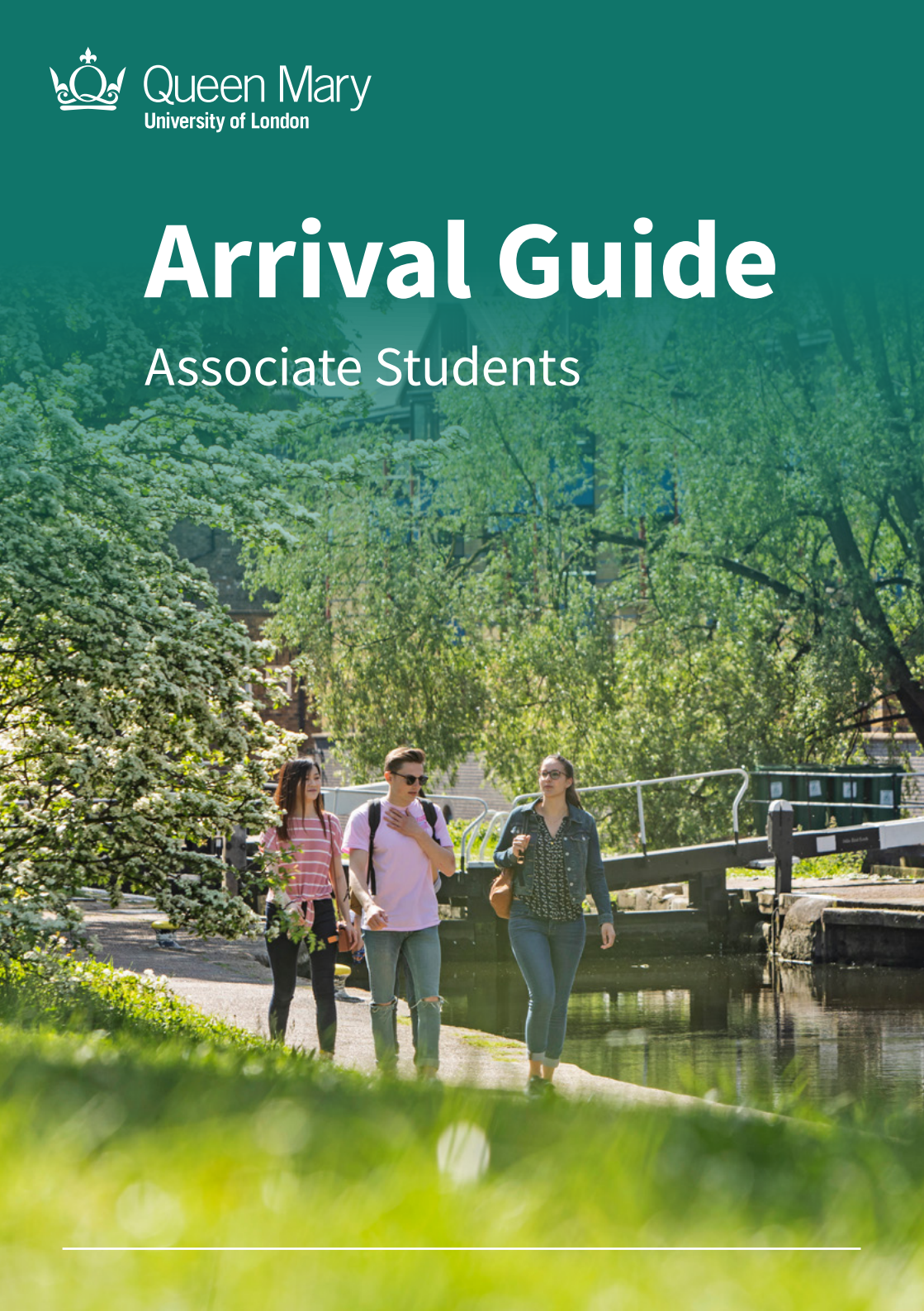




Queen Mary
University of London

Arrival Guide

Associate Students



Contents

Semester Dates	6
Visas and Immigration	8-9
Housing & Council Tax	10-11
Your Arrival at Queen Mary	12
Your Welcome Programme (Orientation)	14-15
Studying at Queen Mary	16-19
Life on and around Campus	20-25
Living in London	26-31
Student Support	32-37
Communication	38-39
Useful Apps	40-41
Useful Contacts	42-44

Here to Help!

If you need any help or advice,
please email us at
study-abroad@qmul.ac.uk.

Welcome

to Queen Mary University of London

We are delighted that you have chosen to study with us and look forward to your arrival.

We know that you have a lot to arrange prior to arriving in London and we hope that this Arrival Guide can help. It includes information you will need before and after you arrive at Queen Mary. Preparing to live and study abroad can sometimes be overwhelming, but we are here to make the transition as easy and enjoyable as possible.

You will find a handy Arrival Checklist on page 4, as well as useful information throughout. We have also provided contact details for various people and services that offer help and support during your studies. We hope you are looking forward to beginning your study abroad experience and if there is anything we can help with,

do contact us or arrange to meet with us on your arrival. You are welcome to visit us in our office any time during our opening hours. We are located on the second floor of the Graduate Centre, in room 213.

Have a great time studying at Queen Mary!

Email: study-abroad@qmul.ac.uk

Office:

Room 213, Graduate Centre, second floor

Opening Hours:

Monday: 10am-4pm

Tuesday: 11am-4pm

Wednesday-Friday: 10am-4pm



Your Arrival Checklist

Before you arrive

- Apply for University housing (if eligible) or secure housing off-campus
- Apply for your visa (if required) and ensure you have relevant documents with you in hand luggage
- Book transport to Queen Mary if you intend to take a taxi. Alternatively, research your train/tube options before arriving
- Sign your housing contract online (if applicable)
- Complete module registration
- Read all correspondence from Queen Mary carefully, including your 'Countdown to Queen Mary' newsletters
- Pre-enrol online
- Plan your budget
- Plan your fee payments (if applicable)
- Prepare for your studies
- Pack your suitcase and hand luggage

*You don't have to do everything in this exact order but do use this list as a guide to ensure you have completed everything before arrival.

When you arrive

- Tell your family/those responsible for you that you have arrived
- Collect your keys from Housing (if applicable)
- Check you can access the internet on your devices
- Complete enrolment
- Collect your student ID card
More information will be sent to you via email prior to your arrival
- Attend Global Opportunities Welcome Week (Orientation)
- Open a bank account (if applicable)
- Register with a doctor
- Attend Welcome events
- Attend induction events held by your academic School
- Activate your Gradintelligence account to access your Student Status Letter
- Follow the module add/drop process, if required, as advised by the Global Opportunities team
- Update your term time address on MySIS



Semester dates

You can find our official term time dates, including national holidays **on our website**

Semester dates: Autumn 2024

Arrive on campus

Arrive on Campus: Weekend of 14/15 September if living in campus housing

Welcome Programme

Week commencing Monday 16 September

Enrolment

More information will be sent to you via email prior to your arrival

Teaching begins

Monday 23 September

Teaching ends

Friday 13 December

Exam Period

Autumn semester only students will complete examinations during the teaching period.

Full Year students will sit examinations for their autumn semester modules on the following dates: 6 January - 21 January 2025.

Exception: those studying modules within the School of Electronic Engineering and Computer Science (EECS), will have online examinations in January 2025.



What is a “reading week”?

Some academic schools have a ‘reading week’, which is an opportunity for you to catch up on assignments and study for your exams. Please consult the relevant academic schools for dates and policies on attendance during this week.

Can I leave campus before the end of term?

You should not make any plans to leave campus before the end of term, unless you have checked with your academic school that all exams and classes are complete for the semester. If you are living in campus housing and choose to leave early, you will remain liable for the full contract’s fees.

Key dates

For more information about the Study Abroad programme’s key dates, please view here: qmul.ac.uk/international/global-opportunities/incoming-students/study-abroad-programme/key-dates

Visas and Immigration

To study at Queen Mary University of London, you will need to ensure you hold a correct and valid visa. You will not be able to commence your studies with us otherwise.

You should ensure you have the relevant documents with you to be checked at the UK border when you arrive in the UK. Your immigration permission will then be checked when you enrol at Queen Mary.

Where can I find information on visas?

Queen Mary Advice and Counselling Service has extensive visa advice on their website [qmul.ac.uk/welfare/visas-international-advice](https://www.qmul.ac.uk/welfare/visas-international-advice) and we encourage you to read through this carefully to ensure you are aware of what is needed of you before traveling to study with us.

If you are still unsure about which type of visa you require and for more information prior to your arrival at Queen Mary, you can contact us at study-abroad@qmul.ac.uk and we can refer you to our Advice and Counselling Service, if appropriate.

When can I arrive in the UK?

Law, regulations and policies can change quickly. They are also dependent on other factors (e.g. date of application, nationality etc.)

We therefore recommend you check **Advice and Counselling's website** for accurate and up-to-date advice.

If entering the UK through eGates

If you enter through the eGates at passport control, you should keep evidence (e.g. boarding pass and flight ticket) of the date you arrive in the UK.

*This guidance was accurate as of December 2023. Please ensure you are up to date with the most recent visa advice by viewing our website: [welfare.qmul.ac.uk/international](https://www.welfare.qmul.ac.uk/international)

What should I do if I want to travel outside of the UK?

If you want to travel outside the UK during your studies, please see the Advice and Counselling Service **guidance about travelling and re-entering the UK**

I need to get a Biometric Residence Permit. How do I do this?

International students who will be granted immigration permission for more than six months will normally need to collect a Biometric Residence Permit (BRP). Students are required to collect their BRP within ten days of arriving in the UK. You should collect this from the local post office. Students who select Queen Mary's postcode in their immigration application will have their BRP sent to the post office in Whitechapel (208A-210 Whitechapel Road, Whitechapel, London, E1 1BJ). If you are an EEA or Swiss national, and applied for your Student immigration permission through the app, you will receive a digital visa and will not have to collect a BRP card.



Housing

Students staying in Queen Mary housing

When can I move in?

Your licence agreement will show the date you can move into the halls. You can collect keys, and move your belongings into the room, on this day or any day after this date: qmul.ac.uk/residences/college/faqs

Collecting your keys

You will be able to collect your keys when you arrive at Queen Mary. You must have signed your licence agreement (online) and have paid your deposit in order to do this. Instructions for key collection can be found at:

qmul.ac.uk/residences/college/arrival

When are my residential fees due?

Your licence agreement is your residential fee confirmation. You will also receive an invoice for the full period of the licence agreement and reminders and statements to your Queen Mary email address; it is essential that you regularly check this account. Residential fees should be paid each term in full on or within 14 days from the commencement date of each period stated on the licence.

Your deposit is due by the deadline date on your online housing offer.

The Residences website has full details of University housing:

qmul.ac.uk/residences

You can also view the Residents' Handbook online: qmul.ac.uk/residences/handbook

Students finding private housing

We would not advise arranging long-term rented accommodation from home. We recommend that you wait until you arrive in London and book some short-term accommodation for your first few weeks either in a hotel, hostel or guest house. Housing in London is plentiful and it is possible to find accommodation very quickly.

Housing Services can also help you find off-campus housing. They can provide information on where to look, and can go through your contract with you.

Further information is available here: qmul.ac.uk/residences/alternative

Council Tax

Council Tax is a British property tax that is paid to the local council for local servicing including rubbish collection, the police and fire service. If you are coming to Queen Mary for the full academic year, you will automatically be exempt from this tax.

Those living in student accommodation are not required to pay Council Tax. For more information see: qmul.ac.uk/welfare/money-and-practical-advice/managing-money/counciltaxexemption



Top Tip:

Try not to over-pack. You can buy most things you could want in the UK. Don't bring more than you can carry!

What to bring

We know it can be difficult to know what to pack, especially when you are moving to a new country! We hope that this section can give you some useful advice.

We do not have the facilities to accept or store luggage/post before you arrive. Please ensure the delivery arrives after you do. The University is under no legal obligation to sign for any delivery on a student's behalf and belongings will not be covered by the University's block insurance policy until the student is in residence.

Clothing

Students in the UK mostly dress informally – jeans, t-shirts, jumpers are essentials! We have a temperate climate which means it isn't usually too hot or too cold. Make sure you have a variety of clothes, including warm layers, a jacket, waterproof coat and suitable footwear for rain. Don't forget to pack an umbrella too...

Electricals

You should ensure that your electrical appliances (laptops, hairdryers, shavers etc.) are compatible with the UK voltage system: 230V. Adaptors are cheap and easy to find in travel shops, airports and supermarkets.

Personal medical supplies

Make sure to bring a sufficient prescription of any personal medication with you. Note that medical supplies cannot be sent by airmail, and some medicines are not readily available in the UK as they may be in other countries.

Can I bring food from home?

We don't advise that you bring food into the UK. There are many food items which are illegal to bring into the country. London has many international food stores and restaurants so you should be able to find a lot of your favourites from home.

Sending and storing luggage

We cannot store your luggage at any point. However, there are lots of local storage centres in and around London, which you can research online.

Housing equipment

If you are staying in Queen Mary housing you can order housing packs in advance of arriving if you wish.

For more information see: [eshop.qmul.ac.uk/product-catalogue/accommodation](https://qmul.ac.uk/product-catalogue/accommodation)

Your Arrival at Queen Mary

Arriving at Queen Mary

Can I arrive early?

Please check your housing contract for move-in details. If you wish to arrive earlier, please contact the Residences Team to query if this is possible:

housingservices@qmul.ac.uk

What if I arrive late?

If you think you are going to arrive late, please let us know so that we can advise the Housing Office. It is important that you attend all Orientation week sessions. If you are unable to attend you must inform us in the Global Opportunities Office. See more information on the Welcome Programme on page 14-15.

Travelling to campus

There are different available options to travel to Central London from Heathrow Airport:

- The fastest option (15 minutes to Paddington) is the Heathrow Express.
- The cheapest option is the Tube. Take the Piccadilly line to Central London (50-60 minutes).

- You can take the Elizabeth Line to Whitechapel and change on to the District or Hammersmith & City Line to Stepney Green or Mile End.
- You can also take a London taxi. This is the most expensive, but convenient way to travel to campus.

The closest tube station to campus is **Mile End** or **Stepney Green**. If you need advice about traveling to campus, please email us on study-abroad@qmul.ac.uk

I'm not arriving at Heathrow Airport – what should I do?

You can find directions to Mile End campus here: **qmul.ac.uk/about/howtofindus**

Please review your travel options to campus, whether by taxi, train and/or tube. If in doubt, please contact us on **study-abroad@qmul.ac.uk**





Your Welcome Programme (Orientation)

The Welcome Programme for new Study Abroad and Exchange students at Queen Mary is intended to welcome you to the University and give you all of the essential information needed to make the most out of your time here.

The Welcome Programme
Make sure you read and watch all of the material we have prepared for you during Welcome Week, otherwise you will miss out on important information you need to enrol and successfully complete on the programme. We will cover a range of topics that help you settle in to London life as well as your Queen Mary community. Orientation is also a great chance to meet other associate students joining us for the semester.

Full details about your Welcome Programme will be outlined in your Countdown to Queen Mary newsletters. Please make sure you **consult these**.

There will be a number of social events taking place on and around campus throughout Welcome Week and your time at Queen Mary. Please do check your emails and social media (follow us on Instagram @ **qmulgo**) for updates as they're a great way to get to know people and feel part of the amazing Queen Mary community!

Welcome Programme Schedule

The Welcome Programme Schedule will be sent to you by email before your arrival.

Events and activities

We will send full details of events as they are released in your Countdown Newsletters which you receive via email. You will be able to book a lot of events before you arrive at Queen Mary. There will be a range of different activities and event types, so whatever your hobbies and interests are, there should be something for you!

Global Opportunities events

Our team will be running events exclusively for Associate students! In the past, we've organised events such as pub quizzes to test your British knowledge, speed meetings to get to know your peers and trips to our local independent cinema, to name a few.

Housing Services events

Our Residential Life team runs events for students who are staying in Queen Mary housing. They will also host an event about finding accommodation off-campus, should you choose this option.

Queen Mary Student Union (QMSU) events

QMSU hosts events throughout the entire semester. They have weekly club and music nights, alcohol-free events and trips to a range of places – from Ikea to Amsterdam! QMSU also provides you with the opportunity to sign up to clubs, societies, volunteering opportunities, sports clubs and much more. We will announce all of this in your **Countdown Newsletters**. You can buy tickets for all QMSU events on QMSU Events website **qmsu.org/events**. Events are released weekly.

Your academic Schools may also have induction events and social activities, which we strongly encourage you to attend as they are a great way to make new friends!

Housing and QMSU run events throughout the year! Don't forget to check their websites and keep your eyes peeled for posters.

Studying at Queen Mary

Enrolling at Queen Mary

You need to complete enrolment in order to be a student of Queen Mary.

Complete pre-enrolment

You will be sent an email before you arrive at Queen Mary prompting you to complete pre-enrolment online. You will need to log into your MySIS account to do this. If you are unsure of your log-in details, please contact us.

Enrol when you arrive

Please follow the guidelines you will receive via email before your arrival to campus to complete enrolment as required.

Pay your fees after arrival

Queen Mary will send you an invoice after you arrive, which will represent the charge for the semester you are enrolled on. You are then responsible for arranging payment of these fees.

For full details on how to pay please view the following web link:

qm.ac.uk/international-students/tuitionfees/payment

If you have any questions, please contact our Fees Office on fees@qm.ac.uk

Please note, if you are not responsible for paying your fees (e.g. if your home university pays the fees on your behalf or if you are an exchange student) then you will not receive this invoice.

I can't attend enrolment, what should I do?

Please email us if you need to attend late enrolment.

If you have questions don't forget to contact us: study-abroad@qm.ac.uk

Being a Queen Mary student

Queen Mary email address

Prior to arrival in London, you will be assigned a Queen Mary email address. It is essential that this account is checked frequently as we will use this as your correspondence address for all important news, reminders, deadlines and academic information.



Student ID card

You will be issued with your Student ID card during Welcome Week. This card will allow you to access Queen Mary buildings.

QMplus

QMplus is Queen Mary's Virtual Learning Environment which includes useful information and practical advice to help with your studies. You will be able to log into QMplus using your Queen Mary log-in details which are issued when you complete enrolment. The Global Opportunities Office has its own pages where you can access useful information. Your academic schools will also have information posted on QMplus and they will explain this to you either in your School orientation or in the handbook they issue to you.

You can access QMplus here: qmplus.qmul.ac.uk

Queen Mary Mobile App

The Queen Mary Mobile App is an innovative application that allows you to access comprehensive information, tools, news and events from Queen Mary – directly to your device.

With this feature you can:

- Check your module timetables on the move
- Log into QMplus and your Queen Mary email
- Search for and renew library books directly from your phone
- Check PC workstation availability across all of our campuses
- Receive the latest news from Queen Mary
- Access social media from your School, Institute or Faculty, and from Student Services
- Information, news and events from Queen Mary Students' Union
- Search campus maps for buildings and locations
- Access useful links to Student Services and Support

Download the app and find out more here: its.qmul.ac.uk/services/students/mobile-app

Modules and credits

Registering for modules

You should have already registered for your modules prior to arriving at Queen Mary. If you have not done so then you should notify us as soon as possible.

Most students will be taking 60 credits per semester, which is usually four 15-credit modules. Some students on different programmes may be studying fewer modules/credits.

If you would like to choose to take more than 60 credits (overload) or less (underload) then you will need to obtain written confirmation from your home institution and consult with the Global Opportunities Office.

A full list of modules can be found online: qmul.ac.uk/modules

Can I change my modules?

We have an add/drop period at the start of term. During this time you may make changes to your schedules, however, please be aware that some modules may not have space by this time.

You will be provided with full details of how to add/drop modules during the Welcome Programme presentations.

Grades

Assessments are normally marked on a percentage scale (0-100%) and assigned a corresponding letter grade.

A – 70-100% **B** – 60-69% **C** – 50-59%

D – 45-59% **E** – 40-44%

Further grade information can be obtained from your academic department.

How will my credits and grades be transferred back?

Overseas institutions normally award credit for study at Queen Mary on the basis of four hours for each 15 credit module; 60 credits equal 16 credit hours. It is your responsibility to check whether your home institution follows a different policy.

To obtain credit for a module you must complete all coursework and assessments required by the module organiser and fulfil all academic requirements for the module. Examinations and assessments will not be rescheduled except under extenuating circumstances.



Life on campus

Our campuses

The majority of our undergraduate students are based on our Mile End campus. Global Health modules are taught a short walk or bus ride away at our Whitechapel campus.

Our Mile End campus offers a community where you can live, relax and study. We have three shops, four cafés, a restaurant, a bar, a gym, a bookshop and a bank on site. There's plenty of greenery and outdoor space as we're situated next to two lovely parks and the picturesque Regent's Canal, but you're only minutes away from Central London's bustling streets. Please refer to the map at the end of this guide for reference.

On-Campus facilities

Shops

- The Union Shop: Shop for day-to-day essentials, stationery and official Queen Mary branded clothing and merchandise.
- The Village shop: In the heart of the Student Village, this shop offers a great selection of leading brands for day-to-day items such as groceries etc.

- The Zero Waste Shop: Newly opened and conveniently located near the center of campus, this shop provides everything you need with none of the plastic, offering sustainability sourced home and food goods, including many vegan options.

Catering outlets on campus:

- The Curve serves a variety of hot and cold food from around the world. The Cafe Bar serves Starbucks Fairtrade coffee.
- Ground is our campus coffee shop and deli selling Costa coffee, sandwiches, pastries and snacks, located behind the library.
- Drapers Bar & Kitchen serves drinks and food and regularly shows live sporting events.

Meal Packages

Our campus dining hall, The Curve, offers **single semester meal packages for purchase**. Our food is halal certified where possible and there is always a choice of a meat or vegetarian option. We always cater for vegetarian, vegan and gluten free diets depending on the day's menu. If you have any questions, please contact the Queen Mary Food team: qmfood@qmul.ac.uk



Queen Mary has been very welcoming, with lovely staff, great orientation events, and many interesting Student Union clubs to join.”

Laura from Monash University, Australia

Libraries

As a Queen Mary student, you will have access to library facilities on the Mile End, Whitechapel and West Smithfield campuses. The Mile End library is a large multi-disciplinary library, while the Whitechapel and West Smithfield libraries hold Medical and Dental material. Once you are fully enrolled and receive your student card, your library account will be operational. Your student card also functions as your library card.

Explore the map at the end of this guide to find out more about our on-campus facilities.

Off-campus food

Local supermarkets including Sainsbury's, the Co-Op, Tesco and Asda.

There are a number of local supermarkets where you can do your daily or weekly shopping:

- The Co-operative Food – under Mile End bridge
- Tesco – a few hundred yards past Stepney Green tube
- Sainsbury's – opposite Mile End Campus (Queens' Building)
- Asda – Stepney Green and a large version at Whitechapel
- Waitrose – located at Canary Wharf and in Westfield Shopping Centre, Stratford

Note that prices tend to be lower at Asda, Sainsbury's and Tesco. You can also find international food shops throughout London as well as international sections in

supermarkets. Food can also be purchased at the markets at Whitechapel or Roman Road.

Catering outlets close to campus

- Afrikana (African inspired dishes)
- Momlette (Bengali brunch)
- The Rusty Bike (pub serving Thai food)
- Ariana (Afghani)
- Ttayabs (Indian)
- German Döner (kebabs)
- Di Stefano (Italian)
- Efes (Turkish)
- The Greedy Cow (burgers & steaks)
- The Coffee Room (cafe)
- The Pizza Room (pizzeria)
- Nandos (Portuguese-African chain)

Local pubs

- The Morgan Arms
- The Lord Tredegar
- The Crown
- The Coburn
- The Cherry
- The Palm Tree
- The Green Goose

If in doubt, please visit us in the Global Opportunities office for guidance on the best places to eat and drink in the local area.

Social life

Don't forget to check out the clubs you can join on campus: qmsu.org/clubs-socs

Students' Union

When you start your studies at Queen Mary, you automatically become a member of Queen Mary University of London Students' Union (QMSU). The Union aims to improve your student experience by listening to your feedback and opinions, representing your views, and providing student-led activities and services.

The Union runs a lively events programme offering a range of activities including day trips, live music, club nights, spoken word and more. Some past favourites include gala balls, language lessons, graffiti painting and a floating cinema.

Student groups – Club Sport and Societies

There are hundreds of student groups to get involved with that will help you make new friends, spark new interests, and gain new skills and experiences.



With over 300 sports clubs and societies and a variety of media outlets, there is something for everyone. Each of our societies provides a unique and exciting experience, offering a great opportunity to meet people with the same interests as you. Being part of a sports club is a great social experience and an excellent way to develop your sporting skills. Sports clubs compete in local, national and international competitions. You can also take your first steps towards a career in journalism by getting involved with student media. From radio to print, all of the student media outlets are inspiring and supportive places to get your voice heard. There are also a range of student groups you can get involved with to find like-minded students. You can find out more online at qmsu.org

Volunteering

The Union supports the local community through volunteering, fundraising and sports programmes. Volunteers log thousands of hours in one-off and ongoing opportunities with charities and not-for-profit organisations. Volunteering groups, set up by students, deliver projects in the likes of local hospitals, schools and community centres.



Religion and faith

Queen Mary University of London is proud of its diverse multicultural population and is committed to encouraging religious understanding, freedom of speech and open social interaction.

There are many faith societies at Queen Mary, as well as an atheist society. You can find full details of the societies here:

qmsu.org/clubs-socs

Where can I find others who share my religion?

You can join one of our faith societies; or if you want advice or your faith or religion does not have a society, then go along to the University Chaplaincy on-campus who can advise. The Chaplaincy welcomes individuals from all parts of the world regardless of their nationality or religion and is committed to encouraging discussion between students of different faiths and backgrounds.

Are there prayer-rooms on-campus?

The Multi-Faith Centre is situated in the Students' Union Hub at the Mile End campus (number 34 on the Mile End Campus map). Its two large rooms and adjacent washing facilities are designed as places of prayer, worship and reflection and is shared by students and staff of all faiths and beliefs. For full details see:

faith.qmul.ac.uk



Living in London

Queen Mary is situated in the heart of East London, an area that is both rich in history and one of the city's most vibrant and cosmopolitan hangout spots. The East offers contrasts unlike any other area of London, from the bustle of street markets to peaceful walks along Regent's Canal and through Victoria Park, traditional pubs, museums, start-ups and art galleries.

Time Out!

If you want to explore London and find out what events are on, then TimeOut is a great guide! Explore what your new home has to offer you, here:

[timeout.com/london](https://www.timeout.com/london)

Transport

Transport and TfL Oyster Card

This is a plastic smartcard which can be topped up with pay-as-you-go credit, or used as a weekly or monthly travel pass during your time here. You can use an Oyster card to travel by bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, River Bus services and most National Rail services in London.

We will tell you more about how to obtain an Oyster card and Student Oyster cards at your Orientation sessions.

The Underground (The 'Tube')

The Underground is the most famous, and often the most convenient, mode of transport in London. It can seem daunting at first, but you will quickly master navigating the tube map! Don't forget to check the direction of travel. You can even start to familiarise yourself with the handy tube map in this brochure ahead of your arrival.

The Night Tube runs on Fridays and Saturdays on the Victoria, Jubilee, and most of the Central, Northern and Piccadilly lines, which means you can use the London Underground around the clock on these days and lines!

Use the TFL website for all underground information: [tfl.gov.uk](https://www.tfl.gov.uk)

Buses

Another great way to get around London is on the bus. It's also cheaper than the Tube! The local area is serviced by a number of bus routes; the number 25 and 205 stop right outside campus.



Walking

This is the best way to discover London if you want to understand it better. Maps can be found online at [tfl.gov.uk/modes/walking](https://www.tfl.gov.uk/modes/walking)

Bicycles

Queen Mary is serviced by the new Cycle Highway which operates in London. You can also rent bikes which you will see dotted around the city. Find out about the scheme here: [tfl.gov.uk/modes/cycling/](https://www.tfl.gov.uk/modes/cycling/)

Taxis

Taxis in London can often be expensive, especially if you use a black cab. Traditional black cabs are operated by experienced London cab drivers who have to know all areas of London and sit an in-depth test called The Knowledge. If you do choose to use any type of taxi please ensure they are licenced. London is also serviced by Uber, but you should consider your safety when using Uber cars as drivers are not required to follow the same standards as other licenced cab drivers. Most Londoners choose to use the Tube or bus over a cab as

there is 24-hour transport available in most parts of the city!

Trains

If you are planning on travelling outside of London the train tends to be the fastest option. You can use the National Rail website to plan journeys and can get tickets either at stations or on [thetrainline.com](https://www.thetrainline.com)

Airports

There are a number of airports in and around London:

- Gatwick Airport
- Heathrow Airport
- Stanstead Airport
- City Airport
- Luton Airport
- London Southend Airport

Find out more about London airports here: [visitlondon.com/traveller-information/travel-to-london/airport](https://www.visitlondon.com/traveller-information/travel-to-london/airport)

Shopping

Try local markets in East London for all your shopping needs! They are the most exciting places to shop and experience London. Whitechapel Market, Brick Lane and Columbia Road Flower Market in Shoreditch are a couple of our favourites!

Student discounts

Being a student in London has many perks- one of which is a student discount at many retailers. This is for select stores only. You can find out more about obtaining a TOTUM card here: [totum.com](https://www.totum.com)

Shopping near campus

London is world-famous for its shopping and you can purchase anything you need here! Queen Mary's Mile End campus is approximately 10 minutes from Oxford Circus on the Central Line and Westfield

Shopping Centre (one of Europe's largest shopping malls) is one stop away from Queen Mary.

Books and stationery

Shops such as Waterstones or WHSmith offer stationery, newspapers, magazines etc. The nearest branches are at Westfield Stratford City.

Local landmarks:

- Queen Elizabeth Olympic Park – 1.8 miles/2.9km
- Canary Wharf – 1.9 miles/3km
- Tower of London – 2.3 miles/3.7km
- St Paul's Cathedral – 2.8 miles/4.5km
- Tate Modern – 3 miles/4.8km
- Trafalgar Square – 4.3 miles/6.9km
- Big Ben – 4.6 miles/7.4km
- London Eye – 4.7 miles/7.5km

- Oxford Circus – 4.9 miles/7.8km
- Buckingham Palace – 5.1 miles/8.2km

On your doorstep (in walking times)

- Climbing wall – 7 minutes (704 yards/644m)
- Mile End Park Leisure Centre, with swimming pool, sports pitches and athletics track – 8 minutes (0.5 miles/0.8km)
- Independent cinema (Genesis) – 8 minutes (0.6 miles/0.9km)
- If you would like a traditional British pub experience, then why not try the Morgan Arms, the Lord Tredegar or the Coborn? – 13 minutes (0.7 miles).
- One of the best contemporary art galleries in Europe (Whitechapel Gallery) – 22 minutes (1.5 miles/2.4km)
- A fresh bagel any time of the day or night (Brick Lane) – 25 minutes (1.8 miles/2.9km)
- Heated outdoor pool all year round (London Fields Lido) – 30 minutes (2 miles/3.2km)
- Rinkoff Bakery – 15 minute walk from campus. Great bakery and you must try the Crodoughs – a croissant-doughnut hybrid!
- Old Spitalfields Market – 25 minutes. If you're looking for a bite to eat or maybe some vintage items to bring back home, this market is a must!
- Stepney City Farm – 14 minutes. It sounds improbable, but you can escape City life at our local farm.



Finances

Banks

There are several banks very close to campus:

- Barclays – located at 240 Whitechapel Road, E1 1BS (barclays.co.uk)
- HSBC – located at 75 Whitechapel Road, E1 1DU (hsbc.co.uk)
- NatWest – located at 331-335 Whitechapel Road, E1 1AU (natwest.com)

We cannot recommend specific banks, but it is useful to choose one which is easily accessible.

Opening a bank account

You should view our information on opening a bank account online as a guide: qmul.ac.uk/welfare/visas-international-advice/international-money/international-banking-in-the-uk

Your Student Status Letter on Gradintelligence can be used as a bank letter.



Transferring money to the UK

The easiest way to send money from your home country into a UK bank account is by electronic transfer. You'll need to check with your bank in your home country what exactly they'll need to make a successful transfer.

Money can also be transferred using a banker's draft. This is a document drawn up by the bank in your home country and sent to you by post. Before you transfer money ask what charges will be made by the bank and how long it will take. Make sure that you keep copies of all documents.



Student support

At Queen Mary, we are here to support you from before you arrive, throughout your studies and as valued alumni of our programmes. Our dedicated Global Opportunities team is here to assist with any queries you may have and provide ongoing support whilst you study with us. Queen Mary offers a wide range of services to help you make the most of your time with us.

Academic support

You may find that your academic study and teaching is different in the UK to what you are used to at home. We have a vast range of support for students who have academic queries, or just want to speak to someone about their Queen Mary studies. We have dedicated Study Abroad Coordinators in each academic school who are there to help you with your questions. Each coordinator has office hours during which you can visit them and their email addresses are online so you can contact them anytime.

You can find their contact details on page 43.

Our academic schools also provide their own briefings and guidance for Study Abroad and Exchange students so please ensure you attend any school-specific sessions and read documents given to you.

The Language Centre at Queen Mary offers workshops and modules which you can take during your studies to help with written work and study skills.

qmul.ac.uk/sllf/language-centre

How can I arrange to see my lecturers?

If you need to meet with your lecturer or an academic member of staff you should check their office hours which will be listed on the website for the academic school. You may also wish to email them to arrange an appointment. In the UK, it is rare for academic staff to be available to meet at any time and often they have back-to-back lectures meaning they cannot meet directly after a class. It is always best to arrange a time with them to meet to ensure they can adequately address your enquiry.

You may find that studying in the UK is quite different to your home University. Don't worry, we are here to help so do contact us or speak to your Study Abroad Coordinator if you have any questions at all!



Careers

The Careers and Enterprise Centre offers work experience placements. Visit their website here: qmul.ac.uk/careers

You may want to find some part-time work whilst studying. You must ensure that your visa allows you to work and what is the maximum number of hours you are allowed to do.

TELT

The Technology Enhanced Learning Team (TELT) provides educational support and direction for technology enhanced learning applications at Queen Mary. Keep an eye out for their helpful workshops throughout your time with us.

Where can I find employment opportunities?

QMSU and Queen Mary both offer casual employment to students. Our Careers and Enterprise Centre also lists some local job listings and you can visit them for advice on finding work. You can find listings of job opportunities on the following website:

qmsu.org/jobs

What types of work will I be able to get and how much do they pay?

In the UK, levels of pay vary for different types of work. Generally, students obtain part-time casual work paid at the minimum wage. Typically this includes working in a shop, as a campus tour guide, in a restaurant or bar or as a cleaner. For information on the National Minimum Wage visit: gov.uk/national-minimum-wage-rates

If entering the UK on a visitor visa, you are not legally permitted to work. Please note there are strict rules regarding how many hours you are permitted to work if studying abroad in the UK with Student immigration permission.

Help and Advice

Support for Associate students (The Global Opportunities team)

In the Global Opportunities team, we've all had experience living, working or studying abroad and we want to make sure you have a wonderful experience with us. Not

everything about your experience will be easy; there will undoubtedly be many challenges, and we are here to offer you support and practical advice about living and studying in London. Our regular newsletters will provide you with helpful tips and guidance on how best to thrive at Queen Mary and in London more generally.

We are always happy to talk if you have any questions at all during your stay with us so don't hesitate to visit us in the Global Opportunities Office, or just send an email.

Peer-to-peer support for you: Global Opportunities Ambassadors

Our Global Opportunities Ambassadors are students and alumni who have studied abroad at Queen Mary, or who have gone abroad as part of their Queen Mary degree. They're available to answer any questions you might have about their experience abroad and about Queen Mary. They know what it's like to study in and experience a new country and culture, so their advice is invaluable. They're here to share their knowledge and insights with you, so check them out and get in touch! Details can be found here: qmul.ac.uk/international/global-opportunities/ambassadors/

On-campus services

- Advice and Counselling Service
- Disability & Dyslexia Service
- 24 hour campus Security Service
- St Benet's Chaplaincy
- Multi Faith Centre
- Pastoral support through chaplains
- 24 hour Residences welfare support
- Student Health Centre
- Departmental advisers
- Language Centre
- Libraries
- IT Services
- Student Enquiry Centre
- Careers Service
- QMSU Buddy Scheme
- English Language Support
- Drop-in Study Centre (DISC)
- Academic support – workshops on academic writing, seminar skills and more
- Legal Advice Centre

Advice and Counselling Services

Our on-campus Advice and Counselling Service provides help and support for students who have been victims of assault; sexual, emotional or physical. They can also offer help for those with eating disorders, depression and a wide variety of other mental health issues. They're located in the Geography Building, Ground Floor. You can contact them on welfare@qmul.ac.uk

Security on campus

The University Security Centre provides 24-hour security cover for the University campus and halls of residence. A comprehensive CCTV camera system operates throughout the University campus, including some of the large residential sites. The cameras are used to direct security staff to incidents, and the Centre works in close liaison with the police. If you have any personal security concerns, require some security advice, or wish to report a crime, telephone the Security Control Centre: +44 (0)20 7882 3333



If you feel that your case needs attention from the management team, please contact +44(0)20 7882 5000 and ask to speak to a Shift Manager. They are on call 24/7, 365 days per year.

Emergencies

UK Emergency telephone number (police, fire, ambulance): 999

Police non-emergency number: 101

Staying safe and healthy

We want you to make the most of your time at Queen Mary and ensuring you stay safe and healthy is important. Here are some useful resources:

Finding a doctor

The Student Health Service (SHS) is located in the Geography Building, Mile End Campus. Services are provided for all students with a Tower Hamlets postcode (E1, E2, E3, E14), which includes students living in Queen Mary University of London Halls of Residence.

The type of doctor that deals with general health and medical issues in the UK is known as a General Practitioner (GP). Most GPs work together in groups, known as GP Surgeries. You will normally register as an NHS (National Health Service) patient with a GP Surgery, rather than with an individual doctor. You should register with a GP surgery as soon as you arrive in the

UK - do not wait until you become unwell, as you may not be able to get the health care you need. More details about access can be found here: studenthealth.qmul.ac.uk/accessing-healthcare/accessing-healthcare-students-outside-uk

Finding a dentist

You will need to register with a dentist in order to receive routine dental care. This can be private or NHS. Unlike GP visits you will have to pay for the treatments. A price list for the NHS practices and further information can be found here: studenthealth.qmul.ac.uk/dentist

The nearest hospital

The Royal London Hospital has an Accident & Emergency Department (A&E). This is located opposite Whitechapel tube station and is open 24 hours a day, seven days a week for medical emergencies.

Walk-in Centres

Walk-in Centres offer a range of healthcare services for those who are unable to access their normal health provider. You should first ring 111 who will be best placed to advise whether you need or are eligible to use this service. Advice and Counselling can also provide information on where to go.

The closest location with urgent care services is Homerton University Hospital, Homerton Row, London E9 6SR; Tel: +44(0)20 8510 5555.

NHS Direct

NHS Direct give health advice and information over the phone, day and night. You can call on 111 or visit nhs.uk/111

Ambrose King Centre

This centre offers a free and confidential service for sexually transmitted infections and other genitourinary infections. They are based close to The Royal London Hospital, on Mount Terrace, Whitechapel, London, E1 2BB and can be contacted on +44 (0)20 7377 7306.

Opticians and Pharmacies

A list of doctors, dentists, opticians and pharmacies located near to Queen Mary can be obtained from the Student Health Service and Occupational Health which are both located on the ground floor of the Geography building on the Mile End Campus.

The Havens Sexual Assault Centre

The Havens offer specialist counselling for victims of sexual assault, as well as dealing with forensic exams and police liaison (they can also see and support people who don't wish to make a police report).

thehavens.org.uk

Sources of medical assistance

Please ensure you have reviewed any private healthcare insurance documents you have and follow all relevant guidance when seeking medical assistance. For full details around seeking medical assistance and anything relating to healthcare please speak to the Queen Mary Health Centre or view their website

studenthealth.qmul.ac.uk

Emergency procedures

In the case of an emergency where we need to know students are safe, we will expect you to confirm your safety both to us and to your home university/programme provider. It will be your responsibility to confirm you are safe and well. We will cover full emergency procedures in the Welcome Programme presentations. If you miss this information please contact us to ensure you are aware of procedures to follow.

Communication



We know how important it is to get up and running with internet as soon as possible. Don't worry, we explain how in this section.

Email

Make sure you check your Queen Mary email regularly as Queen Mary University staff will use it as the main way of communicating with you.

How can I get access to the internet when I first arrive?

If you have enrolled online before you arrive at Queen Mary, you will be able to use your Queen Mary username, password and email account on any networked computer in the University.

The wireless network that you should use to connect laptops, tablets and phones is 'eduroam'. More information about this can be found here: its.qmul.ac.uk/services/students/wifi

Can I get internet access in my room?

Yes, if you are living on campus you will be able to access WiFi. As soon as you complete your Pre-Enrolment at the University, your access is automatically activated.

How do I set up internet in private accommodation?

If you are renting private accommodation and do not have internet included, you will need to set up broadband in your home to obtain WiFi. There are a number of UK Broadband providers, you can find a list here: broadbandchoices.co.uk

Mobile phones

You should check any additional charges that would be added for using your phone in the UK. You can easily purchase a UK SIM card when you arrive in the UK and WiFi is readily available, including at the airport, so you should be able to send a message or email to let people at home know you have arrived.

Mail

If you wish to send mail home you can buy stamps from most local shops and post offices. You should ensure that you have the correct stamp type for what you are sending and where it needs to go. If you are unsure or are sending heavier items then you should go to a local post office. If you are ordering via Amazon, we have Amazon lockers located in the QMSU.

If you wish to receive mail on campus this will be delivered to your pigeon holes in the entry to your flats. If you are expecting a larger parcel then you will need to ensure you are in to collect the parcel as the Residences Office cannot sign for or store parcels and deliveries.

You may also get deliveries sent to the Student Village's parcel lockers. More details about these lockers can be found here: residentiallife.qmul.ac.uk/hallsliving/parcellockers

Feeling Social?

Contribute towards our student blogs, Facebook, Instagram or Twitter!

Use #qmulgo to share your photos, or contact Jess Tan (jessica.tan@qmul.ac.uk) for further opportunities.

Help and Support

For help and support accessing internet or using computer equipment on campus, please contact the IT Helpdesk: Call us 24/7: +44(0)20 7882 8888

Website: its.qmul.ac.uk

Email: helpdesk@qmul.ac.uk

***note that you can only email via your Queen Mary email address.**



Useful apps

Queen Mary App

This app will allow you to access comprehensive information, tools, news and events from Queen Mary University of London.

Travelling

CityMapper

This app will help you to plan your journey and find the best route among all transport modes available (Tube, bus, cycling, walking, Uber/Taxis). You can use this app in different cities across the UK (London, Manchester and Birmingham for example) and Europe (Amsterdam, Brussels, Paris, etc.).

TFL Oyster

The Tfl Oyster and contactless app lets you top up and manage your contactless and Oyster cards on the go.

Tube Map

Working both off and online, this navigation app helps you navigate your way around London on the Underground, planning your tube journeys.

GoJauntly

This app will help you discover nice walks close by to you – it's a great way to enjoy and discover new parts of London on foot!

Trainline

This app will help you travel across the UK and the rest of Europe by rail and road. You can book tickets and plan international trips!

Railcard

This app will give you access to discounted rail fares after buying a Railcard and adding it to your phone. You should be eligible for the 16-25 Railcard.

EasyJet, Ryanair etc.

These apps will allow you to book cheap flights and manage your bookings.

Booking.com

With this app, you will be able to search for hotels, motels and holiday homes.

Entertainment

BBC iPlayer*

This app gives you access to the latest programmes from the BBC.

**However, you will need to pay for a TV license to access the BBC's programmes.*

All 4

This app gives you access to the latest programmes from Channel 4.

Netflix

See what different shows Netflix UK has to offer you!

News

BBC News

With this app, you will get the latest breaking news from the BBC.

Finances

TOTUM

TOTUM is a UK student discount card and app, which can also be used as proof of age ID.

Revolut

Revolut is a debit card and app that will allow you to manage your money (by creating budgets, for example) and that allows you to spend money abroad with the real exchange rate, meaning no additional fees.



Useful contacts

Your dedicated Global Opportunities team is here to help you with any queries you may have. Please feel free to contact us by email to arrange a meeting!

General Enquiries

study-abroad@qmul.ac.uk

Ceri Bevan

Head of Global Opportunities

c.bevan@qmul.ac.uk

Harry Gibney

International Exchange
Programme Manager

h.gibney@qmul.ac.uk

Colleen Jaycox

Global Mobility Officer (Widening
Participation)

c.jaycox@qmul.ac.uk

Wiebke Leugers

European Exchanges Manager

w.leugers@qmul.ac.uk

Roza Ganly

Global Programmes Coordinator (Outgoing)

r.ganly@qmul.ac.uk

Katie Rogers

Global Programmes Coordinator (Incoming)

k.rogers@qmul.ac.uk

Jess Tan

Study Abroad Manager

jessica.tan@qmul.ac.uk

Sophie Dilley

Head of Summer School

s.dilley@qmul.ac.uk

Ashley Gordon

Study Abroad Officer (North America)

ashley.gordon@qmul.ac.uk

Elijah Berry

Global Opportunities Assistant

e.berry@qmul.ac.uk

Departmental and academic advisors

Within each academic School, there is a member of staff who will be available to advise you on academic matters. Departmental advisors are responsible for approving your module registration choices within their department.

Academic School	Name	Email
Biological and Behavioural Sciences	Dr Greg Szulgit	g.szulgit@qmul.ac.uk
Business and Management	Humayra Begum	sbm-ugjoint@qmul.ac.uk
Economics and Finance	Nguyen Banh	ugsefsupport@qmul.ac.uk
Electronic Engineering and Computer Science	Dr Luk Arnaut and Dr Pengwei Hao	eecs-studyabroad@qmul.ac.uk
Engineering and Materials	Dr Lei Su	l.su@qmul.ac.uk
English	Dr Clío Doyle	c.doyle@qmul.ac.uk
Drama	Ansuman Biswas	a.biswas@qmul.ac.uk
Geography	Dr Archie Davies	a.davies@qmul.ac.uk
Global Health	Laksha Thulasitharan	msc-enquiry-globalhealth@qmul.ac.uk
History	Dr Matt Jacobsen	m.j.jacobsen@qmul.ac.uk
Languages, Linguistics and Film*	SLLF Programme Administration Team	sllf-progadmin@qmul.ac.uk
	Josef Müller	josef.mueller@qmul.ac.uk
French	Dr Laetitia Calabrese	l.calabrese@qmul.ac.uk
German	Dr Martina Deny	m.deny@qmul.ac.uk
Spanish	Xelo Sanmateu	c.sanmateu@qmul.ac.uk
Portuguese	Frances Goodingham	f.goodingham@qmul.ac.uk
Russian	Dr Nadezda Bragina	n.bragina@qmul.ac.uk
Law	Sheila Shirley	s.shirley@qmul.ac.uk
Mathematical Sciences	Professor Ilya Goldsheid	i.goldsheid@qmul.ac.uk
Politics and International Relations	Dr Ksenia Northmore-Ball	k.northmore-ball@qmul.ac.uk
School of Physical and Chemical Sciences (Chemistry)	Dr Yao Lu	yao.lu@qmul.ac.uk
School of Physical and Chemical Sciences (Physics)	Dr Matthew Buican	m.buican@qmul.ac.uk

Residences Office

The Housing Hub, Feilden House
Tel: +44 (0)20 7882 5522
Email: housingservices@qmul.ac.uk

Disability and Dyslexia Service

Room 3.06, Francis Bancroft Building
Tel: +44 (0)20 7882 2756
Email: dds@qmul.ac.uk

Fees Office

Ground floor of iQ East Court
Tel: +44 (0)20 7882 7676.
Email: fees@qmul.ac.uk

Health Centre

Geography Building, Ground Floor
Tel: +44 (0)20 7882 8710

External contacts

Check if your home country has advice for students planning to study overseas.
E.g. The US State Department has a website giving information on travel, health, emergency procedures and voting whilst abroad at travel.state.gov

Security

Tel: +44 (0)20 7882 5000
Emergency number: +44 (0)20 7882 3333
Email: mile-end-security@qmul.ac.uk

Queen Mary Students' Union

329 Mile End Road
Tel: +44 (0)20 7882 8030
Email: su-qmsu.reception@qmul.ac.uk

Advice and Counselling Service

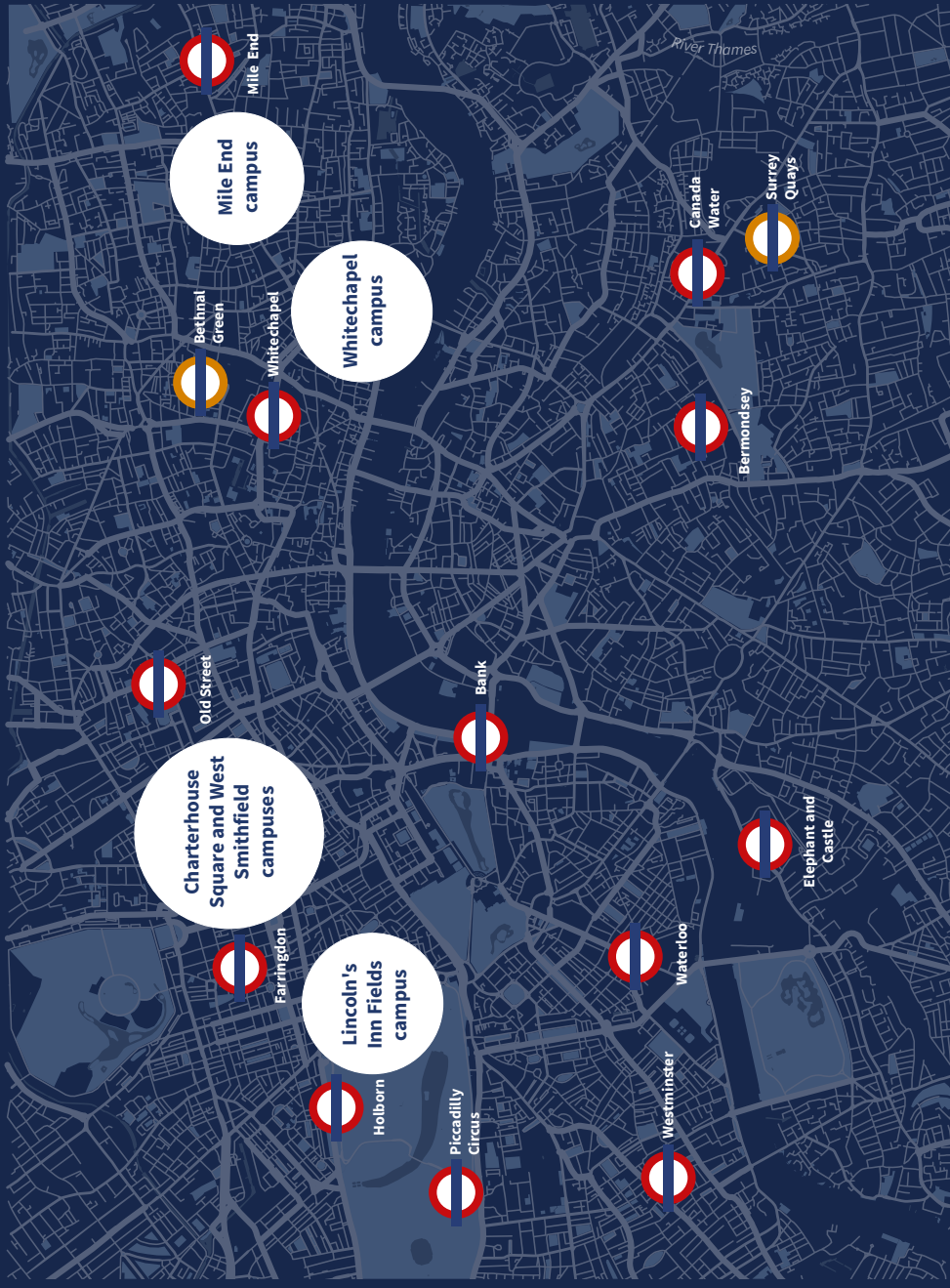
Geography Square, Ground Floor
Tel: +44 (0)20 7882 8717

IT Services

Website: its.qmul.ac.uk
Tel: +44 (0)20 7882 8888
Email: its-helpdesk@qmul.ac.uk



London campuses



Mile End campus

Educational/Research	Residential	Facilities	Information
ArtsOne 37	Albert Stern Cottages 3	Advice and Counselling Service 27	Visitors who require further information or assistance should please go to the main reception in the Queens' Building.
ArtsTwo 35	Albert Stern House 1	Bookshop 22	
Bancroft Building 31	Beaumont Court 53	Canalside – Student study space 63	The smoking of cigarettes or tobacco products is only permitted at designated smoking areas/shelters indicated on this map.
Bancroft Road Teaching Rooms 10	Chapman House 43	Careers Centre 19	
Peter Landin Building (Computer Science) 6	Chesney House 45	Clock Tower 20	Electronic cigarettes permitted on outside spaces only .
Engineering Building 15	Creed Court 57	CopyShop – Print services 56	
G.E. Fogg Building 13	France House 55	The Curve 47	These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.
G.O. Jones Building 25	Feilden House 46	Disability and Dyslexia Service 31	
Geography 26	Ifor Evans Place 2	Drapers' Bar and Kitchen 8	Key
Graduate Centre 18	Lindop House 21	Ground Café 33	
Informatics Teaching Laboratories 5	Lodge House 50	The Nest – Student space 24	Library/bookshop
Joseph Priestley Building 41	Lynden House 59	Housing Hub 48	Fitness centre
Library 32	Maurice Court 58	Mucci's 29	Refreshment: Bar/Eatery/Coffee place
Law 36	Maynard House 44	Occupational Health Service/ Student Health Service 28	Staff car park
Lock-keeper's Cottage 42	Pooley House 60	Octagon 19a	Bicycle parking
Mathematical Sciences Building 4	Selincourt House 51	Qmotion Health and Fitness Centre Sports Hall 7	Bicycle lockers
Occupational Health and Safety Directorate 12	Varey House 49	Santander Bank 62	Cash machine
People's Palace/Great Hall 16		St Benet's Chaplaincy 23	Smoking area/shelter
Queens' Building 19		Student Enquiry Centre 19	
Scape Building 64		Students' Union Hub 34	
Temporary Building 61		Union Shop 9	
Redevelopment site 39, 40		Village Shop 52	



Enquiries

Email: study-abroad@qmul.ac.uk

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 @qmulgo

 @QMULStudyAbroad

qmulstudyabroad.blog

Find out more here

