

September Undergraduate
2021

a.r.u. | London

Welcome to
Anglia Ruskin
University
London





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Introduction

I am delighted to welcome you to ARU London, and the beginning of this stage of your educational journey.

Our fantastic academic and professional staff will work with you to help you achieve your full potential and travel towards your career goals. Make the most of your time with us by participating fully in our Employability Scheme, Learning Community, and Students' Union to maximise your educational experience. The more time and effort that you put into your education, the more you will benefit - education opens opportunities for your future. We are here to encourage, help, and support you on that journey and we wish you every success.

This is a perfect time to study at ARU London, and I look forward to welcoming you.



David Sexton
Principal



Student Charter

Welcome to ARU London



You are joining an inclusive and diverse student community, and your experience here is important to us. Your time here will contribute to your personal and professional growth and your future successes.

All members of the university and the Students' Union will work in partnership with you to shape your student journey and enhance your education with co-curricular and extracurricular activities.

Our shared learning community works together in a trusting and supportive relationship, providing a platform to share knowledge, skills and expertise, but also a place to challenge ideas and learn from one another.

Our values of ambition, innovation, courage, community, integrity and responsibility are at the core of everything we do and the decisions we make. Our Student Charter embeds these values and lays out the mutual expectations and commitments between you and your university.

Our Student Charter is a reference point for all registered students of ARU London, from undergraduate to postgraduate, following taught or research programmes, on or off campus. We encourage you to read on to understand how students and staff collaborate to enjoy a successful student experience.

We wish you every success with us at ARU London.

Ambition

We continually strive to enhance our university. We are ambitious and determined to help you to achieve your goals. We expect you to engage with your learning, attend and actively participate in classes, attend meetings with tutors, spend sufficient time in private study and submit assessed work by the set deadlines. We'll make sure you have access to the resources you need to succeed in your studies and be the best you can be.

Courage

We want our students to be bold, to have the courage to speak their minds, and to try out new ways of doing things even when success is not guaranteed. We want you to develop your talents so that you leave ARU London feeling resilient and tenacious. We believe that a university education should challenge its students, their assumptions, and their ways of working. Likewise, we expect our changing student body to challenge our staff to adapt our approaches to teaching and research so that it is always inclusive, stimulating, and innovative.

Community

As an ARU London community, we seek to work with you to develop and achieve your full potential. We encourage you to access a full range of co-curricular and extracurricular opportunities such as internships, events, and volunteering. We value working together and will offer you support and guidance. Our Employability Team, Student Welfare Services, your personal tutor or supervisor, and the Advice Services of the Students' Union are all here to help.

Integrity

We promise to display academic fairness and transparency, and expect you to act respectfully and demonstrate honesty in your work and study. We're committed to making sure that every member of the welcoming and inclusive ARU London community can work as critical friends to challenge and learn from each other. We are all personally responsible for our behaviour.

Responsibility

We are responsible for making sure that changes and developments are communicated to you and that we are transparent and approachable. We recognise that sometimes things can go wrong. We're committed to putting these things right and ask you to contact us as soon as you have a problem so that we can do our best to resolve it. Let us know about any issues you're having by contacting a member of staff.

If you have an issue you'd like to raise in a more formally way, you can speak to the Students' Union Advice Service, or use the student complaints procedure.

You can find our rules, regulations and procedures along with all our key documents by clicking [here](#).

Key Dates

2021/22 Academic Year

We operate in Trimesters – (1) September, (2) January.

- You are starting in trimester 1, which is September - December 2021
- Your second trimester is January - April 2022



September Intake Welcome Week

Week beginning Monday 13th September 2021

Trimester 1 Teaching	Saturday 18th September - Friday 10th December 2021
Trimester 1 Examinations	Saturday 11th December - Friday 17th December 2021
Trimester 1 (Re)sit Examinations	Saturday 23rd April - Friday 6th May 2022*



January Trimester

Trimester 2 Teaching	Saturday 15th January - Friday 8th April 2022
Trimester 2 Examinations	Saturday 23rd April - Friday 6th May 2022
Trimester 2 (Re)sit Examinations	Saturday 30th July - Friday 5th August 2022**



Holiday dates

Christmas Vacation	Saturday 18th December 2021 - Monday 3rd January 2022 (inclusive)
Easter Vacation	Saturday 9th April - Friday 22nd April 2022 (inclusive)

*LLB students will resit 3rd - 11th May 2022

**LLB students will resit 25th July - 5th August 2022

Accessing ARU London

ARU London is situated in the financial district of London which means that we are accessible by most means of transport. The most convenient way to access our East India site is via London's famous public transport system and our nearest station is East India DLR.

- Canning Town 2 mins (DLR)
- Canary Wharf 5 mins (DLR)
- London City Airport 8 mins (DLR)
- Stratford 9 mins (DLR & Jubilee line)
- Bank 13 mins (DLR)
- Bond Street 22 mins (DLR & Jubilee line)

In addition, buses run from all of our neighbouring streets. Within walking distance, you can catch the bus from either bus stop M for 108 or bus stop X for the D3.

You can also plan your journey through TFL please follow this [link](#).

There is pay-and-display car park located underneath the building. The parking tariff starts from £3 an hour and all-day parking is £20. Please visit the ground floor reception in the Import building if you would like more information about the parking.



Delivery Mode

Classes, during this intake, will be returning to face-to-face delivery. Any students who are unable to physically attend classes due to personal circumstances or self-isolation can join lectures and seminars via Zoom.

Study on campus

Your usual 2-days-a-week timetable with both days on campus.



Timetables will be available to you via your ARUL App, or through the VLE, within the next week and classrooms will be added in September. Should you feel unwell, need to isolate, or indeed do not feel able to attend your physical class, then you can join your lecturer virtually through the VLE via Zoom.

Our buildings and working practices will be adapted to mitigate risk wherever possible. Adaptations include temperature checks on entry, adjusted lecture times, study bubbles, minimising movement around the building, the encouragement of face coverings when moving around the building.

We believe that this gives you the flexibility to continue your education in a way in which you feel comfortable. Undoubtedly education is best when we can learn directly from each other in the classroom and I do hope that you will feel able to attend your classes physically, however the ability to continue your education virtually will give you flexibility during these transitional months.

Timetable Procedure

Standard Delivery Timetable Procedure

Monday, Tuesday, Wednesday, Thursday & Friday

Morning Lecture (AM) 10:00 – 13:00	Lunch Break 13:00 - 14:00	Afternoon Lecture (PM) 14:00 – 17:00
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Evening and Weekend Timetable Procedure

Tuesday, Thursday & Saturday

Saturday Morning Lecture (AM) 10:00 – 13:00	Lunch Break 13:00 - 14:00	Saturday Afternoon Lecture (PM) 14:00 – 17:00
		Tuesday & Thursday Evening Lecture (EV) 18:00 – 21:00

Attendance



Online learning

You are expected to join your Zoom webinars on time, so **please allow 15 minutes before the class starts to ensure you have a stable internet connection.** Should you log onto the webinar more than 30 minutes after your class begins, you will be recorded as absent. You may be required to meet with your Personal Tutor or Course Leader to discuss your attendance or punctuality.

We understand that sometimes you may have connectivity issues, so please keep staff members up to date with any persistent issues you may be having.

Your attendance is automatically recorded for a session if you access your scheduled Zoom webinar on time.

AM Sessions: Students must first click onto the Zoom webinar between **09:00 – 10:30.**

PM Sessions: Students must first click onto the Zoom webinar between **13:00 – 14:30.**

EV Sessions: Students must first click onto Zoom webinar between **17:00 – 18:30.**

You can click on and off the Zoom link as many times as you like during your class if requested by the academic and this will not affect your attendance. However, students must ensure their first click is between the above stated times.

If students do not use the Zoom webinar link integrated into their VLE, their attendance **will not be recorded** for that session.

If students are having technical difficulties accessing their Zoom webinar, they should contact the iCentre.

For more information, please view our video on Online Learning Attendance by clicking [here](#).

[Click here](#) to view our attendance guide.



Face-to-face learning

Once you have registered at ARU London, you will be automatically enrolled in the face-to-face learning delivery method and receive your attendance card. **Your attendance card will accompany you throughout your studies as you must use it to record your attendance for all lectures and scheduled classes within our building.**

If you have forgotten or misplaced your attendance card, you can purchase a temporary card from the Information Centre. A temporary card costs £2 and is only active for one day. Temporary cards must be returned to the Information Centre after you have swiped out of the main doors at the end of the day.

More info on your Attendance Card can be found in the Attendance Procedure and [FAQs](#) available on our [website](#).

As a student, you are responsible for making sure your attendance is up-to-date and accurate. If you believe you are having a technological issue with your attendance card, you can enquire about your attendance record by making an attendance enquiry through VLE. Simply login to VLE and select 'Attendance Enquiry'.

Attendance enquiry details must include the date, session (AM, PM or EV) and any additional information you would like the attendance team to investigate. Once you have submitted your attendance enquiry, you will receive a response within three to five working days. Guides on how to make an attendance enquiry can be found [here](#).

Being Covid Secure

A full 'Risk Assessment' and 'Safe Building Usage Policy' have been prepared to minimise risks for students and staff; putting health and safety first and following the guidelines and best practice of Universities UK and Public Health England. Please read the expectations below:

- Wash your hands regularly.
- Use a tissue to sneeze/cough into and dispose of tissue responsibly.
- Cough/sneeze into the crook of your arm if you do not have tissues readily available.
- Close the toilet lid BEFORE flushing.
- Wash hands after using the toilets.
- Use the anti-bacterial gel/foam before and after entering toilets.
- Face coverings are encouraged to be worn when moving around ARU London premises, in the common areas, toilets and only in classrooms with the permission of the lecturer.
- Disciplinary procedures may be applied if safe behaviour is breached.
- Should any individual show any signs or symptoms of COVID-19 they will be dealt with as promptly as possible and must leave the premises for the safety of others. The Test and Trace strategy will be applied.
- Upon entering ARU London buildings everyone will have their temperature taken and anyone with a high temperature will be sent home.
- Classrooms will be cleaned at the end of each day and/or when class bubbles change.
- Students will remain in one classroom for one day.
- Specific toilets will be allocated to classrooms for use, to minimise movement.
- Students are encouraged to bring or purchase their own lunches before entering the building, so that exit and re-entry can be minimised.
- Students studying in Charterhouse will be expected to use the stairs to reach floors 1 and 2 unless they have a disability. Students should use the stairs to reach floors 3-5 wherever possible.
- All corridor doors will be wedged open to maximise air-flow and minimise the contact needed to move through the building. We have efficient air conditioning units which further increase ventilation.
- Classrooms will have a designated morning and afternoon compulsory break-time to spread the pressure on toilets and avoid congestion.
- Alcohol cleansing dispensers will be in place at the front and rear of the building on each floor, along the corridors and outside toilets.
- The wellbeing of staff is a priority and our activities seek to minimise negative impacts of COVID-19. ARU London's Wellbeing Team are fully committed to supporting staff and students with regard to the repercussions of COVID-19.



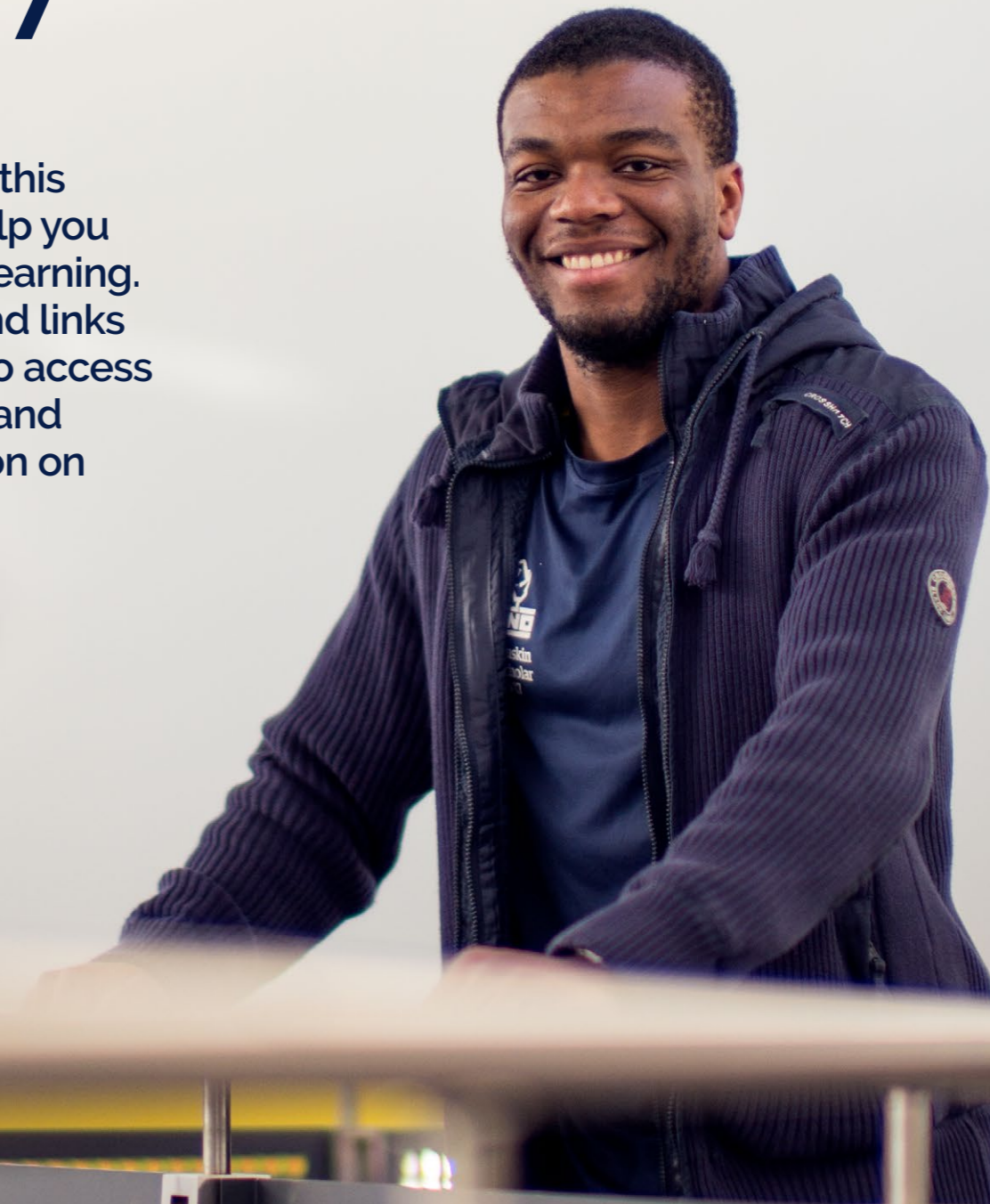
For further information please see our [website](#)



Please contact health@london.aru.ac.uk for any Covid-19 reporting or queries

Getting ARU London Ready

We have created this quick guide to help you with your digital learning. Ahead you can find links and tips on how to access online resources and helpful information on your university.





Online Learning

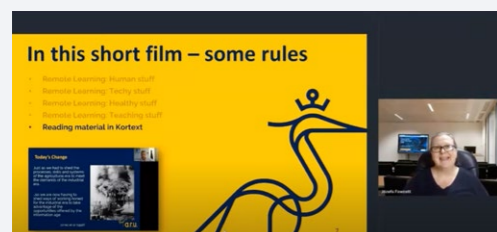
Although classes will be held face-to-face, should you feel unwell, need to isolate, or do not feel able to attend your physical class, then you can join your lecturer virtually through the VLE via Zoom

We have developed numerous online teaching methods for this trimester, tailored to the course content you will be studying.

Online learning is here to ensure your unique classroom experience is brought to you remotely, should you require it.

- You will be able to listen and message academic staff in real time on Zoom Webinars and in the Academic Chat Forums.
- Have the ability to re-watch classes and read forums in your own time from the Cloud.
- Receive support instantly from using Live Chat or by contacting the iCentre at iCentre@London.aru.ac.uk +44 (0)207 400 6789

To prepare yourself for online learning, see the video below.



[Click here](#) to view the ARU London online learning guide.



Student email

Your student e-mail can be accessed via our main website, or you can also [click here](#). Your login details will be similar to those used for e:Vision. This will be our main communication method with you, so it is essential that you check your emails frequently. Please [click here](#) to see the student email guide.




e:Vision

e:Vision and Your Digital Library

All ARU London students will register and gain access to their e:Vision learning platform. You can find this platform by [clicking here](#) or through our main webpage. Once you register through this platform you will be able to see more details about your course and you will be able to update any necessary personal information. Most importantly, after an assessment period, your final results will be displayed on the 'Results' page on e:Vision. Once you have completed your degree, your final degree classification will also be displayed on e:Vision.

[Click here](#) to view our guide on how to register on e:Vision if you haven't already done so.

The Learning Resource Centre provides support for students to use the [ARU Digital Library](#). The ARU Digital Library houses a vast collection of online resources ranging from: online newspapers, online books, online academic journals, and online journal articles.

 To view our guide on how to use the ARU London Digital Library, [Click here](#).

 Alternatively, watch this video on how to access our [Digital Library](#)



Virtual Learning Environment (VLE)

All students at ARU London have a Virtual Learning Environment that we call VLE, which is accessible through the main website, alternatively you can [click here](#). Your VLE contains crucial academic information and resources you will need for your studies. [Click here](#) to view the VLE guide.

Under 'My Support' you can access helpful documents such as referencing guides to help assist you during your time at the university.

'My Timetable' will show your scheduled days for online classes at the university, alongside the modules you are undertaking this semester. It is important to log in and check for any updates regularly.

Finally, in the 'My Forms' section you are able to make various requests listed below. Please note requests can take up to 3-5 working days to be processed, apart from course and timetable change requests which can take up to 10 working days.

View the guides for:

[Letter Request](#)

[Timetable Change Request Form](#)

[Change of Course Form](#)

[Assessments Extension Form](#)

For an explanation of what VLE is and what support is available within VLE see [this video](#)

Timetable

One of the many advantages of studying at ARU London is our unique two-day timetable.

All of our undergraduate students benefit from a timetable that spreads all of the modules over two days a week. This is beneficial to you, as it enables you to undertake part-time work or other additional activities.

It is unlikely for your timetable to change every trimester, however, any change in the timetable will be communicated to students prior to the commencement of a new study term. Students who fail modules which they are required to retake will have to attend on more than two days.



Zoom

Although classes will be held face-to-face, should you feel unwell, need to isolate, or do not feel able to attend your physical class, then you can join your lecturer virtually through the VLE via Zoom. You can access Zoom by [clicking here](#).

Zoom is a cloud platform for video and audio webinars, chats, conferences and classrooms. Our students will be able to attend scheduled video sessions with their lecturers and other class friends, ask questions either publicly or privately, and share their opinions or concerns.

Students can access Zoom through any devices such as mobile phones, tablets, laptops etc. [Click here](#) to view the guide how to setup and access Zoom. Zoom FAQs [Click here](#).



myARUL App

The myARUL app will enhance your online learning and ensure all of your learning platforms are easily accessible to you. The myARUL app can be downloaded from the App store for Apple devices and from the Google play store for Android devices. You will be able to access core university resources, personalised Online Learning resources and will receive notifications and updates about your university life.

- **Student email** – check your student email account
- **Timetable** - displays your next class and timetable in a calendar
- **Online learning** - access to course material and live classes
- **Library** - access to online library search such as reading lists and online journals
- **Kortext** - access to core eBooks
- **e:Vision** - access to university e:Vision account, exam results and academic progress
- **News, Events and Guides** - information on academic events or to see what's going on at ARU London campus
- **Employability and Wellbeing** – information on current employment opportunities and wellbeing advice

And much more.

For a guide on how to download and use the app [click here](#)

Kortext

Kortext

At ARU London, we go further in regards to our students' education. We understand that core textbooks can be expensive, so at our university we offer free core textbooks in an electronic format in order for you to get the most out of your studies. This allows you to read your text books whenever and wherever. All the e-books are relevant to your specific modules and have the facilities to edit and make notes to enhance your studies in many other ways. You can access Kortext by [clicking here](#).

Kortext can be accessed anywhere at any time at your ease. Please download the myARUL app, which is available on all major platforms. This has Kortext embedded within it, making it more accessible for all students. You can access your books straight from your mobile or tablet device offline. Your log in details are sent to your student email, these must be kept safe and confidential. [Click here](#) to view our guide on how to access Kortext or [here](#) to access Kortext support videos.



Student Platform Details



Use this section to note down all your login details for the following platforms below:

Student email	
Extended e:Vision id:	@student.aru.ac.uk
Password: <i>Your 6 Digit D.o.B</i>	

e:Vision	
e:Vision id:	(Short e:Vision ID)
Password: <i>Your 6 Digit D.o.B</i>	

VLE / myARUL App	
Username:	(VLE number)
Password: <i>Your 6 Digit D.o.B</i>	

Kortext	
Username:	(Your student e-mail)
Password: <i>provided by Kortext via email</i>	

Forgotten your login details? Contact the iCentre or Learning Resource Centre for further assistance:

icentre@london.aru.ac.uk

learningresources@london.aru.ac.uk



September

Your 1st Trimester starts

1. First week of classes (Week 1)
2. Review your timetable for the upcoming Trimester
3. Induction week – talks from the academics (Week 3)
4. Download recommended apps and follow **ARU London's social media accounts**
5. Download e-books via **Kortext**
6. Apply for student benefits

October

1. Utilise learning resources from **VLE, Digital Library** and the **Learning Resource Centre**

November

1. .Module Evaluation Survey
2. .Begin to prepare for any upcoming assessments
3. .Publication of exam timetable

December

1. Examination Week Saturday 11th - Friday 17th December 2021
2. Christmas Vacation Saturday 18th December 2021 - Monday 3rd January 2022 (inclusive)

January

Your 2nd Trimester starts

1. First week of classes (Week 1)
2. Find out about provisional results and feedback from the previous term on **e:Vision**
3. Download e-books via **Kortext**

February

1. Utilise learning resources from **VLE, Digital Library** and the **Learning Resource Centre**
2. Prepare for assessments
3. Publication of exam timetable (Week 7)

March

1. Participate in the Module Evaluation Survey
2. Prepare for assessments

April

1. Examination Week Saturday 23rd April - Friday 6th May 2022
2. (Re)sit Examination Week for Trimester 1 Saturday 23rd April - Friday 6th May 20022
3. Easter Vacation Saturday 9th April - Friday 22nd April 2022 (inclusive)

Get ARU London Ready Checklist



- Complete your e:Vision registration
- Take a note of all your login details for Student E-mail, VLE, Kortext, Digital Library & e:Vision
- Check your personal timetable
- Download the recommended apps:
 - ARU London
 - Zoom
- Apply for your Oyster card/railcard
- Apply for your student benefits
- Review the academic calendar
- Download core reading for modules

Support Whilst You Study

Our Student Services Team is here to support you during your studies. We can help you before you arrive at ARU London and throughout your course.



The video below details the support available within all aspects of your university life, including: financial support, study skills, jobs and employability.

This video will detail our key departments to your support you throughout your study, and how to get in contact with each department.



Employability

ARU London is proud to offer a successful Employability Scheme for all our students and alumni. Throughout the year, the team organises Employability Passport sessions to help enhance your employability skills such as:

- CV Building/ Interview Preparation
- Taking Control Of Your Career
- A Mindset For Success
- Your Personal Brand

The university has partnered with a number of prestigious companies in order to give students a higher chance of finding graduate employment. We have employers speak at our Industry Exposure sessions, which are open to all students. Companies range across the hospitality, finance, business, healthcare, and law sectors, meaning you will hear from seasoned industry professionals. Business representatives, company owners, and guest lecturers join us to speak about their career journey, their companies, tips on how to secure a graduate job after university, and occasionally they are actively recruiting on campus. These events take place throughout the year, so make sure to look out for the employability timetable each trimester.

Commit to attending ALL the skills sessions plus three Industry Exposure sessions to complete your virtual Employability Passport and celebrate your success at the ARU London Employability Award Ceremony,

presented in front of students and academics, as well as potential employers sitting looking for talent. As you progress towards graduation, students who have completed the scheme will also be referred to employers who are looking for qualified candidates ready to kick-start their career. Please [click here](#) for a guide to the Employability Scheme.

Within your VLE you will find the Career Zone section, which is full of great resources to help you further your career. This includes CV building, interview simulations, and industry reports. To access the Career Zone, just click on the link next to the 'My modules' tab in your VLE to explore.



To contact our Employability Team, you can send an email to employability@london.aru.ac.uk

Personal Development Tutor

At ARU London your personal development tutor (PDT) will be allocated to you at the very start of your degree. It is important to take note of their name and contact details as you may need to reach them in the near future. Your PDT can provide you with advice on your academic progress and give you guidance on how to maximise your opportunities at ARU London. Your PDT will also help you ease into university life and will make it as comfortable for you as possible, so that you adapt better to your new surroundings and get the relevant help where needed from the relevant department. If you require help with other queries that your PDT wouldn't necessarily be able deal with, you will be directed to the relevant department. Your PDT can be reached via email.

Name of your Personal Development Tutor (PDT):

Contact E-mail:



Students' Union Advisory Service

At ARU London, we care about our students, making sure their voices are heard.

All of our students automatically become members of the Students' Union when they enrol with us. Your Students' Union exists to represent and empower you to raise feedback and find solutions. They also provide a free, confidential, and impartial Advice Service, for when you face difficulties and don't know where to go.

To ensure your thoughts are heard, your Students' Union holds two elections each year. First, you will have the opportunity to elect your Class Reps and Course Champions, who volunteer to be your voice. In March you will also elect a Vice President who works two days a week, listening to your feedback and campaigning for a better student experience.

Find out more about the Students' Union: www.angliastudent.com/london

Connect directly with the SU: londonsu@angliastudent.com

Facebook: www.facebook.com/arulondonsu



iCentre

The iCentre is here to make sure your student experience at ARU London is enjoyable, by dedicating the time and effort to make sure you are informed on all areas of student life. Please [click here](#) to see a video detailing the services available to you within the iCentre.

The iCentre can assist you with student discounts, official student letters, attendance cards, submission support and technical challenges. You can now access the iCentre webpage through your VLE in your 'My Modules' section.

You can contact the iCentre via email at iCentre@london.aru.ac.uk or via telephone at [0207 4006 789](tel:02074006789). You can also use our live chat feature through our [website](#) where you can speak directly with a member of the team.

Director of Studies Office – DoS

The [Director of Studies](#) plays a unique role in monitoring and supporting students' academic progress from admissions through to graduation. With responsibility to oversee the academic welfare of the student body, we are here to support students and ensure they are as successful as they can be in their academic career. Part of our role is to therefore track and ensure student engagement throughout their degree and always encourage and promote academic integrity.

Sometimes there will be difficult periods in your personal life, that are affecting your ability to engage with the university. In these instances, you should seek support from the team as soon as you can. This support includes providing students with extensions on their deadlines, advising them on exceptional circumstances (ECs) and offering students a period of intermission or break in their studies.

If you have not taken or passed an assessment for any reason, the Director of Studies Office will provide guidance on your progression, resit, and study plan options.

If you need any support whilst studying with us, please contact DOS@london.aru.ac.uk



Finance Department

At ARU London, we have a dedicated Finance Department who are here to help to resolve all of your finance-related queries. The Finance Department can help assist with queries related to loans, grants, Disabled Student Allowance and much more. They can be contacted via email. Please [click here](#) to see Finance Department video guide.



You can contact the finance department via email at finance@london.aru.ac.uk



Student Finance Confirmation

All eligible students can receive a Tuition Fee Loan and a Maintenance Loan to help cover finances over the duration of their studies. It can take up to six weeks to process an application, depending on how quickly you can gather the correct information required.

Once your application has been approved and you have completed your registration, the university will send Student Finance a registration confirmation and an attendance confirmation. Once confirmation has been sent to Student Finance, you should receive your payment within 3 - 5 working days.

To ensure you have completed all the necessary steps for Student Finance Confirmation please ensure you have completed the following;

- Registered on VLE
- Registered on e:Vision
- Provided an up to date copy of your Passport with your application
- Attended Welcome Week





Right to Study:

In order to undertake an undergraduate or postgraduate course at ARU London, you have to demonstrate your Right to Study (RTS).

If you haven't already provided your RTS, you will need to provide this to us to receive your student finance. Our acceptable forms of ID are:

- A passport
- EU Residency Card
- Driving License
- Birth Certificate
- A valid Visa

You will be required to provide this identification in person within your Welcome Week for verification.

Those who we do not have adequate information on record will receive a request via e-mail for further documentation.



Attendance Bursary

We are aware that some living costs can be significant, even with the discounts available to students. This is why we offer an Attendance Bursary for those students who have been actively engaging with their online learning and who submit all assignments on time. If you meet the eligibility criteria you will be contacted directly by the university after the end of each semester.

For further details on the Terms and Conditions [click here](#).



Learning Resource Centre

The Learning Resource Centre (LRC) provides online and onsite support for students. The LRC support includes Zoom, Moodle/Online Learning, Kortext, Digital Library, Office 365 download, and other technical support. The Learning Resource Team are available online through Zoom live support. The LRC also run IT workshops in Word, Excel, and PowerPoint. As well as online, the team is also available on-site at the Learning Resource Centre.

Please [see a video](#) detailing the services available to you within the LRC



Disability and Inclusion Team

Our Disability and Inclusion team is a dedicated support service for students who have disabilities, long-term health conditions and/or learning difficulties.

We implement reasonable adjustments for students to ensure that no one is disadvantaged during their studies. Reasonable adjustments are support strategies that we put in place for exams, and in some cases, during your lectures.

The Disability and Inclusion Team can also advise you about Disabled Student's Allowance (DSA) and whether you are eligible to apply for it. If you have already been approved for DSA, the Disability and Inclusion Team can implement necessary adjustments for you as outlined by your study needs assessment. We can also provide information about other benefits you can receive if you have been recently diagnosed with a disability, long-term health condition or learning difficulty.

If you would like to get in touch with the Disability and Inclusion team, please email us on disabilityandinclusion@london.aru.ac.uk

Disability and Dyslexia Advisor

The Disability and Dyslexia Advisory service is available to students who:

- Need access to a 'Disability and Dyslexia Advisor' on their Summary of Reasonable Adjustments (SORA).
- Would like to explore screening and/or a referral for Dyslexia and/or other Specific Learning Difficulties. would like to discuss disability support.
- Require help with navigating the Disabled Students Allowance application process.

All our services within the Wellbeing Department are based on a confidential 'need to know' basis. 'Need to know' is the sharing of sufficient information with key selected people involved in your support. In exceptional circumstances, your personal information may have to be shared without your personal consent, only if it is urgent or you are unable to give the consent. Your information will be kept confidentially in paper and electronic records in accordance with The Data Protection ACT (2018) and General Data Protection Regulation (2018).





Wellbeing Team

Our Wellbeing Team offers an integrated approach to supporting students with challenges that could affect their performance in their studies and/or their ability to complete their studies successfully. Services offered by the team aim to support students so that their overall student experience is enhanced. Key areas of our work includes: wellbeing workshops, wellbeing assessments, access to ongoing support (including referrals to The NHS and related services) and Disability and Inclusion support.

We want your time at ARU London to be an enjoyable experience. However, we recognise that sometimes individuals may experience health and/or wellbeing difficulties.

Whether you are experiencing personal, social or emotional difficulties the wellbeing department is here to support you. We offer a range of services which includes:

- Access to Student Wellbeing Advisors
- Access to Disability and Inclusion Team
- Access to Disability and Dyslexia Advisor
- Access to Counsellors
- Wellbeing Workshops (accessible on VLE)

Please [click here](#) to view more information on the Wellbeing team.



Counsellors

Counselling is a therapeutic process which provides you with a safe space to talk through any emotional difficulties or life challenges you may be experiencing. Some of these difficulties may include:

- Low mood and anxiety
- Bereavement
- Low self-esteem
- Family/Relationship Difficulties

Our counselling team are all professionally qualified and adhere to the British Association of Counselling and Psychotherapy's (BACP) ethical framework. Counsellors engage with external supervision as per BACP's good practice.

Should you wish to access any of our support services, or even just want to find out more about how we can support you, ask your PDT to refer you or email us studentwellbeing@london.aru.ac.uk



Wellbeing Student Advisors

Our Wellbeing Students Advisors are here to support you through any emotional or wellbeing difficulties that you may have during your time at ARU London.

Wellbeing Students Advisors will listen to your needs and will work with you to devise of support to aid you during the difficulties. This may include liaising with internal or external services relevant for your need(s) and referring you as appropriate.

Our Wellbeing Students Advisors are here to support you on a one-to-one basis during those times when you may feel:

- A little demotivated
- Lacking self-esteem
- Lacking social support

Please note: you must provide written consent to your PDT if asking them to refer you.

All our services within the Wellbeing Department are based on confidential, 'need to know' basis. 'Need to know' is the sharing of sufficient information with key selected people involved in your support. In exceptional circumstances, your personal information may have to be shared without your personal consent, only if it is urgent or you are unable to give the consent. Your information will be kept confidentially in paper and electronic records in accordance with The Data Protection ACT (2018) and General Data Protection Regulation (2018).



Student Benefits

Once you become a student, you are entitled to numerous benefits to assist you with student life. One of these benefits are the student discounts, listed [here](#).

Being a student in London entitles you to various travel discounts, including Student Oyster and Rail Cards, see travel benefits video guide [here](#). If you choose to apply for a Student Oyster Card, you are entitled to 30% off travel prices, if the requirements are met. Oyster card applications can be completed online by [clicking here](#). You can find a guide on how to complete 18+ Oyster card application [here](#). With a Student Railcard you are eligible to up to 1/3 off your travel costs. Applications for students under 25 can be completed online by [clicking here](#). For mature students, you will need to request a 'To Whom It May Concern' letter through your VLE and send this with your application. Information how to complete Railcard application is [accessible here](#).

As a student, you are also eligible for discounts with:

[UNiDAYS](#)

[TOTUM](#)

[Student Beans](#)

[Council Tax Exemption](#)

[SCONUL – British Library](#)

[Amazon Prime](#)

[Spotify](#)

[EE Mobile](#)

[Vodafone Mobile](#)

[International Student Identity Card](#)

[Save the Student](#)

[Free Microsoft Office](#)

For more information on benefits of being a student refer to the Student Benefits guides on our website [here](#). Watch [this video](#) for a list of the student benefits available for you. For further information on discounts on your travel, watch [this video](#).



Discover London

Top tips to make the most of London

Head in the right direction using Citymapper. Your atlas, your tour guide, your London bible. Download this app and never let it go.



Travel around the city for a discounted price

In order to explore all the amazing things this city has to offer (while completing your degree of course) you're going to have to do a lot of travelling. There are various ways of getting your hands on some discounted travel – whether you choose to buy an 18+ Student Oyster Photocard, a 16-25 Railcard, or both. Individually, the two cards get you at least 30% off travel.



Please see below our guides for [18+ Student Oyster](#) and [16-25 Railcard](#).

See the city...for free!

People may tell you living in London is expensive, but what they don't tell you is that no other city in the world has more or better free things to do than London.



200 Fantastic Free things to do in [London](#).

Live life outside of the city

London has too much of a hold over us to leave for long, but these cracking day trips from London will give you a quick escape and refresh your love for this city - it's also a great way to see the UK if you've come from abroad!

You will be able to view amazing places by clicking this [link](#).



Useful Information

Social Media

At ARU London, we like to stay connected with all of our students and alumni. Whether it be events taking place in and around the university, or general useful information, we want to make sure that the information is accessible to all.

Therefore, ARU London holds platforms on Twitter, Facebook and YouTube. In addition to these main accounts, our Employability Department also utilise LinkedIn to advertise relevant events and update you on important news and crucial information.

If you do have any social media enquiries, or suggestions, please feel free to visit the iCentre at your convenience.



Facebook: @LondonARU.



Twitter: @ARULondon



YouTube: Anglia Ruskin University London



Glossary

A

Academic Offence - Action taken by a student in an assessed piece of work that directly violates ARU London's Academic Regulations.

Alumnus / Alumni - Former student/s who have completed their degree programme.

Awards Board - Panel by which your marks are moderated and processed by the main ARU campus.

B

Bursary - A monetary award made by ARUL to a student.

C

Cannot Proceed / CNP - The status of a student who has not passed enough credits to progress onto the level of study; they will need to complete these credits before they are able begin any new learning.

Citation - The quotation or reference of a piece of scholarly work within a written assessment.

Classification - The grading structure for your degree programme.

Compensated Pass - Within certain circumstances, the Awards Board may award students a pass on a module even if they do not attain the 40% usually necessary to pass; students must show academic strength elsewhere at the same level of study for this to be awarded.

Credits - Unit of measure for the amount of learning for a module. Students must pass 120 credits of level 5 and 6 to graduate.

D

Digital Library - ARU London's online library space that is available for use by all students; it contains extra reading materials to support academic study including journal and newspaper subscriptions.

Disability and Inclusion - A team dedicated to providing support to students if they need someone to talk to about any personal circumstances affecting your studies.

Discontinued - When a student fails a module too many times they may be removed from their course; any students struggling with their academic studies should seek advice from the iCentre.

E

e:Vision - Online space where students can access their results and update their student details.

Element - An individual assessment piece in a module; this will account for a certain percentage of your overall grade for this module.

Glossary continued

Employability Team – The department dedicated specifically to ensuring you find the career right for you once you have graduated.

Extension – An application to extend the deadline of an assignment; applications can only be made in certain circumstances.

F

Faculty - Refers to the different departments in university, where each department specialises in a field. The Faculty Office also ensures results are accurately documented onto individual student records.

First-Sit – A student's first attempt at a module, or assessment piece.

H

Harvard Referencing – This is the citation style adopted by ARU London.

I

iCentre - Student help desk or Information Centre; your first point of call for any queries about life at ARU London.

Intermission - Allows students to delay their studies for up to a year for either personal or financial reasons.

K

Kortext – Digitised copies of your core text books; this software allows you to personalise your eTextbooks by making notes, highlighting important areas and saving useful pages.

L

Late Submission - Assessments that are submitted up to five days after the deadline which are capped at 40%.

Learning Resource Centre – Also known as the Library; this space functions as a silent study area based at the campus where students can work on their assignments.

M

Mitigation – Within certain extenuating circumstances, students may file for mitigation which will allow them to re-sit certain elements of a module without having their marks capped at 40. Their application is then reviewed by a panel at ARU.

Moderation – A process by which assessments pieces are marked by another internal Academic, and then again by an external Academic to ensure all marking is fair and standardised across ARU London.

Module - A class that is taught about a specific subject for one trimester.

Module Evaluation Survey (MES) – A survey carried out by students to give feedback on individual modules to ensure that ARU London maintains the highest academic standards.

Glossary continued

O

Orientation - This is a period before the start of an academic year where sessions are held to welcome new students.

P

Personal Development Tutor – A member of the academic staff who is assigned to a student throughout their studies.

Plagiarism - When a student wrongfully uses an author's ideas or words in their academic writing without providing a citation.

R

Resit - A second attempt at an assessment piece; these assessments are limited to a score of 40%.

Retake - A second attempt at a module; this module will be limited to a score of 40%.

Right to Study – The 'Right to Study' means you have the permission to remain and study in the United Kingdom.

S

SCONUL – A nationwide library scheme that allows students access to different university libraries across the country.

SoRA – A 'Summary of Reasonable Adjustments' details the adjustments made to the assessments for students with a disability, or other ongoing medical conditions so they are not disadvantaged.

Student Union – An independent charity that supports students at ARU London through Advice and Representation.

V

VLE – ARU London's Virtual Learning Environment; a space full of learning materials to support you throughout your studies.

W

Withdrawal – Formally leaving academic study before completing your degree programme.



These guides are available online on ARU London website, please click [here](#).

Visit london.aru.ac.uk/welcometoarulondon to find some useful videos to familiarise yourself with the services which ARU London can offer you.



Key Contact Numbers

Main Switch Board | [0207 4006 789](tel:02074006789)



The team around the ARU London student:

iCentre:
iCentre@london.aru.ac.uk

Director of Studies Office:
DOS@london.aru.ac.uk

Learning Resources:
learningresources@london.aru.ac.uk

Kortext:
Kortext@london.aru.ac.uk

Professional support

Employability:
Employability@london.aru.ac.uk

iCentre:
iCentre@london.aru.ac.uk

Technical Support Team:
learningresources@london.aru.ac.uk

Specialist personal support

Wellbeing, Disability & Inclusion team:
studentwellbeing@london.aru.ac.uk

iCentre:
iCentre@london.aru.ac.uk

Students' Union Advice Service
londonsu@angliastudent.com

Economic support

Finance Department:
finance@london.aru.ac.uk

Guides

These guides are available online on ARU London website, please [click here](#).

Learning Platform Guides

[ARU London Registration Guide](#)

[Attendance Enquiry Guide](#)

[Attendance Procedure FAQs](#)

[Disability Benefits Guide](#)

[Extension FAQs](#)

[Undergraduate Student Finance Guide – EU students, UK students](#)

[Downloading ARUL app](#)

[Digital Library Guide](#)

[Online Learning Guide](#)

[e:Vision Guide](#)

[Extension Request Guide](#)

[Interim Transcript Guide](#)

[Kortext Guide](#)

[Zoom FAQs](#)

[Student Email Guide](#)

[ARU London Bank Detail Guide](#)

[Downloading Outlook app](#)

[Downloading LinkedIn Learning Certificates](#)

[Linkedin Learning Activation Guide](#)

[Virtual Learning Environment \(VLE\) Guide](#)

Student Benefit Guides

[16-25 Railcard Guide](#)

[Accommodation Guide](#)

[Applying for your Oyster Card](#)

[Applying for your TOTUM Card](#)

[Free Subscription to Financial Times Guide](#)

[Letter Request Guide](#)

[Microsoft Office Guide](#)

[Printing, Photocopying and Scanning Guide](#)

[Travel Bursary Terms and Conditions](#)

Submission Guides

[Harvard Referencing Guide](#)

[Late Submission Guide](#)

[VLE Submission Guide](#)

