Welcome to
Anglia Ruskin University London

Contents

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
2022/23 Academic Year

We operate in trimesters – (1) September, (2) January and (3) May.
- You are starting in trimester 1, which is 17th September - 9th December 2022
- Your second trimester is 14th January - 21st April 2023
- Your third trimester is 6th May - 28th July 2023
- Holiday breaks are from Saturday 17th December 2022- Monday 2nd January 2023 and Saturday 1st April 2023 - Friday 14th April 2023 (inclusive)

September Intake Welcome Week
Week beginning Monday 12th September 2022

Trimester 1 Teaching	Saturday 17th September - Friday 9th December 2022
Trimester 1 Examinations	Saturday 10th December - Friday 16th December 2022
Trimester 1 (Re)sit Examinations	Saturday 22nd April – Friday 5th May 2023

January Trimester

Trimester 2 Teaching	Saturday 14th January - Friday 21st April 2023
Trimester 2 Examinations	Saturday 22nd April - Friday 5th May 2023
Trimester 2 (Re)sit Examinations	Saturday 29th July – Friday 4th August 2023

May Trimester

Trimester 3 Teaching	Saturday 6th May - Friday 28th July 2023
Trimester 3 Examinations	Saturday 29th July – Friday 4th August 2023
Trimester 3 (Re)sit Examinations	Saturday 9th December – Friday 15th December 2023

Accessing ARU London

ARU London is located in the financial district of London which means that we are accessible by most means of transport.

East India DLR station is situated onsite, from the platform to the classroom is only a minute's walk.

From East India DLR - Canning Town in 2 minutes (Jubilee Line), Custom House in 5 minutes (Elizabeth Line), Canary Wharf in 15 minutes (Jubilee line and Elizabeth line), Stratford and Bank in 15 minutes (Central line, Jubilee line, Northern line, London Overground, TFL Rail and Greater Anglia rail services).

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.

You can also plan your journey through Transport for London (TfL), please follow this **link**.

Delivery Mode

Weekday Postgraduate Timetable Procedure

Two weekdays: Monday, Tuesday, Wednesday, Thursday or Friday (10:00 to 17:00)

Evening and Weekend Postgraduate Timetable Procedure

Tuesday + Thursday evening (18:00-21:00) + Saturday (10:00 to 17:00)

Timetables will be available to you via the myARUL app or through the VLE.

As a university, our student's learning experience and education are at the top of our list of priorities. To deliver the best education to you, we firmly believe that this involves face-to-face teaching and interactions within a classroom.

Timetable Procedure

Weekday Postgraduate Timetable Procedure
Two weekdays: Monday, Tuesday, Wednesday, Thursday or Friday (10:00 to 17:00)

Morning Lecture (AM)	Lunch Break	Afternoon Lecture (PM)
10:00 – 13:00	13:00 - 14:00	14:00 – 17:00

Evening and Weekend Postgraduate Timetable Procedure
Tuesday, Thursday & Saturday

		Tuesday & Thursday Evening Lecture (EV)
		18:00 – 21:00

Saturday Morning Lecture (AM)	Lunch Break	Saturday Afternoon Lecture (PM)
10:00 – 13:00	13:00 - 14:00	14:00 – 17:00

Attendance

On-campus learning

Once you have registered at ARU London, you will be automatically enrolled in the on-campus learning delivery method and be enrolled in the VLE's attendance system. Our on-campus delivery is recommended for a full learning experience, as you will be able to develop ideas and skills with other students and be physically aware in lectures and seminars.

Registering your attendance for on-campus learning is straight-forward. On the VLE, click on your current module's tile, select 'in-class attendance', then you just need to click on the link to confirm your attendance. Read our guide here on how to connect.

You must use your phone throughout your studies for all lectures and scheduled classes within our building, and be connected to the ARU London WIFI for this to validate.

More info on on-campus attendance 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, you can enquire about your attendance record by making an attendance enquiry through VLE. Simply login to the VLE, select 'My Forms' and then 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.

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.
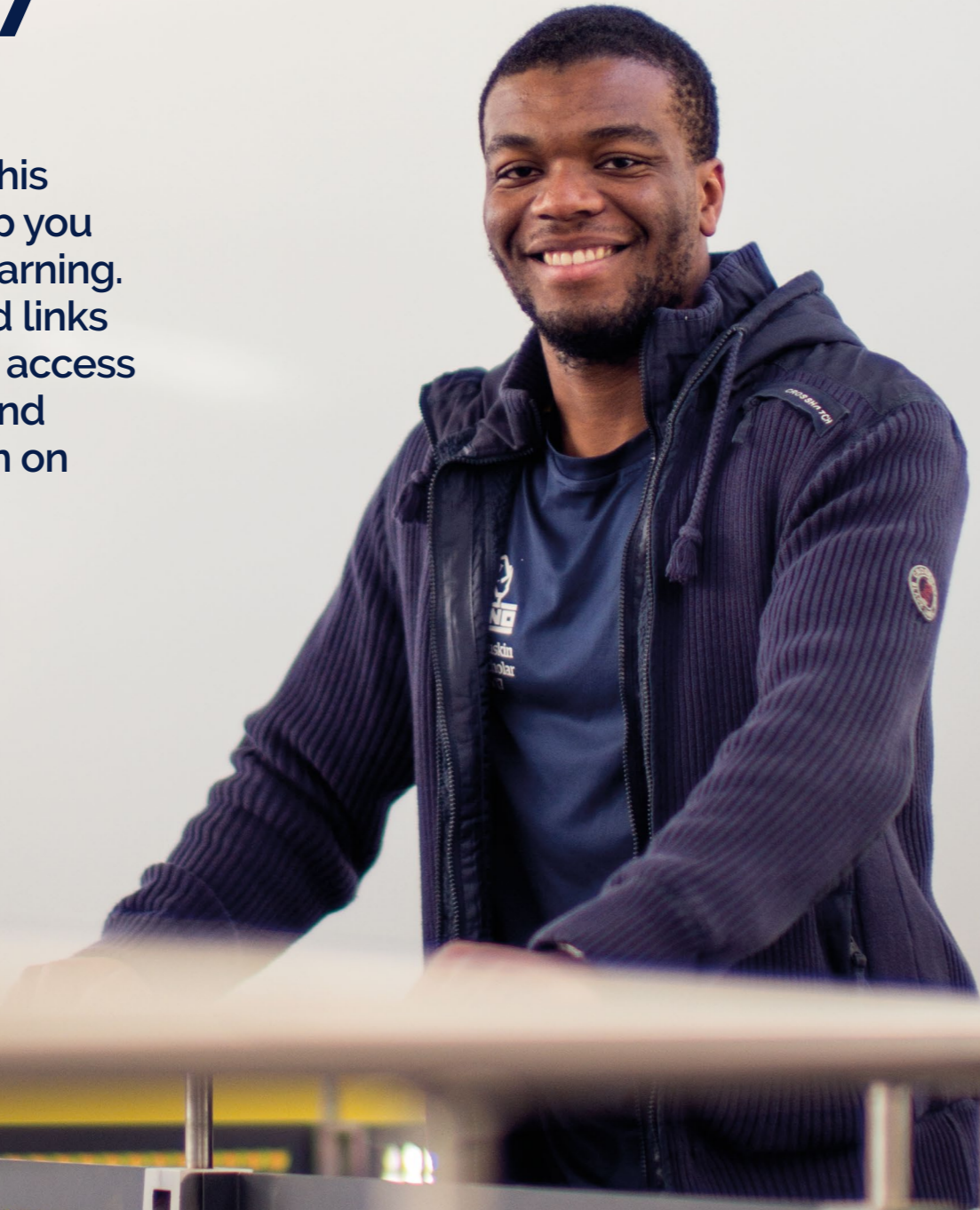
Student email

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 (LRC) 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 (VLE). This is accessible through the main website via 'VLE', under the 'Student Portal' tab. Your VLE contains crucial academic information and resources you will need for your studies. **Click here** to view the VLE guide.

Under '**Services**' you can access helpful information such as Career Zone, My Attendance, My Forms, and My Timetable to assist you during your time at the university.

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. Course and timetable change requests 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**

myARUL App

Our 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 university events.

- **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

- **e:Vision** - access to university e:Vision account, exam results and academic progress

- **News, Events and Guide**s - 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.

The e-books offered are relevant to your specific modules and have the facilities to edit and make notes to enhance your studies in many other ways.

Kortext can be accessed anywhere at anytime, either via the Kortext website or the VLE, using the same login details for both. You can access Kortext by **clicking here**.

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: *Your 6 Digit D.o.B*	

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

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

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 10th December - Friday 16th December 2022
2. Christmas Vacation Saturday 17th December 2022 - Monday 2nd January 2023 (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 22nd April - Friday 5th May 2023
2. (Re)sit Examination Week for Trimester 1 Saturday 22nd April – Friday 5th May 2023
3. Easter Vacation Saturday 1st April 2023 - Friday 14th April 2023 (inclusive)

Get ARU London Ready Checklist

☐ Complete your e:Vision registration

☐ Take a note of all your login details for Student E-mail, VLE, Digital Library & e:Vision

☐ Check your personal timetable

☐ Download myARUL app

☐ 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 Teams are here to support you during your studies. We can help you before you arrive at ARU London and throughout your course.

Go to our 'student support' playlist on YouTube for details of 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 Service

We encourage and support students to equip themselves with the tools they need to manage their career while studying at ARU London, because we want you to achieve your ultimate career goals!

We have an in-house Employability Team who work in-person and online to offer you practical help, with a range of employability services to enable you to be your best and fulfil your career potential.

Careers Coaching; 1 to 1 and group sessions

- Exploring your next steps
- Career planning
- Gaining work experience
- Job Application support
- Interview preparation
- PG study questions
- CV building and review

Employability Awards

Get ready to go places with our **Employability Awards**; a series of extra-curricular sessions designed to develop your career management skills.

- Bronze: Essentials for your Career Journey (available from foundation and first year)
- Silver: Exploring Career Direction (available from second year)
- Gold: Preparing for Graduate Recruitment (available to final year and PG students)

Industry Exposure

We host employers and key professionals from a range of sectors who speak to students about their career journey, their companies, tips on how to secure a graduate job after university and occasionally they are actively recruiting, so this means you will be able to gain insight from the professionals in your chosen industry.

Personal Development Tutor

At ARU London, your personal development tutor (PDT) will be allocated to you at the very start of your degree. Make note of your PDT's name and contact information below, so you can reach out to them in the 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**

Instagram: @**arulondon_su**

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**. 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 at every stage. With responsibility to oversee the academic welfare of students, 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 track and ensure student engagement throughout their degree and encourage and promote academic integrity.

Sometimes, there will be difficult periods in your personal life that affect your engagement with your studies. In these instances, you can seek support from the team. 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, our team can provide guidance on your progression, resits, and study plan options.

Please contact our team for support at **dos@london.aru.ac.uk**. You can visit us through our live zoom drop-in available 09.30-17.30 every weekday and 13.00-14.00 every Saturday.

Finance

At ARU London, we have a dedicated Finance Team who are here to help to resolve all of your finance-related queries. The Finance Team 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 Team 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 Postgraduate Masters Loan to help cover tuition fees and finances over the duration of their studies. It can take up to six weeks to process an application, depending on how quickly the correct information required is submitted.

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 (Identification Check)

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.

Learning Resource Centre

The Learning Resource Centre (LRC) provides online and onsite support for students. The LRC support includes VLE, Kortext, Digital Library, Zoom, Office 365, and other technical support. The LRC Team are available onsite at both Charterhouse and East India buildings, and also online through Zoom live support. The LRC also run IT workshops on Microsoft Word, Excel, and PowerPoint.

Please **watch this video** detailing the services available to you within the LRC.

Enterprise Hub

Welcome to ARU London's Enterprise Hub. The service is here to support current students, as well as alumni, of ARU London who wish to establish or expand their own businesses. The Enterprise Team is comprised of experts who possess a wide range of specialist business skills and experience. This includes a group of ARU London student and alumni entrepreneurs who offer not only their insights to running a successful business but also able to provide additional guidance as peer mentors.

Disability and Inclusion

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 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, 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 diability 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

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 Team 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 Advisors
- 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 or 25-30 Railcard, or both. Individually, the two cards get you at least 30% off travel.
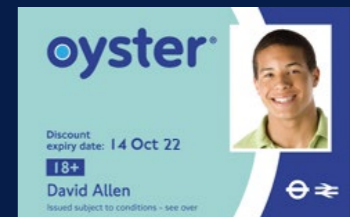
Please see below our guides for **18+ Student Oyster** and **16-25 Railcard**.

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

Linkedin: arulondon

YouTube: Anglia Ruskin University London

@angliaruskinuniversitylondon

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.

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.

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

Glossary continued

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.

O

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

Glossary continued

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.

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

Postgraduate Student Finance Guide

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

Submission Guides

Harvard Referencing Guide

Late Submission Guide

VLE Submission Guide

Key Contact Numbers

Main Switch Board | **0207 4006 789**

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Professional support

Employability:
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Technical Support Team:
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Specialist personal support

Wellbeing, Disability & Inclusion team:
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iCentre:
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Students' Union Advice Service
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Economic support

Finance Department:
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