilated means coursework, projects, theses, dissertations and extended essays. You should revise the rules on plagiarism, collusion and the use of unfair means in the assessment process. Unfair means refers to cheating. If you cheat in some way the University may take action against you under the discipline regulations. This may result in exclusion, failure or other penalties, see: www.sheffield.ac.uk/ssid/exams/plagiarism

– ask in your department for further information.

Your details on your record

Check that your personal details are correct and updated as necessary. These may be needed in an emergency. See www.sheffield.ac.uk/ssid/record/pin or ask SSiD for advice. These details include:

- Sheffield address and telephone number
- mobile telephone number, where applicable
- home address and telephone number
- correspondence address for vacations if you will not be at your home address
- number of children, where applicable
- next of kin or other person to be contacted if you are seriously ill.

Postal and email address

You must ensure that the University has your current postal address in Sheffield. This is a University regulation. University correspondence will be sent to this address. The email address we shall use is your University one. It is your responsibility to check this regularly. This is the only email address we will use to contact you. Your email address can be found by anyone looking in the (externally available) directory. If you do not wish your address to be visible there, you will need to email CiCS staff at helpdesk@sheffield.ac.uk quoting your name and registration number.

We do not give addresses to other students or anyone (except University staff) without your permission. All student records are strictly confidential. This is in accordance with University regulations and UK law. If you change your local address at any time, you must update your record immediately at SSiD or online: www.sheffield.ac.uk/ssid/record/pin

Notify us immediately of any change of correspondence address by emailing: shefapply@sheffield.ac.uk

Undergraduates should also inform UCAS.
As part of the registration process you will be given a UCard which will be your student ID throughout your time at the University.

If you need further proof of your registration as a student, you can request this after registration from SSiD (see page 48 for contact details). Please only request proof of registration if you need such documents for a specific purpose.

**Pre-registration requirements**

You will receive an email from preregistration@sheffield.ac.uk in advance of your arrival at the University; this will outline the tasks you should undertake before you arrive in Sheffield. Please make sure that the University has your correct email address.

**University policy statement on personal information**

In order to carry out its statutory, academic and administrative functions the University needs to collect and process personal information relating to many categories of people, which include its students, staff, suppliers and people who are studying as part of a research project.

The University takes the confidentiality of all personal information very seriously and consequently takes all reasonable steps to comply with the principles of the Data Protection Act 1998.

To this end, the University aims to process personal information only in order to meet specific and necessary purposes, and to retain that information only for as long as those purposes remain valid.

Ordinarily, the University will not pass on details of data subjects to any third party, except where required by law or statutory obligations or to specific partner organisations.

Information may be passed to third parties, e.g. partner institutions and parents with the consent of the individual concerned, or where an agreed and specific data sharing agreement is in place.

Staff and students may access their own records. The University will, at regular intervals, provide current staff and students with information held within their own records; it is the responsibility of all data subjects to correct any factual inaccuracies contained therein.

Any questions regarding the University’s data protection policy should be addressed to the Data Protection Officer, Department of Corporate Information and Computing Services. For further information on personal information, please refer to the Personal Information Policy and the Guidelines for Staff Dealing with Personal Information.

**Equality and diversity policy for students**

The University of Sheffield is committed to the elimination of unlawful discrimination and to the promotion of equality, for students and prospective students, in all its functions. For further information please visit: www.sheffield.ac.uk/ssid/equality-and-diversity/policy
Undergraduates should also notify UCAS directly. If you’ve applied for accommodation you also need to write to Accommodation and Commercial Services. They need to know that your accommodation is no longer required.

**Withdrawal**

We sincerely hope that it will not be necessary for you to withdraw from the admissions process at any stage. However, we recognise that occasionally students do find that they are not able to join us in Sheffield. If you do have to withdraw notify us by emailing shefapply@sheffield.ac.uk. Please include the following information:

- full name
- address
- UCAS ID or application number
- department and course to which you applied
- reasons for withdrawing
- the institution you will be joining, where applicable
Our teaching incorporates a variety of approaches, designed to help you achieve the skills and qualities of a ‘Sheffield Graduate’. Learning in a range of ways will challenge you to develop skills such as independent inquiry and research, teamwork, individual and group presentations, web-based knowledge and project management.

www.sheffield.ac.uk/sheffieldgraduate

An international learning environment
On many courses you will find yourself with students from a variety of backgrounds and cultures and this can be a rich source of learning. Other courses have mainly UK students, but here too we try to add an international element through inclusive curricula that offer examples from other contexts and cultures.

To give students an international experience, we try to provide as many students as possible with the opportunity to spend part of their time abroad as part of their studies and all students are encouraged to take a modern language or improve a second (or third) language they already know.

An international experience is on your doorstep at Sheffield. More than 20 per cent of our student population are international students. Enjoy the benefits of our multicultural community of learners.

How will I learn?

Lectures
In many courses you can expect to attend lectures. Lectures provide a broad introduction to a subject where the lecturer lays the groundwork for your subject area.

Tutorials
A series of tutorials is linked to most lecture programmes. You will be placed in smaller groups to discuss the content of lectures and related readings in greater depth.

Seminars
Some programmes (often at higher levels) consist mainly or exclusively of seminars. These are run like tutorials but are generally not attached to lecture programmes and require greater independent inquiry from students. They may also include presentations from students.

What is expected of me?

In both seminars and tutorials you will be expected to contribute to discussions based on what you have read and prepared in advance. You may be asked to look at an issue on your own or with a small group of students. While your teacher may suggest key readings, most decisions about what to read and how to address discussion questions will be up to you.

In some cases, tutors may divide the tutorial or seminar group into groups of four to five students to discuss a particular issue. In others, the tutor may simply have a discussion with the whole group. Being prepared to participate is essential.

For some assignments, tutors may organise the class into small groups who work together towards a group presentation or on a written submission, website or other item to be assessed. You are expected to meet regularly outside of the classroom to develop your work.
Independent Study
During your course you will be expected to do research and other work you organise and carry out yourself, this includes further reading. This might include preparing for lectures and seminars so that you can gain the most from your time with your lecturer and fellow students. Where work is not specifically set for you, it will be expected that you are working consistently, reading extensively as you learn, and keeping up without needing to be told to or being constantly monitored.

Is it the same for all subjects?
Different departments at the University often have their own subject-specific approach to teaching and learning. For example, in science and engineering subjects, laboratory-based practical sessions are very common, whereas in architecture and landscape, you will participate in design studio-based practice.

There will be conversation classes and laboratory work for languages. Fieldwork and practical classes, which are common in the sciences, are also used in subjects such as archaeology, architecture, engineering, geography and journalism. In some subjects you may work on real-life problems facing local or regional organisations, for example doing research for a local charity or community group.

Visit your academic department’s website to find out more about their approach and environment that you can expect. Your induction in the department during Intro Week is also a good time to ask questions.

How will I be assessed?
As with teaching and learning, we use a variety of assessment methods to help you show us what you have learned and how you have gained new skills.

Types of assessment
There are the written examinations as well as continuous assessment of submitted work, multiple choice papers, open papers, long essays, dissertations and project work, assessed group work, poster presentations, online quizzes, peer assessment and reflective writing. How you are assessed will vary from module to module and from programme to programme, but most programmes will use a variety of methods.

Feedback
You will be offered a variety of feedback on your work during your time at University. It could be verbal, written or audio, in one-to-one discussions, during lectures and from your peers.

- Some feedback will be ‘formative’. This gives you feedback on a submitted or presented piece of work, e.g. online quiz or presentation, but does not count towards your final mark. This gives you a chance to think of ways to improve your grade for future assessments that do count towards your final mark or helps you identify areas where further work may be needed.
- The Feedback Portal feedbackportal.shef.ac.uk is available to all students and is designed to enable you to make good use of the feedback you receive on your work. You can use the feedback record to log the feedback you have received and refer back to it throughout your studies. The portal also provides advice on how to use feedback to inform your learning.
• Other feedback will be on work submitted for final assessment. You can reflect on what the feedback you receive tells you about what you have learned, whether you’ve learned the right things in the right way, and how you could have improved this learning.
• Details of how your department assesses your work and how it gives feedback are included in your departmental handbook.

Extending your Learning through inter-disciplinary challenges
Your tutors increasingly work in multidisciplinary settings in order to tackle some of the biggest challenges facing society; you too will have the opportunity to learn beyond your core discipline and work with students from different subject areas, to develop in-depth subject knowledge plus understanding of global issues and skills that will prepare you more fully for life beyond graduation.

All first-year students take part in a faculty based challenge, either over the course of one week or spread across the semester. Working in small multi-disciplinary groups, you will get the opportunity to tackle some of the biggest challenges facing society today such as social change, energy security or global health.

This will be followed by the opportunity to take part in an interdisciplinary research-led challenge in your second year, where you will work with students from right across the University on projects related to key inter-disciplinary research topics. In addition to deepening your own subject knowledge whilst gaining an insight into the approaches and methods used by others, the challenges will help to develop your team working, communication and problem-solving skills.
Academic support

You have the chance to take advantage of a range of curricular and extra-curricular learning experiences to help you build your employability skills set. These are skills that employers may look for in their employees, such as problem-solving, teamwork, and communication skills.

Try to take part in activities in addition to your formal curriculum to develop additional skills. By participating in the Sheffield Graduate Award, or other extracurricular activities, you can improve your learning experience.

For more details go to: www.sheffield.ac.uk/thesheffieldgraduateaward

Taking modules such as those offered by the University of Sheffield Enterprise (USE) and the Careers Service will also help to develop your employability skills set. When you complete your course, you will be provided with a HEAR which recognises your curricular and extra-curricular learning experiences whilst at Sheffield. To find out more about the HEAR go to: www.sheffield.ac.uk/hear

Please see page 48 for Careers Service contact information.

Skills for your future

Academic skills development and support

301
301 is the Student Skills and Development Centre, helping you achieve your potential as both a student and a future Sheffield Graduate. Services for students include Maths and Statistics Help (MASH), academic skills workshops, study skills tutorials, language learning and specialist 1:1 support. 301 also works in partnership with academic departments and other services such as the Students’ Union and the Careers Service to help you develop your skills.

Mathematics and Statistics Help (MASH)
Is any maths or statistics material still unclear after lectures and tutorials? Do you want to refresh your numerical skills? Are you unsure of the right approach for analysis? MASH can help you get the additional support you need with areas of maths or statistics related to your coursework, revision, dissertation or research with both bookable and drop-in appointments available daily. MASH also offers a range of workshops and attendance at these can count towards your HEAR. www.sheffield.ac.uk/mash

Academic Skills Workshops
Want to improve your critical thinking skills, increase your reading speed, develop your exam technique or understand how to perform well in seminars? The 301 academic skills workshop programme covers these topics and many more with workshops taking place every day throughout term time. Attendance at the workshop programme can also count towards your HEAR. www.sheffield.ac.uk/ssid/301/services/workshops
1:1 Study Skills Tutorials
The 301 study skills sessions provide an opportunity for you to have a quick one-on-one discussion with a tutor about research or study skills. They can cover things like planning a presentation, taking notes effectively, organising your time or structuring a piece of work. Sessions take place daily with a combination of bookable and drop in appointments available. www.sheffield.ac.uk/ssid/301/services/studyskills

Opportunities to develop your skills
301 co-ordinates a number of projects which can enrich your learning experience and enhance your research and leadership skills.

SURE: Sheffield Undergraduate Research Experience
SURE offers funded research scholarships for undergraduate students to work in partnership with an academic on a dedicated piece of research. The scheme provides you the opportunity to become directly involved in the research activity of the University and take part in “real life” research projects. You can develop a deeper knowledge of a subject that you are passionate about, enhance your research skills and gain transferable skills in areas such as project management. www.sheffield.ac.uk/sure/301

Peer Learning Opportunities
Do you and your peers have an idea that you would like to develop to support each other with your learning? Perhaps setting up a reading group or offering student-student learning activities within your course or society?

Contact 301 with your ideas and we can help you set something up.

PASS (Peer Assisted Study Sessions)
is a fantastic opportunity available in some modules. Higher year students are trained as PASS Leaders, who learn how to use their knowledge and experience to facilitate study sessions for new students. PASS develops your study skills and personal and employability skills in leadership, communication, team work, presentation skills and time management. www.sheffield.ac.uk/ssid/301/pass
Computing facilities

Full details about all the facilities and services outlined below are available from: www.sheffield.ac.uk/cics/students

Internet access
All students have access to free, unlimited, high-speed internet access, both on campus and in University-owned accommodation. On campus in computer rooms, lecture theatres, cafes and other public spaces you can connect to secure wireless internet.

Social media websites are not blocked at the University; in fact many departments use Facebook and Twitter to help support students. You can follow the computing department, CiCS, on Twitter and Facebook to receive news and tips on using the IT facilities at Sheffield.

Computers and laptops
You can use your own computer in your accommodation and on campus. The majority of University services are web-based and will work on Windows PCs, Macintosh and Linux computers. In addition to desktop and laptop computers, University services work well on most tablets too.

Smartphones, tablets and other devices
Most smartphones and tablets can connect to eduroam, the University’s wireless network. Instructions for connecting devices and accessing your email and calendar are available on our website.

The University also provides two free mobile apps. iSheffield offers campus maps, shows locations of available computers, and gives you access to your course information and library reading lists. Blackboard Mobile Learn delivers your online learning materials direct to your mobile phone or tablet.

MUSE – your access to online University services
MUSE gives secure access to your email, your course materials, your library resources, your student record, your timetables and electronic journals. You can log into MUSE from any University webpage and use its apps to arrange the loan of a laptop, book a group study room, reserve a library book, download lecture notes and manage your printing account.

Printing
There is a comprehensive student printing service offering high quality, colour and monochrome laser printers, printing to A3 or A4 paper all distributed in rooms around campus. You can print from any computer, including your own laptop, in any room and later pick up the printout from any compatible printer anywhere around the University. You pay for printing using credit on your UCard.

Regulations and IT code of practice
Your computer account is provided to enable you to fulfil the requirements of your course and to meet your other needs as far as possible. It is your responsibility to be familiar with the Code of Practice for the Use of University Computing Facilities and the Regulations on the Use of Computing Facilities.
Need help?
First you must register for a computer account. You will receive a username, a password and a University email address, and you will be given information about getting started and connecting your own computer to the internet. You will be sent instructions on this via the Pre-registration email (see page 29) or at registration with the University.

You can also get help:
• from any staff member in the Information Commons or the Diamond.
• telephoning the CiCS helpdesk on 0114 222 1111.
• by using the CiCS knowledgebase in the CiCS Helpdesk Self Service channel in MUSE.
• by posting questions to @cics on Twitter or on the CiCS Facebook page.
The Information Commons is a state-of-the-art learning environment, which provides a unique mix of library and computing services, library material, learning and teaching resources and flexible study spaces. It is open 24 hours a day, seven days a week.

Support staff are available until late evening every weekday and during the afternoon at weekends. You need your Ucard to enter the building.

There are over 500 PCs to use and over 50 laptops that you can borrow. There are 100,000 books and more than 1,300 study spaces configured to suit a variety of different learning styles. There are soft seating areas where you can work informally or relax and plenty of power points so you can charge your laptop or other device. There is also an internet cafe which is open 24/7 and staffed seven days a week.
The Diamond

The Diamond is our brand new academic development at the heart of the campus and builds on our design experience with the IC. It represents the largest single investment ever made by the University in teaching and learning and offers a full range of library and computing services, with nearly 1000 new study spaces and access to high demand textbooks. Like the IC, it is open 24/7 and support staff are available until late evening every weekday and during the afternoon at weekends. As a showcase development, The Diamond is open to the public but you do need your UCard to access the study spaces.

Unauthorised copying and distribution of copyright material

The use of University facilities in breach of copyright law is against University Regulations and English Law. This refers to all forms of copyright material and includes music, videos and computer programs.

Any computer appearing to be used to illegally copy or distribute copyright material will be blocked from using the network and will only be unblocked once all unauthorised copyright material has been removed.

Any incident that is a repeated offence, or where circumstances warrant, may result in formal action being sought under the University’s Discipline Regulations. The University firewall prevents the use of many applications used in the sharing of music and video files, so if you have existing file sharing programs, they may not work.

The University’s policy regarding the unauthorised copying and distribution of copyright material and information about the enforcement of this policy is available at: www.sheffield.ac.uk/cics/policies/copyright
Learning spaces
With five sites, we have a wide range of study spaces, designed to suit all learning styles: The Information Commons, with 1,300 study spaces, contains the main collection of textbooks to support taught courses for all subjects; The Diamond, with nearly 1,000 study spaces, also houses a collection of high demand textbooks – these sites are open 24/7. There are three other library sites; The Grade 2 listed Western Bank Library and two Health Sciences Libraries.

Content and Collections
StarPlus, the library catalogue can be accessed from the myServices menu in MUSE and is available on and off campus 24/7. After logging in, StarPlus gives you access to the library’s extensive range of electronic books, journals and databases as well as details of physical items and specialised resources.

We also have Special Collections containing over 25,000 rare books and The National Fairground Archive.

Information Skills
The library subject guides and Information Skills tutorials offer you online guidance on searching effectively, referencing and avoiding plagiarism. We also have drop-in sessions, one-to-one appointments and workshops to help you gain the skills needed to complete your course successfully.

Library Help
Student ambassadors are available at Library sites during Intro Week to provide guidance and answers to all your questions. Many departments also arrange Library sessions for new students. In addition, an online introduction to library and computing services is available at: sheffield.ac.uk/library/services/new

Your UCard, issued at registration, is also your Library card, which you will need whenever you visit the Library.

Our libraries all have customer service points ready and willing to help with your enquiries. In addition, Library Help (libraryhelp.shef.ac.uk) is available. library@sheffield.ac.uk, 0114 222 7200 and online chat.

To discover more about the University Library visit: sheffield.ac.uk/library
Keep up to date with the Library on twitter: @UniSheffieldLib

Writing Advisory Service
• Individual help sessions for students who feel that they need help with writing assignments, reports, dissertations or theses
• five days a week during semesters and vacations
• free to all students on degree programmes, advance booking is necessary

For further information see: www.sheffield.ac.uk/writingadvisory

Teacher training and development
The English Language Teaching Centre delivers various courses for Teaching English as Foreign Language (TEFL) from TEFL tasters to the Cambridge CELTA/DELTA and bespoke programmes for overseas English teachers. To find out more and the entrance requirements see: www.sheffield.ac.uk/tesol
Languages for All

The Languages for All programme offers you the opportunity to learn a new language or enhance existing language skills, either within or beyond your main degree programme. If you are looking to improve your conversational skills, or want to build language skills for your future career, Languages for All is for you. We offer one of the widest ranges of language choices in any UK university, with over 20 languages to choose from. For more detailed information visit the Languages Gateway website: www.sheffield.ac.uk/languages/lfa

Careers Service

The Careers Service is there to help with your career plans and provides help and support during your time at the University, and for up to three years afterwards. This support includes:

- meeting Employers
- opportunities for Jobs, Placements and Work Experience
- careers advice
- improving CVs and Applications
- developing Employability Skills

This is delivered via Employer Presentations, Careers Fairs, Group Sessions, Information Resources and One-to-One discussions.

International students can access all of the services, plus additional programmes specifically for our international students.

The Careers Service runs the Student Jobshop based in the thriving Students’ Union and is there to help you with all aspects of finding a part-time job, internship, placement, holiday work and more. The Service advertises local, national and international vacancies across all industry sectors with employers ranging from small enterprises to large multinational companies. This includes part-time jobs and placements within the University itself and our Students’ Union.

The Careers Service has an online vacancy service updated on a daily basis, provides careers guidance and offers lots of help with developing your employability skills. Make sure you take advantage of the support available to assist you and don’t miss many careers events, which include the Part-time Jobs and Volunteering fair at the start of term.

For further details please refer to: www.sheffield.ac.uk/careers
Please see page 48 for contact details
Your Global Sheffield – the world at your feet

You have the chance to get involved in a range of global activities – both at home and abroad – to develop your international experience. Whether that’s through travelling abroad or experiencing different cultures right here in Sheffield, there are plenty of opportunities to gain global skills and make friends from all over the world. Your Global Sheffield brings together international opportunities for undergraduate students under one heading.

For more information about the fantastic range of activities on offer, visit our web pages: www.sheffield.ac.uk/sheffieldinternational/experiences-for-students

The Sheffield Graduate Award and Skills for Work Certificate

The Sheffield Graduate Award is an additional Award you can earn during your time at University. The Award is a flagship ‘degree PLUS’ programme that represents exceptional achievement by self-motivated students prepared to put in additional effort.

The Sheffield Graduate Award incorporates the Skills for Work Certificate which provides the first stage of the Award programme, where the skills and attributes you gain from work experience or volunteering will appear on your HEAR. If you wish to proceed with the full Award, your additional extra-curricular activities and individual development will be acknowledged by a University certificate upon graduation and will also appear on your HEAR.

Students who gain The Sheffield Graduate Award stand out from the crowd. The Award is endorsed by a number of graduate employers who recognise that such students are committed to personal growth and self-development. You are able to provide real examples and evidence of your skills which can put you ahead of many other graduates in the employment market.

To find out more about this opportunity, please see our web pages: www.sheffield.ac.uk/thesheffieldgraduateaward or ask at the Careers Service.
Experience US

There are so many opportunities available to you while you study at Sheffield - use Experience US to explore your options and gain experiences that will make your time at Sheffield unforgettable, while developing skills for your future. Not sure where to start? Try Experience US - a great starting place to make new friends, gain new skills and discover more about yourself.

For further information see www.sheffield.ac.uk/experience

Higher Education Achievement Report (HEAR)

The HEAR is a comprehensive transcript which the University gives to all its undergraduate students. It provides a full record of students’ university-based achievements. You have access to your HEAR from Day 1 via My Services in MUSE. This means that you can use your HEAR to help you review your progress – e.g. with a personal tutor or Careers Advisor – and plan what you would like to achieve by the end of your course. Don’t forget that in addition to your academic achievements, lots of extra-curricular activities (including the Sheffield Graduate Award) can also be included, to provide you with a broader record of your university experience. To find out which activities we can verify, visit: www.sheffield.ac.uk/hear-search

For more information about the HEAR in general, go to: www.sheffield.ac.uk/ssid/hear
Practical guidance and advice
Transport

**Student travelcards**
These will reduce fares by approximately one-third on every journey and are valid for one year. They are for people who are under 26 or all those who are full-time students. A 16-25 railcard costs £30 for the year or £70 for three years, see: www.16-25railcard.co.uk

A Young Persons Coachcard costs £10 for the year or £25 for three years, see: www.nationalexpress.com/waystosave/young-persons-coachcard.aspx

All prices are correct at the time of printing.
Sheffield is one of the safest major cities in the UK. As it is a large city though, it’s always sensible to take precautions and don’t put yourself in vulnerable situations. Here’s a few hints and tips:

**Out and about**

- avoid walking on your own and using underpasses late at night
- don’t accept lifts from strangers
- make sure your friends know where you are
- keep laptops, iPods and iPads discreet and avoid using openly in the street
- do not trust strangers who offer to help you in financial matters or sell you a cheap computer
- keep to areas and streets that are well lit, avoid alleyways and shortcuts
- stay sober and in control if you’re out late at night
- try to use cash points (ATMs) during the day rather than at night
- Use the Women’s Night Safety Bus (women only): su.sheffield.ac.uk/advice-support/safety/women-s-minibus
- travel by public transport or taxi. Check the safe taxi scheme: su.sheffield.ac.uk/advice-support/safety/safe-taxi-scheme

**Safety at home**

- lock your doors and windows when leaving your room, even for a short while
- never leave valuable items where they can be seen from outside
- do not keep large sums of cash in your room
- never give cash or your PIN to new friends
- it is your responsibility to insure your property and your valuables
- be careful when answering the door. Don’t allow anyone in unless you are sure who they are
- never leave your property unattended outside your room

For important hints on safety please see: su.sheffield.ac.uk/advice-support/safety www.southyorks.police.uk/content/personal-safety-o
www.sheffield.ac.uk/security
Your neighbours

Whether your neighbours are students or not you must treat them with respect. In residential areas, students, working people, families with young children and older people all live alongside each other. All have the right to peaceful enjoyment of their homes.

Noise deprives people of sleep and relaxation. Please be considerate about the noise in your accommodation and any noise you make on walking home at night. Loud, boisterous behaviour in public and blocking pavements can intimidate and annoy people. Please be respectful of their feelings. Litter and rubbish on streets and in gardens is antisocial.

If you live near non-students, it can make for good relationships if you introduce yourself. Remember, they may have had inconsiderate student neighbours in the past and be feeling anxious. The needs of neighbours (of private sector and University-owned residences) must be respected.

Your neighbours have the right to contact authorities (such as the University or the police) about antisocial behaviour. The University can and does take disciplinary action. The police can and do issue on-the-spot fines, arrest and charge people breaking the law.

City of Sheffield – civic information

The Sheffield Community Information Service can help with any query relating to the city. The service will answer any enquiries or comments by email: scis@sheffield.gov.uk. They are also responsible for Sheffield Help Yourself, which provides up to date information on voluntary organisations, clubs, community groups and related statutory services.

The Visitor Services is at Unit 1, Winter Garden, Surrey Street, Sheffield, S1 2LH (Mon to Fri 09:30-13:00 and 13:30-17:00, Saturday 09:30-13:00 and 13:30-16:00). To utilise the expertise of the staff to plan your visit before you arrive, give them a call on + 44 (0)114 221 1900 or email: visitor@sheffield.gov.uk www.welcometosheffield.co.uk/visit/useful-info/maps-and-guides
If you have any other queries before registration, you can visit ask.sheffield.ac.uk. In all cases it is helpful if you can quote your UCAS or Graduate Application Number. Here are a list of other useful services and contacts.

**301**
301 Student Skills and Development Centre
301 Glossop Road
Sheffield S10 2HL
Tel: 0114 222 9744
Email: 301@sheffield.ac.uk

**Student Services Information Desk (SSiD)**
Level 3, Students’ Union Building
Western Bank
Sheffield S10 2TG
Tel: 0114 222 1299

**Accommodation and Commercial Services**
Endcliffe
34 Endcliffe Crescent
Sheffield S10 3ED
Tel: 0114 222 8800
Email: acs-customerservices@sheffield.ac.uk

**Admissions Service – Applicant Information Desk (AiD)**
Tel: 0114 222 8030
Email: shefapply@sheffield.ac.uk
www.sheffield.ac.uk/aid

**Careers Service**
388 Glossop Road
Sheffield S10 2JA
Tel: 0114 222 0900
Email: careers@sheffield.ac.uk

**Disability and Dyslexia Support Service**
The Hillsborough Centre
Alfred Denny Building
Western Bank
Sheffield S10 2TN
Tel: 0114 222 1303
Email: disability.info@sheffield.ac.uk

**Counselling Service**
36 Wilkinson Street
Sheffield S10 2GB
Tel: 0114 222 4134
Email: UCS@sheffield.ac.uk

**Nightline**
Tel: 0114 222 8787 for listening
Tel: 0114 222 8788 for information
www.sheffieldnightline.co.uk

**Registration**
Tel: 0114 222 1288
Email: student.registration@sheffield.ac.uk

**Sport Sheffield**
Goodwin Sports Centre
Northumberland Road
Sheffield S10 2TY
Tel: 0114 222 6999
Email: info@sportsheffield.com
This is one of a number of Essential Guides we send to you before you start your course at Sheffield.

Make sure the email address that you provide is one you check regularly, as most communications from the University are by email.

Undergraduate students

Living in Sheffield.

Fees and Funding.

University Life.

Postgraduate students

Invest in Your Future.

Registration.

If you haven’t got these, you can download them here:
www.sheffield.ac.uk/ssid/newstudents/before-you-arrive

Get connected
www.sheffield.ac.uk/contact/social-media