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MAY UNDERGRADUATE 2020



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 Student Union to maximise your educational experience. Remember that the more time and effort 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 success.

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 University 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 Anglia Ruskin University 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 Anglia Ruskin 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 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 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 sort it out. 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 formal 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 for the 2020 Academic Year**  
**We operate in Trimesters – (1) September, (2) January and (3) May.**

- May intake welcome week
- You are starting in Trimester 3 which is May – July
- Your next trimester of study is Trimester 1 which is September – December
- Trimester 2 which is January – April, is your annual break

<b>May Intake Welcome Week</b>	Week beginning Monday 4th May 2020
Trimester 3 Teaching	Saturday 9th May - Friday 31st July 2020
Trimester 3 Examinations	Monday 3rd August - Friday 7th August 2020
Trimester 3 (Re)sit Examinations	Monday 14th December - Friday 18th December 2020
<b>September Trimester</b>	
Trimester 1 Teaching	Saturday 19th September - Friday 11th December 2020
Trimester 1 Examinations	Monday 14th December - Friday 18th December 2020
Trimester 1 (Re)sit Examinations	Monday 26th April - Friday 7th May 2021
<b>Holiday Dates</b>	
Christmas Holiday	Saturday 19 <sup>th</sup> December 2020 - Friday 1 <sup>st</sup> January 2021 (inclusive)

**Charterhouse Timetable Procedure**

Monday, Tuesday, Wednesday, Thursday & Friday

10:00 AM – 13:00 PM – Morning Lecture

13:00 PM – 14:00 PM – Lunch Break

14:00 PM – 17:00 PM – Afternoon Lecture

Please login to the VLE for your classes as student engagement will be monitored



## An example of what your lecture timetable will look like:

Session Timings	Content Delivery
10.00/14.00 or 18.00	Pre-recorded video introducing/discussing a topic.
<b>10.15/14.15 or 18.15</b>	Time allocated for students to complete a task. Delivering Academic will be available through live chat providing support.
<b>10.30/14.30 or 18.30</b>	Zoom Webinar to discuss the activity outcomes. led by Delivering Academic.
<b>11.00/15.00 or 19.00</b>	15 minute break and time allowance should the activity run over.
<b>11.30/15.30 or 19.30</b>	Zoom Webinar led by Delivering Academic with PowerPoint slides as an aid to deliver content
<b>12.30/16.30 or 20.30</b>	Q&A, Delivering Academic available through Webinar and online chat
	Some of the following supporting materials will also be provided: <ul style="list-style-type: none"><li>· Tutorial activities</li><li>· Video uploads, i.e. Ted Talks</li><li>· Additional reading suggestions</li><li>· Supplementary articles</li><li>· Online quizzes</li></ul>

### Student Etiquette for Using Webinar/Zoom, please read:

Having good webinar etiquette is like having classroom ground rules. In general, having a sense of what webinar etiquette is, will help you to better understand how you can improve the way you communicate with other students and your lecturer.

The following are the most important rules for interacting with other students and your lecturer during the online welcome experience webinar in Zoom:

1. Find a quiet space where you will not be interrupted before you join the session.
2. When logging in, make sure your microphone is on Mute.
3. Remove distractions such as television or a radio.
4. Treat your Webinar like a classroom: pose questions to your personal Development Tutor (PDT) if you need to either by unmuting your microphone or using the Chat function but remember that the Webinar is like a lecture and not an open discussion forum. Your lecturer will prompt you if a response is required.
5. Remember that there are other students present in the Webinar and be courteous and respectful at all times in your interactions with them.
6. Address your own personal questions to your PDT at the end of the session, or in the Chat function - questions asked in the Webinar should potentially be of interest to all attending students and will be collated by the facilitator and given to the PDT to answer at the end.
7. Use the Zoom Webinar as a chance to learn and arrange to socialise with other students through other means (e.g. WhatsApp, phone calls etc.) outside of class time.



# Section 1

## Getting ARUL Ready



## Online Learning

To prepare yourself for online learning, see the video below



### e:Vision and Your Digital Library

All Anglia Ruskin 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 Digital Library, click [here](#).

Alternatively, watch this video on how to access our Digital Library;

<https://www.youtube.com/watch?v=43RP4SVTIY0>



Student Email

### Student E-mail

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 first port of communication with you so it is essential that you check this frequently. Please click [here](#) to see student email guide.





## Outlook

The most convenient way of obtaining your student emails is by downloading the Outlook application onto your Android, Apple or Windows device. You can do this via the app store. To view a guide how to download the app click [here](#).

Check your student e-mail for information regarding job opportunities, student events, messages from your lecturers and much more! See our video guide [here](#). Further enquiries regarding your student e-mail can be addressed to the iCentre or Learning Resource Centre.



## Online Learning

### Online Learning

Through '**Online Learning**' you can access lecture notes, PowerPoint slides, assignment briefs and module information, Zoom, webinars, live chats with academics. Click [here](#) to view the ARUL online learning guide.



## Additional VLE Services

### 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 all request can take up to 3-5 working days to be processed. Apart from the change of course and the timetable change requests which can take up to 10 working days.

#### My Form Requests:

- (Click [here](#) to view the guide)
- My Letter Request E.g. Council Tax, Bank Letter, Embassy Letter
- Timetable Change Request Form
- Change of Course Form
- Assessments Extension Application Form  
(click [here](#) to view the guide)

For an explanation of what VLE is and what support is available within VLE see this video <https://www.youtube.com/watch?v=D3eOixciA3o>

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 you are able 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

At ARU London, all classes will be held online for this trimester. In order to assure the best service for online teaching our academics and professional staff will be available through Zoom platform. 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, 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](#)



## ARU London App

Please see this short video which details the Best Apps to download to support your studies at ARU London. <https://www.youtube.com/watch?v=q6Lm8i1Wbu8>

Our ARU London app will enhance your online learning and ensure all of your learning platforms are easily accessible to you. The ARU London app can be downloaded from the App store for Apple devices and from the Google play store for Android devices. The VLE app can be utilised according to your learning schedule providing you with access to your module resources and other areas of VLE. You will be able to:

- Access to module activities and download materials for offline use
- Receive calendar reminders and mobile notifications
- Attempt quizzes, post in forums - both on and off-line.
- Send messages to module participants
- Read and interact with our weekly newsletter
- Quickly access to Kortext Bookshelf



## 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. It is highly advisable that you download the Kortext app. The Kortext app is available on all major app stores. 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 E-mail

Extended e:Vision id:	@student.anglia.ac.uk
Password:	Your 6 Digit D.o.B

### e:Vision

e:Vision id:	Short e:Vision ID:
Password:	Your 6 Digit D.o.B

### VLE

Username:	
Password:	Your 6 Digit D.o.B

### KORTEX

Full student email:	Your e-mail
Password:	

### Forgotten your login details?

Contact the iCentre or Learning Resource Centre for further assistance:

[iCentre@london.aru.ac.uk](mailto:iCentre@london.aru.ac.uk)

[learningresources@london.aru.ac.uk](mailto:learningresources@london.aru.ac.uk)

## Student Benefits

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

Being a student in London entitles you to various travel discounts, from discounted Student Oyster Cards to discounts on Student 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 TWIMC 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:

- [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](#). See the following video for a list of the student benefits available for you <https://www.youtube.com/watch?v=L6M1XhrEgig> for further information on discounts on your travel visit <https://www.youtube.com/watch?v=KtFg3HOKhes>



## Your Academic Calendar

	Key Dates/Information
<b>May</b>  <i>Your 1<sup>st</sup> Trimester starts</i>	<ol style="list-style-type: none"> <li>1. First week of classes (Week 1)</li> <li>2. Review your timetable for the upcoming Trimester</li> <li>3. Induction week - talks from the academics (Week 3)</li> <li>4. Download recommended apps and follow ARU London's social media accounts</li> <li>5. Download e-books via Kortext</li> <li>6. Apply for student benefits</li> </ol>
<b>June</b>	<ol style="list-style-type: none"> <li>1. Course rep voting</li> <li>2. Utilise learning resources from VLE, Digital Library and the Learning Resource Centre</li> <li>3. Publication of exam timetable (Week 7)</li> </ol>
<b>July</b>	<ol style="list-style-type: none"> <li>1. Module Evaluation Survey</li> <li>2. Begin to prepare for any upcoming assessments</li> <li>3. Term finishes 31<sup>st</sup> July</li> </ol>
<b>August</b>	<ol style="list-style-type: none"> <li>1. Examination week: 3<sup>rd</sup> August – 7<sup>th</sup> August</li> </ol>
<b>September</b>  <i>Your 2<sup>nd</sup> Trimester starts</i>	<ol style="list-style-type: none"> <li>1. First week of classes (Week 1)</li> <li>2. Find out about provisional results and feedback from the previous term on e:Vision</li> <li>3. Download e-books via Kortext</li> </ol>
<b>October</b>	<ol style="list-style-type: none"> <li>1. Utilise learning resources from VLE, Digital Library and the Learning Resource Centre</li> <li>2. Prepare for assessments</li> </ol>
<b>November</b>	<ol style="list-style-type: none"> <li>1. Participate in the Module Evaluation Survey</li> <li>2. Publication of exam timetable (Week 7)</li> <li>3. Prepare for assessments</li> </ol>
<b>December</b>	<ol style="list-style-type: none"> <li>1. Prepare for upcoming Examinations</li> <li>2. Submit assessments during assessment period</li> <li>3. Complete examinations during examination period</li> <li>4. First academic year ends</li> </ol>



## Get ARUL ready

- 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
  - Kortext
  - Outlook
  - Zoom
- Apply for your Oyster card/railcard
- Apply for your student benefits
- Review the academic calendar





## Section 2

# Support Whilst You Study



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

The video below details the support available within all aspects of your university life. Including; financial support, academic advice, personal 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 its students and Alumni. Throughout the year, the team organises “Employability Passport” sessions to help enhance your employability skills such as: CV workshops, interview preparation and your personal brand to name a few. These sessions are open to all students at any time. Commit to attending ALL 10 of these sessions in order to complete your passport and access a mock interview with a member of the employability team. Passing this will entitle you to the ARUL Employability Award, presented in front of students, academics as well as potential employers sitting looking for talent! Students will also be referred to employers who are looking for qualified candidates ready to kick-start their career. Please click [here](#) to see a video detailing the services available to you within the Employability team.

The University has partnered with a number of prestigious companies in order to give students a higher chance of finding employment. Some of these employers come in to speak at our Industry Exposure sessions. Companies range from hospitality sector to the finance sector, to various healthcare settings which means that you can hear from professionals in the industry right here at ARUL. Business representatives, company owners and guest lecturers speak about their career journey, their companies, tips on how to secure a graduate job after university and occasionally they are in the building actively recruiting. These events take place throughout the year, so make sure to look out for the employability timetable each semester.

Within your VLE you will find the “**Career zone**” section, which is full of great resources to help you further your career. Including: CV building platform, an interview simulator, industry reports, and a jobs board. To access this, 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](mailto: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 to 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:	

### Student Union Advisory Service

At ARU London, we care about our students and making sure their voices are heard which is why all of our students automatically become members of the Students' Union when they enrol. The purpose of the Students' Union is to represent you and help you raise feedback and find solutions. You can access the Students' Union Advice Service via email for free regarding confidential and independent advice and support for any problems or concerns you might experience whilst you're studying.

Every year you will elect a Vice President and a large team of Course Reps to represent your views. They will work with the Students' Union and the University, to make your university experience the best it can be.

See the below video for a Welcome Message from your Student Union

<https://www.youtube.com/watch?v=plAoBsLpLCK>

You can connect to the SU via email at [londonsu@angliastudent.com](mailto:londonsu@angliastudent.com)



### iCentre

The iCentre team have been trained to advise you if you experience adverse circumstances during your studies that may affect your assessments. Depending upon the circumstances they may suggest applying for an **extension** or **mitigation**. They can also advise on whom best to contact in other circumstances. This could be related to changing your course or applying for a pause on your studies.

Please click [here](#) to see a video detailing the services available to you within the iCentre.

The iCentre can assist you with learning platforms, official letters, guidance on where your other queries can be directed, information on all areas of student life & advice and support. 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](mailto:iCentre@london.aru.ac.uk) or via telephone at 0207 4006 789. You can also use our live chat feature through our [website](#) where you can speak directly with a member of the team.



## 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 maintenance 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](mailto: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 and 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 Anglia Ruskin, you have to demonstrate your *Right to Study* – which we abbreviate to RTS.

If you haven't already provided your Right to Study, 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

Should you have provided this information with the application - please ignore this step.

Those who we do not have adequate information on record will receive a request via e-mail for further documentation. Once the campus re-opens, you will be required to provide this identification in person for verification.



## Travel Bursary

We are aware that the cost of travel can be significant, even with the discounts available to students. This is why we offer a Travel 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 (LRC)

As a student, you have access to the ARU Digital Library where you can find a large variety of resources including academic databases, peer-reviewed journals, access to the Financial Times, and eBooks. Services offered in the LRC include: accessing the digital library, VLE, e:Vision, student email, assignment submission and Kortext; helping with referencing and downloading Microsoft Office.

Please click [here](#) to 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 or long-term health conditions. 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 classes.

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 or long-term health condition.

The Disability and Inclusion Team is available to meet if you are experiencing any issues during your studies, even if you do not have a disability or health condition.

If you would like to get in touch with the Disability and Inclusion team, send an email to [disabilityandinclusion@london.aru.ac.uk](mailto:disabilityandinclusion@london.aru.ac.uk)





## Wellbeing Team

Our Wellbeing Team offers an integrated approach to supporting students with challenges that could affect their performance in their studies and their ability to complete their studies successfully. This includes assessing the needs of a student and advising university staff about the support requirements important for the student. These services, which includes advice on general wellbeing, cover a range of areas including unseen disabilities. The key areas of work are:

1. Personal support assistance, communication support and mentoring
2. Peer-to-Peer wellbeing workshops, mental health and wellbeing assessments and access to ongoing support including support in accessing NHS and related services
3. These services can be accessed through referrals and by appointment and are in place to support students in engaging productively with their studies thereby enhancing their student experience and university life.

These services can be accessed through referrals and by appointment and are in place to support students in engaging productively with their studies thereby enhancing their student experience and university life. Please click [here](#) to see Wellbeing video guide.

We want your time here at Anglia Ruskin University London, will be an enjoyable experience, however, we recognise that sometimes individuals may experience health and./or wellbeing difficulties.

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

1. Access to a Student Wellbeing Advisor
2. Access to the Disability and Inclusion Team
3. Individual Wellbeing Mentoring
4. Wellbeing Workshops (accessible on VLE, Wed-Fri 13:00-14:00 and 16:30-17:20)

Should you wish to access any of our support services, or even just want to find out more about how we can support you can;

1. Ask your PDT to refer you
2. Email us - [studentwellbeing@london.aru.ac.uk](mailto:studentwellbeing@london.aru.ac.uk)



## Wellbeing Student Mentoring

We hope that your academic journey is a pleasant one, however, at times you may feel that you need a lit bit of extra support and guidance. Our wellbeing mentors are to here support you on a one: one basis during those times that you feel:

- A little demotivated
- Lacking self-esteem
- Anxious around assignments
- Lacking social support.

In order to access the wellbeing mentoring service, please ask your PDT to refer you or email [studentwellbeing@london.aru.ac.uk](mailto:studentwellbeing@london.aru.ac.uk)

## Wellbeing Student Advisors

Our wellbeing student advisors are here to support you through any emotional wellbeing difficulties that you may have during your time at ARU London.

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

All services are based on a confidential, 'need to know. '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 consent, only if it is urgent or you are unable to give 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)



## Section 3

# Useful Information



## Social Media

At ARUL, 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 Twitter 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. <https://www.facebook.com/LondonARU/>



**Twitter:** @ARULondon <https://twitter.com/ARULondon>



**YouTube:** Anglia Ruskin University London

<https://www.youtube.com/channel/UCNjdKtDEVZiYyfmRo3iKKsA>



## Glossary

### A

**Academic Offence** - Action taken by a student in an assessed piece of work that directly violates ARUL'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 Anglia Ruskin 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** – ARUL'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.

**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 ARUL.

## 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 ARUL.

**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 ARUL maintains the highest academic standards.

## 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 body that represents students at ARU.

## V

**VLE** – ARUL’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](#)

Click this link to find some useful videos to familiarise yourself  
with the services which ARU London can offer you  
<https://london.aru.ac.uk/welcometoarulondon>





A photograph of two young women in a hallway. The woman on the left has long, wavy, light-colored hair and is seen from the back. The woman on the right is a Black woman with short, curly hair, wearing glasses and a yellow t-shirt with blue overalls. They are both smiling and appear to be in conversation. The background shows a brick wall and a wooden door frame. A large blue triangle is in the top right corner of the page.

## Key Contact Numbers

- Main Switch Board – **0207 4006 789**

## Key E-mail addresses

iCentre Department

[iCentre@london.aru.ac.uk](mailto:iCentre@london.aru.ac.uk)

Disability and Inclusion Department

[disabilityandinclusion@london.aru.ac.uk](mailto:disabilityandinclusion@london.aru.ac.uk)

Employability Department

[employability@london.aru.ac.uk](mailto:employability@london.aru.ac.uk)

Finance Department

[finance@london.aru.ac.uk](mailto:finance@london.aru.ac.uk)

Admissions Department

[admissions@london.aru.ac.uk](mailto:admissions@london.aru.ac.uk)

Student Wellbeing Team

[studentwellbeing@london.aru.ac.uk](mailto:studentwellbeing@london.aru.ac.uk)

Learning Resource Centre

[learningresources@london.aru.ac.uk](mailto:learningresources@london.aru.ac.uk)

## Guides

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

### Learning Platform Guides

- ARU London Registration Guide - [here](#)
- Attendance Enquiry Guide - [here](#)
- Attendance Procedure FAQs - [here](#)
- Disability Benefits Guide - [here](#)
- Extension FAQs - [here](#)
- Financial Support for Student Parents and Dependant Adults - [here](#)
- Postgraduate Student Finance Guide - [here](#)
- Undergraduate Student Finance Guide – EU students [here](#), UK students [here](#)
  
- Downloading ARUL app - [here](#)
- Digital Library Guide - [here](#)
- Online Learning Guide - [here](#)
- e:Vision Guide - [here](#)
- Extension Request Guide - [here](#)
- Interim Transcript Guide - [here](#)
- Kortext Guide – [here](#)
- Zoom FAQs - [here](#)
- Learning Platforms Guide - [here](#)
- Student Email Guide - [here](#)
- ARU London Bank Detail Guide - [here](#)
- Downloading Outlook app – [here](#)
- Downloading LinkedIn Learning Certificates - [here](#)
- LinkedIn Learning Activation Guide - [here](#)
- Virtual Learning Environment (VLE) Guide - [here](#)

### Student Benefit Guides

- 16-25 Railcard Guide - [here](#)
- Accommodation Guide - [here](#)
- Applying for your Oyster Card - [here](#)
- Applying for your TOTUM Card - [here](#)
- Free Subscription to Financial Times Guide - [here](#)
- Letter Request Guide - [here](#)
- Microsoft Office Guide - [here](#)
- Printing, Photocopying and Scanning Guide - [here](#)
- Student Benefits & Discounts Guide - [here](#)
- Travel Bursary Terms and Conditions - [here](#)

### Submission Guides

- Harvard Referencing Guide - [here](#)
- Late Submission Guide - [here](#)
- VLE Submission Guide - [here](#)