

UNIVERSITY OF THE YEAR

THE AWARDS
2017
TIMES
UNIVERSITY
EDUCATION

Starting at NTU 2018



www.ntu.ac.uk/startingatntu

NOTTINGHAM
TRENT UNIVERSITY





“

Nottingham Trent University has provided me with such fantastic opportunities within my course. I have always had support from my tutors and lecturers, which has made my time studying at NTU very enjoyable.

Amy, BA (Hons) English

”

UNIVERSITY
OF THE YEAR

THE AWARDS
2017

Congratulations!

Now that your place at Nottingham Trent University (NTU) is confirmed, it's time to start your preparations. This guide will help you make sure you're ready for Welcome Week, and to make the most of your time with us. Read through all the information and use the checklist on page 2 to make sure you've done everything you need to do. If you need to get in touch with us in advance, turn to page 34 for a list of useful contacts.

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Your checklist

Use this list to keep track of what you've done and what you still need to do before joining us in September.

1 Before you arrive

- Start your enrolment online (page 4)
- Make sure your student finance is in place (page 6)
- Find your course induction timetable and complete your pre-arrival tasks (page 10)
- Let us know if you have a disability or support needs (page 12)
- Confirm your accommodation and find out what you need to bring (page 14)
- Join our social media groups and start making friends (page 16)
- Take a look at our "Settling into life at NTU" section for information about student life and how to make the most of your time here (page 22 to 33)

2 When you get here

- Complete your enrolment, collect your NTU student card (page 18) and your Fresher's wristband (page 21)

3 Settling into life at NTU

- Take part in your course induction and Welcome Week (page 22)
- Head along to the Freshers' Fair to find out more about our clubs and societies (page 23)



Welcome to NTU



Congratulations on your place at Nottingham Trent University (NTU).

You are joining a university that prides itself on the success of its graduates in their academic studies, their extracurricular activities, and their careers. We are an inclusive community, with students and staff from over 160 countries and a wide range of backgrounds.

Our teaching quality is both nationally and internationally recognised and all our staff will support and encourage you throughout your time here and, indeed, beyond. For example, the Government's recent Teaching Excellence Framework confirmed NTU's teaching as gold standard, the highest rating available.

We're focused on your future from day one. Our courses will inspire you, and our focus on employability means that you will graduate with a CV that will impress your future employers.

Your time at NTU will give you lots of opportunities to develop your life experience and your personal networks. I hope that you make the most of everything the University has to offer.

I wish you all the best for your studies with us.

Professor Edward Peck
Vice-Chancellor



Congratulations on all your hard work – you've done it!

You're officially a student at Nottingham Trent University, which means you've automatically become a member of the award-winning Nottingham Trent Students' Union (NTSU).

NTSU is home to over 60 sports clubs, 110 societies, and hundreds of personal development opportunities designed to make your time here at NTU the best it can be. We also provide representation in various forms for all NTU students. You'll find out more about what we do in this booklet.

We have a building on three of our campuses. Whether you're relaxing with a coffee, having a bite to eat in our diner, taking advantage of our Information and Advice Service (IAS) or dancing the night away in our club venues, you'll probably be spending a lot of time with us during your time here at NTU.

If you have any questions about NTSU or how you can get involved, please don't hesitate to get in touch.

In the meantime, we hope you have a great first week at NTU and look forward to getting to know you better!

Bradley Fox
President
Nottingham Trent Students' Union (NTSU)



Start your enrolment online

Enrolment is when you officially register as a student with us. You'll complete most of your enrolment online before you get here, and the final stages take place when you arrive on campus. It's important that you aim to complete the online enrolment process before you arrive, to ensure your first few days with us go as smoothly as possible.

Why enrol?

You'll need to enrol with us for a number of reasons:

- It releases your funding, once you've finished enrolment (in person) when you arrive.
- It gives you access to NOW – the online learning environment at NTU – which holds your timetable and module information.
- You'll be eligible for a Fresher's wristband.
- It allows you to access University buildings and your student email.
- It can confirm your eligibility for council tax exemption (for full-time, fully enrolled students only).

If your course requires you to complete a Disclosure and Barring Service (or other fit to practise) check, you must complete this prior to enrolment. If you haven't done so, you won't be able to fully enrol on your course. Visit www.ntu.ac.uk/dbs to check if this applies to you.

How to enrol

1. Find your NTU ID

You'll find your NTU ID number on the confirmation letter enclosed with this guide. You'll also find it at the top of the confirmation email that you received when your place at NTU was confirmed.

Your NTU ID should look something like this: N0123456.

2. Get your password and complete your online enrolment

Visit www.ntu.ac.uk/enrolment and follow the "get or reset password" link to get your password. Use this and your NTU ID number to log in to online enrolment. You should see a screen like this:



When you've got your password you will be able to access the online enrolment portal, where you can complete the majority of your enrolment actions. The system will notify you of your enrolment deadline and confirm your outstanding actions.

Any actions requiring attention will be highlighted with a red cross, as shown in the following screenshot.



If you don't know where you'll be living during term time please select the drop-down option, stating that the address is the same as your permanent home address.

If your home address is overseas, we will require a UK address in the term-time address field. If you are yet to confirm your address, please use the University's:

50 Shakespeare Street
Nottingham
Nottinghamshire
United Kingdom
NG1 4FQ

You must remember to update your details to confirm your term-time address on your MyNTU account as soon as you change address.

If you can't find your NTU ID, or you're having problems with online enrolment, contact MyNTU Support by calling **+44 (0)115 848 2855** between 9 am and 4.30 pm Monday – Thursday, and 9 am and 4 pm on Fridays.

Sort out your student finance

It's important to make sure your student finance is in place. Checking that your finance is sorted now will help everything run smoothly once you arrive.

You'll find our step-by-step guide to how your student finance is released at www.ntu.ac.uk/startingatntu > **Before you arrive** > **Arranging your funding**

Your funding checklist

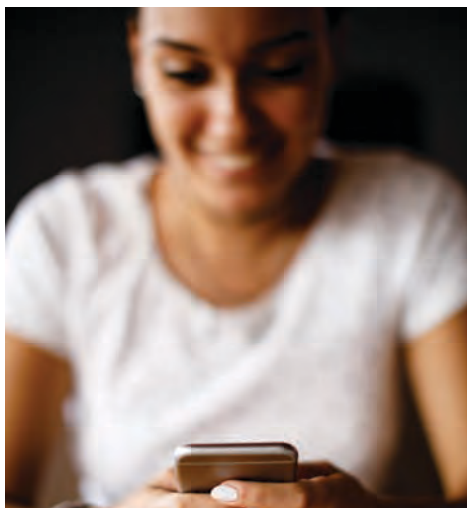
If you haven't yet applied for your student finance, apply now! Head to www.ntu.ac.uk/funding to find out further information about the funding available to home undergraduate students. It contains links to appropriate student finance service websites with information about eligibility criteria, and how to apply. Be aware that if you are applying late, your money is likely to be late arriving.

Don't assume no news is good news

The assessment of student finance will normally take six to eight weeks from when you apply. You can track the progress of your application – and see if there is anything you need to do – by logging in to your online account. If eight weeks have passed and you've still not heard anything, chase your Student Finance Service to check that your application is progressing as it should be.

Respond to information requests

You might be asked for some additional evidence to support your application. Copies of any requests for information should be available to view when you log in to your student finance account. Make sure you respond to such requests as quickly as possible to avoid delays in payment. We'd suggest you send evidence via the "Signed For" mail service and give your Student Finance Service a quick call to make sure this has been received.



Make sure your application details are right

When you receive your financial notification from your national Student Finance Service, check that all the details are correct, including:

- the university you'll be attending (especially if NTU wasn't your first choice at the time you applied for student finance)
- the course you'll be studying
- the full tuition fee for your course.

If any of the details need changing, contact your Student Finance Service or update your details online as soon as possible.

If your latest financial notification from your national Student Finance Service has a different university name on it, please bring this along with you when you come to pick up your student card. We can often sort out issues swiftly at enrolment if you have your student finance paperwork with you.

NTU bursaries

If you are eligible for an NTU bursary, the University will be in touch with you separately. Visit www.ntu.ac.uk/bursaries for details of the support we offer.

Beware of scam phishing emails

The University and student finance will never email you to ask you to confirm your log in or bank details. If you receive an email asking you to confirm your details, don't respond or follow the links. If you think the security of your account has been compromised, you should change your password immediately and forward the email to the security team at phishing@slc.co.uk straight away.

When you arrive

If you have applied for student finance for living costs, the University will need to let them know that you're registered before your funding is released. Registration confirmation only happens when:

- your student finance application is fully approved
- you've completed your online enrolment at NTU and are fully enrolled*
- you've collected your NTU student card.

Complete these steps and the University will confirm your registration (although if you are a part-time student, please be aware that you must have been in attendance for two weeks before the University will confirm your registration to student finance). This should prompt the release of any funding for living costs that you are eligible for.

It usually takes three to five working days from the date the University confirms registration for the money to arrive in your account.

Most full-time students tend to receive their funding on the Wednesday or Thursday of Welcome Week. However, it can be later if you applied late or if there are any other delays. Part-time students need to have been in attendance for two weeks before funding will be released, so their funding will arrive later.

Make sure you bring enough money to last through Welcome Week (or longer if your funding is still being processed by Student Finance, or if you are studying part-time).

*If you have applied for a tuition fee loan (and / or a grant for Welsh students), you will normally become fully enrolled once the Student Loans Company sends an electronic notification to the University, confirming that a fee loan is due to be paid.

Help and advice with your finances

If you need some guidance on sorting out your student finance, we're here to help.

We would urge you to bring copies of letters and your login details for your student finance account with you, so that any issues can be sorted out quickly.

If you have had confirmation of your student finance funding, but your enrolment status is still showing as "in progress" by the start of September in the University systems, then seek advice from the Student Financial Support Service.

Contacting our Student Financial Support team

If you want to discuss any issues relating to your student finance application before you arrive, you can contact our Student Financial Support Service team by emailing financial.support@ntu.ac.uk or calling **+44 (0)115 848 2494**.

Staff will be on hand during Welcome Week to help you get your funding sorted. To avoid any problems, we'd always advise that you come and see us sooner rather than later.

If you're studying at our Creative Quarter Campus, you can access financial support by emailing studentservices@confetti.ac.uk or calling **+44 (0)115 952 2075**.

Setting up a budget

Looking after your money as a student is a big responsibility. We strongly recommend that you set up a budget plan before you come to university. A budget plan shows you what's happening to your money and will allow you to see exactly how much you have available to spend each week or month. You can access useful budgeting tools by visiting www.ntu.ac.uk/startingatntu > **Before you arrive > Arranging your funding.**



Paying your fees to the University

If you are paying your tuition fees by Tuition Fee Loan, once your application has been fully approved and processed, the Student Loans Company will send confirmation of your fee loan directly to the University (see page 6-7 for further information about sorting out your student finance).

If you are paying your tuition fees directly to the University, you will need to have paid these in full or have set up an instalment arrangement prior to enrolling at NTU.

Visit www.ntu.ac.uk/online_payment for more information. If you have set up an instalment arrangement prior to enrolment and your card details have since changed, contact the Finance office on **+44 (0)115 848 6500** or email **finfinanceincomedebtmanagement@ntu.ac.uk** to update your details, alternatively head to the Finance team at enrolment.

If a sponsor is paying your tuition fees, a formal purchase order or letter should be sent from your sponsor to the University confirming the amount that will be paid.



Start your course induction

Your course induction will introduce you to your course, how you'll learn at the University, and the teaching tools we use here at NTU. There's a chance to meet the academic staff who'll be teaching you, and the coursemates you'll be learning alongside. Course induction sessions run throughout the first few weeks of term.

Get ready to start your course in three simple steps:

1. Get your induction timetable

Go to www.ntu.ac.uk/induction to take a look at your course induction timetable.

Download your induction timetable and use it to plan your Welcome Week activities. It's crucial that you attend all of your course induction activities, so make sure you know where you need to be and when. Take a look at the maps on page 38 to familiarise yourself with our campuses.

2. Complete your pre-arrival task

Most courses have a prearrival task to help you start thinking about your subject. The task forms an important part of your induction activity, so it's essential that you complete it before you arrive.

Visit www.ntu.ac.uk/induction to find details of your pre-arrival task.

3. Your course timetable

Your full course timetable will be available on NOW once you arrive and complete your enrolment. Turn to page 32 to find out more about NOW.



“

The course induction programme helps you to understand more about university life. You'll find out more about your coursemates, which puts you well on the way to forming good friendships.

Jake, BA (Hons) Management and Leadership

”



NTU was awarded a Gold rating in the government's Teaching Excellence Framework (TEF) – that means we deliver consistently outstanding teaching and learning outcomes for our students.

Get your support in place

Our Student Support Services team are here to help you to study effectively and make the most of student life. Before you arrive at NTU, we will ask you to tell us about any support needs you have. If you have a diagnosed disability, require specialist support or need practical adjustments, we can provide advice and guidance with your transition to NTU.

Disability support

The team can provide specialist support for the following:

- Dyslexia or other specific learning difficulty
Visit www.ntu.ac.uk/dyslexia or call **+44 (0)115 848 4120** for more information.
- A disability (physical or sensory impairment, or long-term health condition) – visit www.ntu.ac.uk/disability or call **+44 (0)115 848 2085** for more information.
- An autistic spectrum condition
Visit www.ntu.ac.uk/disability or call **+44 (0)115 848 2085** for more information.
- A mental health difficulty, such as depression or anxiety – visit www.ntu.ac.uk/wellbeing or call **+44 (0)115 848 2085** for more information.
- If you're studying at our Creative Quarter Campus, you can access specialist support by emailing studentservices@confetti.ac.uk or calling **+44 (0)115 952 2075**.

Arranging additional funding

Take a look at www.gov.uk/disabled-students-allowances-dsas for more information about the Disabled Students' Allowances (DSA). The DSA provides extra funding on top of your student finance allocation to support you during your studies (subject to eligibility).

Other specialist support

Advice for student parents

If you'll need to manage your studies around family life, take a look at our information for students with caring responsibilities at www.ntu.ac.uk/studentsupport – click "Individual support" to find out what financial support you may be entitled to.

Information and support for care-experienced students

Our Student Support Services team can provide information to students who have spent time in Local Authority care, to help ensure that the transition to University runs smoothly.

Take a look at our information pages for care leavers at www.ntu.ac.uk/studentsupport – click "Individual support" for more information about the advice and support available and details of our NTU Care Leaver Bursary.



Worried about settling in?

Starting university is a big step, and it's natural to feel nervous about meeting new people or leaving home. Visit www.ntu.ac.uk/settlingin for ideas about what to expect in your first few weeks and our advice in the leadup to starting at NTU.

Visit www.studentminds.org.uk/transitions for helpful tips on university life.

Take a look at pages 24 to 27 for ideas about how to get involved in the NTU community.

Contacting our Student Support Services team

For general enquiries about the support that can be provided, visit www.ntu.ac.uk/studentsservices or contact the team by emailing student.support@ntu.ac.uk or calling +44 (0)115 848 6060.

If you're studying at our Creative Quarter Campus, you can access support services by emailing studentsservices@confetti.ac.uk or calling +44 (0)115 952 2075.

What to bring with you

The idea of packing for university might be one of the most exciting parts – or it might fill you with dread! Either way, there are few things that you need to remember to bring with you when you arrive at NTU.

Make sure you have disclosed any disabilities or support needs before you arrive.

The practical things

- **Bring your paperwork**

Bring copies of any letters from NTU, student finance and UCAS. Make sure you have your student finance login details, so that any problems can be sorted as soon as possible. You should also make sure you have at least one form of ID with you. If you're planning to find a part-time job during your studies, you'll most likely need your passport or a copy of your UK birth certificate and an official document containing your National Insurance number as part of the application process.

- **Bring some money**

As a full-time student, if you have applied for student finance for living costs and your loan application loan application has been fully approved and processed by student finance, it should be paid to you once the University confirms you are here (which will happen once you complete your enrolment and collect your student card – see pages 7 and 19). It usually takes three to five working days for your loan to reach your bank account. It's a good idea to bring some money with you to cover the first few days; how much you spend is up to you, but we recommend you bring at least £200. Part-time funding for living costs is paid later in the term (see page 7), so part-time students will need to plan accordingly for this.

- **Make sure you're insured**

We strongly recommend that you take out insurance to cover your belongings in case they get broken or stolen. If you're living in University accommodation, basic insurance cover will be included. If you're in private accommodation, you'll need to arrange your own cover.



**Staying
healthy
at NTU**

NTU is supporting the NHS campaign encouraging all new students going to university or college for the first time – including overseas and mature students up to the age of 25 – to protect themselves against meningitis.

Get the MenACWY vaccine from your GP before you arrive, to make sure you stay healthy at NTU. Visit www.nhs.uk/conditions/vaccinations and search for MenACWY.

Identifying meningitis is not always easy. Early symptoms can be missed or mistaken for something else, including flu or hangovers.

Head to www.meningitisnow.org/fight-for-now for a full list of signs and symptoms, and more information about meningitis and looking after yourself and others.



The things for student life

- **Kit out your new home**

If you're staying in NTU accommodation, you'll need to bring bedding and bits and pieces for the kitchen, such as bowls, cutlery, pans, can openers etc. If you're living somewhere else, check what's provided. Make sure you bring things to make your room feel like home too. Bed and kitchen packs are available at discounted rates. Visit www.ntu.ac.uk/whattobring to find out more.

- **Sports kit, musical instruments and anything for your hobbies**

Team trials will take place during Welcome Week, so make sure you bring your sports kit with you. NTU Sport also offer gym packages – visit the NTU Sport team at the City or Clifton Campus gym desks for more information, and to sign up for gym membership. Visit www.ntu.ac.uk/sport for more information.

- **Welcome Week** is a great time to try something new or to get involved with clubs and societies of interest – so pack your frisbees, knitting needles, netballs and instruments!

The things for your studies

- **Equipment for your course**

Check what books and equipment you'll need. You can always get hold of things once you're in Nottingham, but it's a good idea to be prepared before you arrive.

- **Your pre-arrival task**

Most courses require you to complete a prearrival task before your course induction. Take a look at page 10 for more information.

Take a look at our essential items Pinterest board at www.pinterest.co.uk/nottstrentuni for more ideas about what to bring with you.

When you get here

Start making friends

You don't have to wait to arrive before joining the NTU community. Get involved with our social channels to meet future flatmates, coursemates and other first year and current students.



Join our Facebook groups

We have Facebook groups for each of our student residences. You can find people who will be living in the same place as you and start chatting to your new flatmates online before you meet.

There are also groups for students who aren't living in University accommodation, mature students, international students, student parents, students with disabilities and many other groups, helping you connect with others like you.

Find your groups at www.ntu.ac.uk/startingatntu > Before you arrive > Preparing for student life

Take a look at The Student Room

Our official rep will be answering any questions you might have in the lead up to starting at NTU. Take a look at the NTU forum to find out more and meet other first year students. Visit www.thestudentroom.co.uk/forums and search for Nottingham Trent University.

Keeping up to date in the run-up to Welcome Week

You can keep up to date with everything that's going on in the NTU community by liking us on Facebook and following us on Twitter: [@NTUWelcomeWeek](https://twitter.com/NTUWelcomeWeek).

Small and Friendly events

We know that meeting people just like you is really important. If you prefer video games and chatting over a cuppa to crowded events, our Small and Friendly events running throughout Welcome Week may be for you.

You can find more information about our Small and Friendly events on page 26, plus our Small and Friendly events group on Facebook to stay up to date.

Join our social media community to keep up to date with all the news, views, videos and photos from around the campuses and feel free to get in touch with any questions you might have.

Head to www.ntu.ac.uk/socialmedia to find a list of all social media accounts, from academic schools to student groups.

Please note, there are a number of active unofficial social media accounts that are not endorsed by NTU or NTSU. We suggest using the links on our webpage to ensure you find our official accounts.



Take part in our weekly Picture of the Week competition using the hashtag **#NTUPOTW** on Instagram and Twitter to share your university experience – we'll showcase our favourites on our official channels!

Moving in and completing your enrolment



Moving into your new home

If you are moving into NTU accommodation, you'll be sent a link to our Accommodation Welcome website in early September.

This contains your arrival dates and times, as well as useful information about living in student accommodation. Depending on which residence you've booked, you may also be given an arrival time slot and travel information.

You'll be able to move in on either **Friday 21 September** or **Saturday 22 September**. If you are on a 51-week license agreement, you can move in from **Saturday 8 September**. There are welcome events planned for **Sunday 23 September**.

We want all our students to get the most out of their time with us. To help us do this, we have lots of support and measures in place – one being our Student Code of Behaviour – as well as our Student Charter. Respecting others is an integral part of being an NTU student and our Student Code of Behaviour will give you an insight into the ways we ensure all our students' understand the University's expectations. Visit www.ntu.ac.uk/behaviour to read the Code.

Once you have moved in, go and complete your enrolment and collect your Fresher's wristband.

How to complete your enrolment

Once your course has started, you have 14 days to complete all your enrolment actions. We suggest you prioritise enrolling on the day you arrive, or soon after, to make your transition to university as easy as possible.

Once you've arrived and settled in to your accommodation, head to the enrolment location on campus (see the table on page 20) to complete the enrolment process by collecting your NTU student card. This will also entitle you to a Fresher's wristband.

Take a look at the campus maps on page 38 – 40 for more information.

Here's some useful enrolment advice:

- Bring along your NTU ID, found at the top of your confirmation letter, when you enrol.
- The campuses will be very busy during the arrival period, therefore we aren't able to provide dedicated parking for enrolment.
- You can bring your parent or a family member along too if you wish. A guest lounge is available at City and Clifton Campuses and catering outlets will be open at the Brackenhurst Campus, allowing your family to wait while you enrol. Staff and students will be on hand to answer any questions they might have.

Completing your enrolment will release your funding, which should reach your bank account in three to five working days. Make sure you have enough money to live on until then.

You'll also get access to all of the University's facilities once you enrol in person.

Staff will be available to help with any queries you may have during enrolment.

Important information

It is essential that you enrol at the University. You'll need to do this within 14 days of your course start date. Failure to enrol will result in the following:

- You won't receive your maintenance loan
- You may have to pay full UK council tax
- Your access to NOW and your email will be suspended
- You'll not be able to access your timetable, computers or NTU buildings – including the library.

Making enrolment easy

You can complete your enrolment at our City, Clifton or Brackenhurst campuses – so if for example you study at the Clifton Campus or Creative Quarter Campus and live in the city, you can drop in to our City Campus enrolment location.

Staff and students will be available to help you complete your enrolment and answer any questions you might have.

You'll need to go to the following locations to complete your enrolment:

	City Campus	Clifton Campus	Brackenhurst Campus
	Newton and Arkwright buildings	Pavilion	Brackenhurst Library
Friday 21 September	10 am – 6 pm	10 am – 6 pm	10 am – 4 pm
Saturday 22 September	10 am – 5 pm	10 am – 5 pm	10 am – 3 pm
Sunday 23 September	11 am – 3 pm	11 am – 3 pm	11 am – 2 pm
Monday 24 September	9 am – 5 pm	9 am – 5 pm	11 am – 1 pm
Tuesday 25 September – Friday 28 September	10 am – 4 pm		
Monday 1 October – Thursday 4 October	10 am – 4 pm		

Outside of these hours you can collect your NTU student card from the following locations on weekdays:

- **City Campus:** Student Services Centre, Central Court, Newton building, Level 0;
- **Creative Quarter Campus:** Student Services Centre, Central Court, Newton building, Level 0 (City Campus)
- **Clifton Campus:** Student Services Centre, Pavilion; or
- **Brackenhurst Campus:** Brackenhurst Library

Please refer to the maps on pages 38 – 40 for location details.

What to do after enrolment

1 Collect your NTU student card

Your student card is your key to university life. As well as being an ID card, it's your Students' Union membership card, access card, library card, sport and fitness membership card and bus travel card. You can also use your student card to pay for purchases in our Taste outlets on campus, and for library, printing and photocopying costs.

2 Register with the Student Health Centre

There are health centres based at both the City and Clifton Campuses. Students studying at Brackenhurst usually register with the Southwell Medical Centre. Students studying at the Creative Quarter Campus can register at either the City or Clifton Health Centre.

After you've picked up your student card, you'll have the chance to sign up to a health centre.

3 Collect your Fresher's wristband

Once you've enrolled with us, make sure you pick up your Fresher's wristband to enjoy the Welcome Week events.

- **Free Fresher's wristband**

This will give you access to all Freshers-only events and activities.

- **Fresher's wristband+**

This can be purchased at www.trentstudent.org in advance or head to the wristband collection points to buy one when you get here. This wristband will give you prepaid access to most Welcome Week events, as well as queuejump privileges for many events.

For more information about Welcome Week, turn to page 22.

4 View your timetable

Once you've completed your enrolment, log on to now.ntu.ac.uk to get your full course timetable.

5 Take advantage of student discounts

A range of student discounts are available at the enrolment events to make starting university that bit easier! Add discounted extras on to your NTU student card, such as bus travel. Hire a bike to get around campus by visiting www.ntu.ac.uk/ucycle or buy discounted home contents insurance, specifically for students.

Welcome Week

Your first week with us promises to be one to remember. With over 500 events and activities to get involved in, you can make new friends and familiarise yourself with your new surroundings.

Your Welcome Week guide

You'll be sent a Welcome Week guide either through the post or by email in early September. Inside you'll find all the events that are going on throughout the week and information about how to get involved.

All the events can also be found online on our interactive Welcome Week website. Visit www.ntu.ac.uk/welcome to take a look.

The website makes it really easy to find the right events for you, allowing you to search by keyword, category, campus, date and more.



CERT Student Mentors

One of the first sessions you'll take part in will be a welcome event led by staff, with the help of the CERT Student Mentors for your course. See page 27 for more information on CERT Student Mentors.



Follow us on Twitter for all the latest news



@NTUWelcomeWeek



Don't miss these essential events

Your course induction

Course induction is a vital part of your course and takes place primarily during Welcome Week. It is essential that you attend all of your induction activities, as these are designed to give you a flavour of what your course will involve and how you will be taught. It is also a great opportunity to meet your tutors, coursemates and your CERT Student Mentor.

Freshers' Fair

Make sure you come along to the Freshers' Fair to find out about everything university life has to offer. Discover more about your Students' Union, sports clubs and societies, and pick up some freebies along the way!

Freshers' Fair dates

- Brackenhurst Campus – **Monday 24 September**
- Clifton Campus – **Tuesday 25 September**
- City Campus – **Wednesday 26 September** (Societies)
- City Campus – **Thursday 27 September** (Sports)



Something for everyone

Whether your journey to NTU begins from another country, another city or from just down the road, starting life at university is an adventure. You'll make new memories, new friends, and some of you will develop a new sense of independence you may not have experienced before.

Being nervous is normal

We're not all extroverts, and sometimes getting involved in largescale activities can seem overwhelming. Even the most confident people can experience homesickness and anxiety in their first few weeks here.

Our programme of Welcome Week events is designed to help you settle in to life at NTU. The activities on offer are tailored to provide something for everyone, whether your idea of a good time is a quiet night in playing video games, or exploring Nottingham's famous nightlife!

Getting stuck into university life from the outset – by meeting new people and trying new things in Welcome Week – is a great way to begin to feel at home and kickstart your NTU adventure.

Helping you settle in

Our Student Support Services team are here to provide advice and guidance on a wide range of practical and personal issues, to support your health and wellbeing. Student Services Centres are located on each campus. Please visit www.ntu.ac.uk/studentssupport to find out more. You'll also meet our Freshers' team when you arrive – made up of NTU students in their second, third or fourth years, they're here to help you settle in. Look out too for our Network team, a specific group of the Freshers' team,

who are here to help integrate mature and international students, as well as those not living in halls of residence.

If you are staying in one of our halls of residence, look out for our Residence Assistants (RA's), who work all year round, not just in your first few weeks of joining us. The RA's are there to offer peer to peer support, organise events and help you become acquainted with your new home. You can't miss them, they'll be wearing bright pink hoodies!

Small and Friendly events

If you'd prefer something a bit more laid back, try our Small and Friendly events during Welcome Week.

These events are designed to be relaxed and informal, aimed at those who feel more comfortable in smaller groups. Group sizes are restricted and most events are based around an activity, so you'll have something to occupy you while you're getting to know other new students.

To find out more about our Small and Friendly events, search for the event group on Facebook and visit the Welcome Week website at www.ntu.ac.uk/welcome where Small and Friendly events can be searched by category.

Visit www.ntu.ac.uk/settlingin for our top tips on settling in to life at NTU.



Respect at NTU

Give it. Get it. Expect it.

We encourage all members of our NTU community to be aware of their behaviour and interaction with others and of the impact this may have. Visit www.ntu.ac.uk/respect to find out more.

“

I was scared and nervous for a week and then everything fell into place. I love being independent now!

Rachel, BA (Hons) Journalism

”



Meeting new people and getting involved

Starting university is an exciting time and there are plenty of ways to meet new people at NTU, during Welcome Week and beyond. Remember, most of our first year students are new and in the same situation as you!

We teamed up with our students and put together our top tips on how to meet people in your first few weeks at university.



In your accommodation

“If you haven’t met someone [in your flat] yet, knock on their bedroom door and introduce yourself. Small talk such as ‘how was your journey, where are you from, what are you are studying’ is a good way to start a conversation. Trust me, you will get sick of these questions by the end of Welcome Week!

“

If you’re making a tea, and someone else is in the kitchen, offer to make them a cup of tea. Little things like this will help you bond with people.

Ellen, BA (Hons) Business Management and Marketing
Lived at Sandby Hall in first year

”

On your course

Make sure you go along to all of your course induction activities to help you get to know your new coursemates and your CERT Student Mentor.

Your CERT Student Mentor

Every undergraduate student who joins NTU is matched with a CERT Student Mentor. Your CERT Student Mentor is a fellow student on your course in their second or final year. Their job is to help you to settle in and to answer any questions you may have about your course and life at NTU.



Clubs and societies

You'll find clubs and societies for all hobbies and interests at NTU – from sport and debating to craft and astronomy. Joining up will help you meet likeminded people. Most societies run welcome events and activities during the first few weeks of term to help new members integrate into the group.

Don't worry about going to events or society meetups on your own; there will be loads of first year students there who have come on their own too and who will be keen to talk to you.

Music, volunteering and other opportunities

Now's the time to try new things! Student life at NTU doesn't just revolve around lectures and seminars – it's also about having fun, meeting new people and getting involved. You might fancy flexing your presenting muscles on our student radio station, Fly FM, or trying your hand at writing for our student magazine, *Platform*. Whatever you're into, you'll find a community of students who are passionate about the same things as you.

Join the online NTU community

Turn to page 16 for more information about our social media groups and get chatting to first year NTU students just like you.

Your Students' Union

When you enrol at NTU, you'll automatically become a member of our award-winning Nottingham Trent Students' Union (NTSU). This provides representation and personal development opportunities, as well as fantastic spaces to relax, work, and enjoy a pursefriendly night out!

What is NTSU?

Nottingham Trent Students' Union (NTSU) is here to ensure you get the most out of your time here at NTU.

From representing your views at a local and national level to providing you with the chance to try new things and make new friends, we offer a number of opportunities to make the most of your time at university.

What's on offer?

Sports and Societies

NTSU has over 170 societies and sports clubs you can join – it's a great way to meet people and try something new. You can even start your own club or society if you have an interest that we don't already cater for. Visit www.trentstudents.org/societies for more information.

Entertainments

From popular club nights to pub quizzes and live music, the SU's entertainments calendar is diverse and runs all year round. Whether you're looking for a memorable night or a chilled day out with friends, you'll find it at the SU. Visit www.trentstudents.org/entertainments for a full list of our events and activities.

Volunteering

If you're interested in giving back to the local community and developing transferable skills that'll look great on your CV, NTSU volunteering programme is perfect for you. You can run your own project or volunteer as a one-off. Visit www.trentstudents.org/volunteering for more information.

Our Raising and Giving (RAG) programme is another chance for you to help others. Go to www.trentstudents.org/rag to find out how you can help raise vital funds for local charities.

Support and Representation

Our Information and Advice Service offers free and impartial advice on everything from money matters to mental health, and is available at our City, Clifton and Brackenhurst Campuses. Visit www.trentstudents.org/advice for more information on how you can get in touch.

From the Executive Officer team to your Academic Representatives, the Students' Union has a number of people here to represent you while you are studying at NTU. Go to www.trentstudents.org/youreps for more information on our representatives, and how they can help you.

Your Students' Union facilities

Student life revolves around your Students' Union building, whichever campus you're based at.

City Campus

A 30ft climbing wall, a dedicated dance studio, and a 2,000-capacity nightclub are among the highlights of NTSU's City Campus building. There's also an SU shop and a WiFi enabled bar and café. It's also where the fulltime Executive Officers are based. Make sure you pop in and say hello.

Clifton Campus

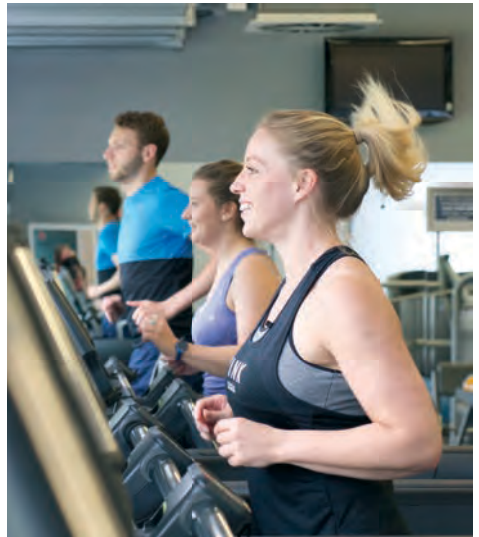
The Point – our bar, diner and nightclub space – is at the heart of campus. The SU shop is an ideal place to pick up your daily essentials, and the sporting facilities at the Lee Westwood Sport Centre are second to none.

Brackenhurst Campus

Our Brackenhurst Campus is truly unique, with a Grade II listed building set in acres of beautiful countryside. It also has social spaces in the form of The Brack Bar, and our campus café, The Orangery.

Creative Quarter Campus

Students at the Creative Quarter Campus benefit from their own cafes and social spaces, as well as being just a ten-minute walk from the action at our City Campus Students' Union.



Keeping up to date

Visit www.trentstudents.org for more information about NTSU.



trentstudents



TrentStudents



trentsu

Living in Nottingham

Students love Nottingham – and so do we! The city offers all the shopping, sport, culture and history you could ask for. With over 60,000 students making Nottingham their home, it has a unique student feel that really brings the city to life. We asked some NTU students for their favourite places to go visit...

...to eat

“Las Iguanas on Chapel Bar serves amazing Latin American food and has great cocktails at reasonable prices.”

Rob, BA (Hons) Business Management

...to shop

“If you’re into the vintage thing, there’s a really cute shop in Hockley called Cow. That’s somewhere me and my friends always go.”

Sinead, BA (Hons) Special and Inclusive Education and Educational Development

...to drink

“There’s a small bar called Tilt that sells really nice cocktails and always plays some nice blues or jazz music.”

Scott, BSc (Hons) Biological Sciences

Some great places to try:

Broadway – an independent cinema in Hockley showing a mix of mainstream, foreign and arthouse films. Also home to two lovely caf  bars which regularly host themed nights, live music and quizzes.

The Cornerhouse – home to a 14-screen cinema – including a massive IMAX screen – bars, restaurants, a casino, and even a jungle-themed adventure golf course.

Das Kino – head over to this German-themed bar and challenge your friends to a game of ping-pong while you tuck into a feast of cheesy pizza, juicy burgers, and all-you-can-eat wings. Grab yourself a pint in a stein for a taste of Berlin.

Soaking up history in Southwell

If you’re studying at our Brackenhurst Campus, you’ll be living just outside the town of Southwell. Steeped in history and in the shadow of the magnificent Southwell Minster, you’ll find pubs tucked down cobbled lanes and quirky independent shops in abundance. Visit www.ntu.ac.uk/nottingham to take a look at all that our city has to offer.

NTU is the first UK university to be awarded the Purple Flag accreditation – for its night-time culture and promoting the safety and wellbeing of visitors and students.

Areas awarded the Purple Flag are recognised for providing a vibrant and diverse mix of dining, entertainment and culture while promoting the safety and wellbeing of visitors and local residents.





How to get around

Nottingham has a handy tram system, with stops around the centre and close to some of our halls of residence. Visit www.thetram.net for details.

Travel to Clifton Campus

The Clifton Campus is served by the number 4 Go2Uni bus, with a travel time of around 20-25 minutes in peak traffic between Nottingham and the campus. The bus stops right in the city centre, as well as at Nottingham train station.

Travel to Brackenhurst Campus

If you're studying at our Brackenhurst Campus, you can travel into Nottingham city centre using the number 100 bus service. There's a bus stop just outside the campus entrance and travel to the city centre takes around 45 minutes.

Visit www.nctx.co.uk for timetables and information about student deals.

Parking at our campuses

To find out more about travelling by car and parking at our campuses, visit www.ntu.ac.uk/currentstudents > Resources > Travel and choose your campus.

Getting to know the city

Have a look at these handy websites to find out more about Nottingham:

Visit Nottinghamshire – Nottinghamshire's official tourism website has lots of tips about things to do in the city and further afield, as well as information about events taking place throughout the year.

www.visitnottinghamshire.co.uk

Nottingham City Council – get the low down on everything you need to know about the city from their handy student guide.

www.nottinghamcity.gov.uk/students

Left Lion – local free magazine focusing on music, arts, entertainment, current affairs and general Nottingham culture.

www.leftlion.co.uk

Staying up to date

There's lots to keep on top of as a first year student. Keeping up to date with your course is vital, from attending your lectures, to completing your seminar preparation. As well as your university work, there's lots going on – so keep yourself in the loop to take advantage of the many opportunities here at NTU.

Student email address

Your student email address will stay with you throughout your time at NTU. Academic staff will use your email address to communicate with you, and we'll also send you information about opportunities we think you might be interested in.

Your email address is usually your name and your year of entry, e.g.

johnsmith2018@my.ntu.ac.uk

Once you get here, make sure you check your email regularly to keep up to date. Your email is easily accessible from your mobile too.

NTU's Online Workspace (NOW)

NOW is our virtual online learning environment. It's where you'll find information about your timetable and course, including the reading you'll need to do and the prep work that's expected. You can even use NOW to submit your assessments online.

You'll be able to access NOW once you've fully enrolled on campus.

Visit: **www.now.ntu.ac.uk**

NTU Student Dashboard

When you join NTU you'll be given your own online Student Dashboard account. It helps you make the most of your studies by comparing your course engagement with your fellow students. You can keep track of your attendance, use of resources and coursework submissions. Your Dashboard can also be seen by your tutors and other staff who can support you, and they'll work with you to make sure you're getting the most from your studies.

myNTU – Your student app

You can keep in touch, on or off campus, with the MyNTU student app. You'll find it in the Apple and Android app stores by searching "MyNTU". The app allows you to:

- access your timetable
- view campus maps
- view PC availability
- access your student emails
- access your NOW resources, Dropbox, deadlines and OneDrive
- record your attendance
- check your library loans and reservations.

Go to **www.ntu.ac.uk/currentstudents** for useful information about campus life and answers to many FAQs.



We know how important it is for you to excel in your life at university. At NTU you have access to sector-leading IT services and support, including:

- 24/7 access to on-campus IT resources (including loan laptops*)
- free WiFi and Internet access for your own devices*, by scanning for ntuwifi and using your N-number and password to log in
- Microsoft Office 365 for FREE*
- access to specialist software, relevant to your course
- MyNTU Student Portal and App (iOS and Android) (my.ntu.ac.uk)
- NOW, NTU's online learning environment now.ntu.ac.uk
- secure self-service printing, and while you wait professional print shops
- dedicated IT help and support at support.ntu.ac.uk

*Subject to T&C's.

Visit support.ntu.ac.uk for help and advice about the IT services available at NTU.

Join our social media community

Keep up to date with all the news from around the campuses and feel free to get in touch with any questions you might have.

- Follow us on Twitter for current student news and all things #NTU: [@TrentUni](https://twitter.com/TrentUni) [@NTUStudentNews](https://twitter.com/NTUStudentNews)
- Like us on Facebook for daily stories, news and events: [nottinghamtrentuniversity](https://www.facebook.com/nottinghamtrentuniversity)
- Follow us on Instagram to explore the best of Nottingham and our campuses: [notstrentuni](https://www.instagram.com/notstrentuni)

Head to www.ntu.ac.uk/socialmedia to find a list of all social media accounts, from academic schools to student groups.

Please note, there are a number of active unofficial social media accounts that are not endorsed by NTU or NTSU. We suggest using the links on our webpage to ensure you find our official accounts.

Useful information

University contacts

If you need to speak to us before you arrive, or after you've started, the following contacts are a good place to start.



Accommodation

Student Accommodation Services

Tel: +44 (0)115 848 2894

Email: accommodation@ntu.ac.uk

www.ntu.ac.uk/accommodation



Career development

City Campus and Creative Quarter Campus Employability Team

Tel: +44 (0)115 848 8638

Clifton Campus Employability Team

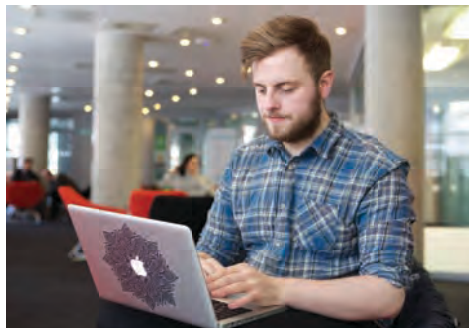
Tel: +44 (0)115 848 3414

Brackenhurst Campus Employability Team

Tel: +44 (0)115 848 8649

Email: employability@ntu.ac.uk

www.ntu.ac.uk/employability



Enrolment and password queries

MyNTU Support

Tel: +44 (0)115 848 2855

(9 am – 4.30 pm Monday to Thursday,

9 am – 4 pm Fridays)

Student Health Centres

City Campus Student Health Centre

Tel: +44 (0)115 848 6481

Clifton Campus Student Health Centre (Sunrise Medical Practice)

Tel: +44 (0)115 848 3100

Southwell Medical Centre (not affiliated with NTU)

Tel: +44 (0)1636 813 561

Security

City Campus Security Team

Tel: +44 (0)115 848 2468

Clifton Campus Security Team

Tel: +44 (0)115 848 6600

Brackenhurst Campus Security Team

Tel: +44 (0)115 848 5262

Creative Quarter Campus Security Team

Tel: +44 (0)115 993 2321

Study support

Your Library

Tel: + 44 (0)115 848 2175

Live chat: www.ntu.ac.uk/librarychat

Student Services and support

Student Services

Go to www.ntu.ac.uk/studentsservices to ask questions and find useful information and advice.

Care leavers' support

Tel: +44 (0)115 848 3290

Email: transition.support@ntu.ac.uk

Disability support

Tel: +44 (0)115 848 2085

Email: disability.support@ntu.ac.uk

Dyslexia support

Tel: +44 (0)115 848 4120

Email: dyslexia.support@ntu.ac.uk

Student financial support

Tel: +44 (0)115 848 2494

Email: financial.support@ntu.ac.uk

International student support

Tel: +44 (0)115 848 2631

Email: int.support@ntu.ac.uk

Mental health support

Tel: +44 (0)115 848 2085

Email: mental.health@ntu.ac.uk

Creative Quarter Campus support

Tel: +44 (0)115 952 2075

Email: studentservices@confetti.ac.uk



For a further list of useful contacts, visit www.ntu.ac.uk/studentsservices
> Need help? > Useful contacts

We're improving your buildings and facilities

Campus transformation

NTU's commitment to providing an inspiring teaching, learning and research environment for staff and students, as well as providing an excellent student experience, has resulted in the ongoing regeneration of our campuses.

Clifton Campus developments

Students' Union upgrade

We're currently upgrading the Students' Union with a stylish two-storey extension featuring a new entrance foyer, a dedicated membership area and improved social and leisure facilities. These exciting new spaces will be ready for you to use from September 2018.

Engineering building

We're also constructing a new Engineering building to support our innovative engineering courses. Facilities will include attractive and flexible learning and teaching spaces, provisioned with specialist equipment. The building is due for completion in September 2019.



Brackenhurst Campus developments



Reception and Environment Centre

Due for completion in summer 2019, the Reception and Environment Centre will become the new "heart of the campus" featuring a café and dining area, large open plan spaces, a 200-seat lecture theatre, state-of-the-art teaching and research rooms, as well as beautiful outdoor areas to relax and socialise in. Designed to achieve excellent sustainability credentials, it will provide world-class teaching, learning and research dedicated to geography, environment, ecology and conservation.

Student residences

We've started building new student residences to allow more students to live on campus.

The development includes 191 beds across two sites. Each block is three storeys high, with rooms occupying the roof space. The design of the new accommodation is bright and modern, with lots of communal spaces. The development is due for completion in summer 2019.

City Campus developments

University Hall

We're transforming a former synagogue into a stunning new University Hall that will host graduation ceremonies and cultural events.

University Hall will also be home to NTU Music, providing dance, music studios and practice rooms. The hall is scheduled for completion in July 2019.

New Global Lounge

We're also building a four-storey office building for NTU staff, which will include a brand new Global Lounge on the ground floor. The building is due for completion towards the end of 2018.

Greening the City

Visit www.ntu.ac.uk/campustransformation for more information about our campus transformation projects, or email campustransformations@ntu.ac.uk if you have any questions.

At NTU we're really passionate about sustainability, so we've recently created two new green spaces on the City Campus for you to enjoy. These are part of our Greening the City initiative. Not only are they a great place to relax in between lectures, they also support local biodiversity and enhance the city's wildlife.

Creative Quarter Campus developments

Students studying at the Confetti Institute of Creative Technologies at our Creative Quarter Campus, will be the first to use our brand-new Digital Media Hub and Contemporary Music Hub. Opening in autumn 2018, our multi-million pound campus developments includes recording studios, mastering, surround sound and post-production studio, computer suites, practice spaces and teaching rooms.

We're also opening a new 350-capacity music venue in the heart of campus, hosting some of the newest and most exciting dance, music and spoken word acts in the UK.

Visit www.confetti.ac.uk/new-build-information to find out more.

Keep up to date

We'll be doing everything we can to keep disruption to a minimum, but we may at times need to make minor changes to some services on campus to enable current and future development works to take place. We'll let you know about these in advance via the fortnightly e-newsletter from NTU Student News, which will be emailed to your NTU email account.

Maps

City Campus



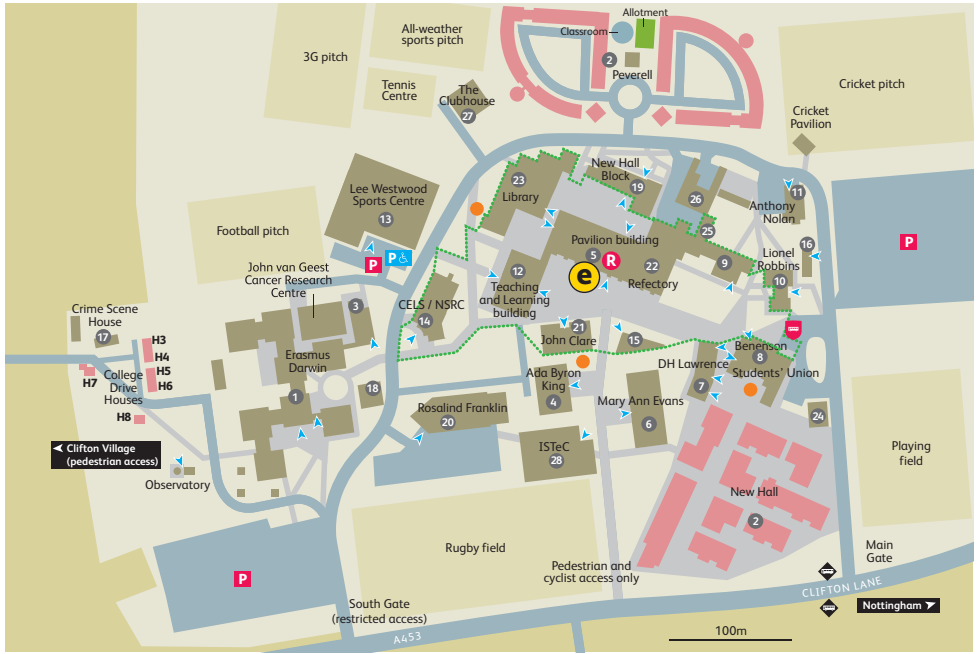
50 Shakespeare Street.....	26
Academic Registry.....	9
Admissions.....	9
Arkwright building.....	10
Barnes Wallis building.....	17
Belgrave Centre.....	13
Bonington building.....	8
Bonington Gallery.....	8
Bookshop.....	1
Boots Library.....	3
Central Court.....	14
Centre for Broadcasting & Journalism.....	23
Chaucer building.....	1
City Sports Centre.....	2
Coffee bars.....	1 8 14
Djanogly International Centre (DICE).....	6
Dryden Centre.....	9
Employability Centre.....	14
Finance Office.....	9
Global Lounge.....	1
Health Centre.....	19
Human Resources.....	9
International Development Office.....	9
IoD Business Centre.....	18
Maudslay building.....	12
Music Centre.....	25
Newton building.....	11
Nottingham Conference Centre.....	18
Nottingham Language Centre.....	6
Nottingham Trent International College (NTIC).....	13
Occupational Health and Wellbeing.....	4
Prayer Facilities.....	6
Print Shop.....	1
Safety Office.....	9
Shops.....	8 16
Sir Harry and Lady Djanogly Lecture Theatre.....	22
Student Accommodation Services.....	14
Student residences.....	7
Student Services Centre.....	14
Student Support Services.....	14
Students' Union.....	16
Taylor building.....	24
Terrace Royal.....	20
Trent Lets.....	1
The Hive.....	12
University Hall.....	23
Waverley building.....	5

Security.....3
Tel: 0115 848 2468

- One-way street
- Pedestrian street
- Buses, taxis, cyclists and blue badge only
- Public car parks
- Entrance
- Entrance with wheelchair access
- Main reception
- Student residences
- University buildings
- Tram route and stops
- No entry
- Go2 Uni bus stop

Enrolment

Clifton Campus



- One-way
- Pedestrian walkway
- Visitor parking
- Disabled parking
- Entrance with wheelchair access
- Main reception
- Student residences
- University buildings
- Bus stops
- No entry
- Go2 Uni bus stop
- Designated smoking area

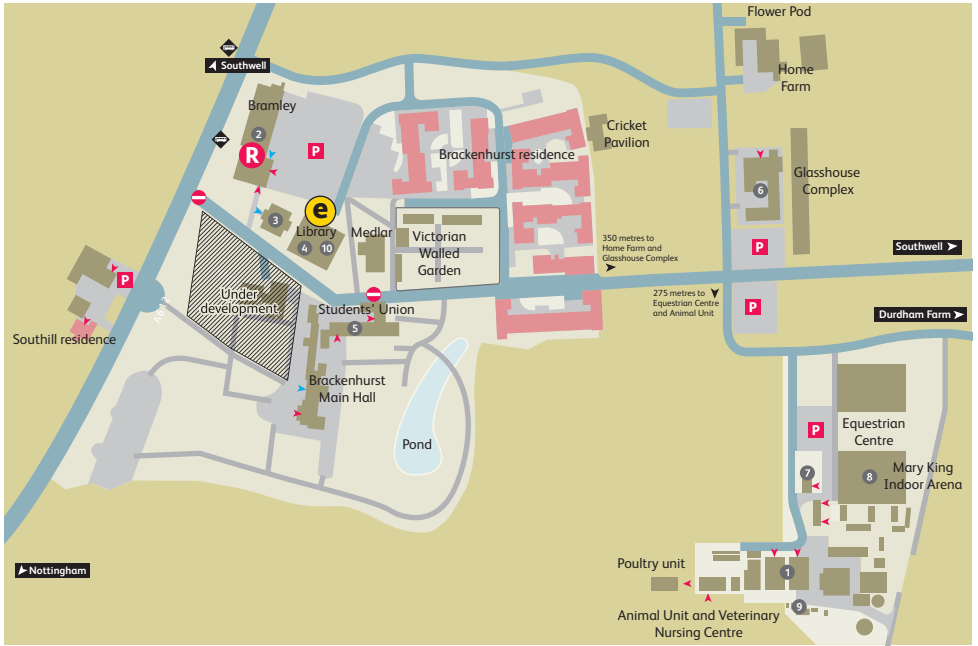
Enrolment

Green Zone – This is a smoke-free and traffic-free area

Ada Byron King building.....	4	Lionel Robbins building.....	10
Anthony Nolan Trust Research Centre.....	11	Maintenance.....	26
Bensonson building.....	8	Mary Ann Evans building.....	6
Bookshop.....	15	Natural Sciences Research Centre (NSRC).....	14
Catalysis and Nanoscience Laboratory.....	16	New Hall Block.....	19
CELS building.....	14	Pavilion building.....	5
Coffee bars.....	5 8	Print Shop.....	7
Crime Scene Training Facility.....	17	Rosalind Franklin building.....	20
DH Lawrence.....	7	Student residences.....	2
Employability team.....	5	Student Services Centre.....	9
Erasmus Darwin building.....	1	Students' Union.....	8
Finance Office.....	9	Supermarket.....	7
Gatehouse.....	24	Teaching and Learning Building.....	12
Global Lounge.....	6	The Clubhouse.....	27
Health Centre.....	9	The Point bar and diner.....	8
Imaging and Display Research Facility.....	18	The Refectory.....	22
Interdisciplinary Science and Technology Centre.....	28	Wellbeing Centre.....	25
John Clare lecture theatres.....	21		
Lecture theatres.....	12 14 19 21	Security.....	19
Lee Westwood Sports Centre.....	13		
Library.....	23		

Tel: 0115 848 6600

Brackenhurst Campus



	Pedestrian walkway		Student residences
	Parking		University buildings
	Entrance		Bus stops
	Entrance with wheelchair access		No Entry
	Main reception		
<hr/>			
	Enrolment		

Animal Unit and Veterinary Nursing Centre.....	1
Brackenhurst Farm House.....	9
Brackenhurst Schools Unit.....	6
Café.....	5
Employability Centre.....	2
Equine Office and Classroom.....	7
Library.....	4
Mary King Indoor Arena.....	8
Pippin Cottage.....	3
Reception and teaching block.....	2
Students' Union.....	5
Student Support Centre.....	10
Workshops.....	6
Poultry Unit.....	11

Security..... 3
 Tel: 0115 848 5262

City centre



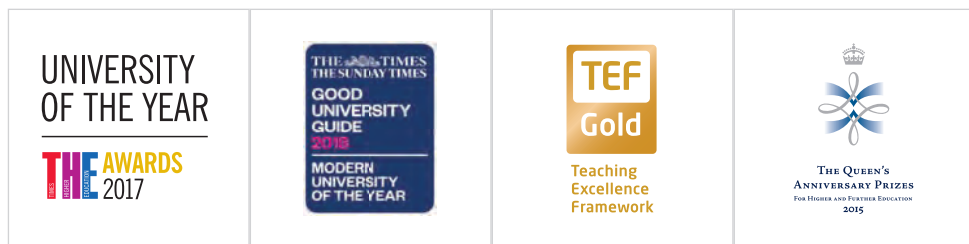
- One-way street
- University buildings
- Tram route and stops
- Pedestrian street
- Bus station
- City Information Point
- Buses, taxis, cyclists and blue badge only
- Railway station
- General parking
- No entry

Student Charter

As a student at Nottingham Trent University, your expectations will be as high as your ambitions. We're committed to delivering a high-quality student experience that meets – and looks to exceed – those expectations.

The NTU Student Charter sets out what you can expect from the University, and what the University expects from you.

Visit www.ntu.ac.uk/studentcharter to find out more.



Enquires

+44 (0)115 941 8418

www.ntu.ac.uk

Campus information

Nottingham Trent University
50 Shakespeare Street
Nottingham NG1 4FQ

This information can be made available in alternative formats.

Please note that whilst the University has taken all reasonable steps to ensure the accuracy of the content within this leaflet at the time of printing, the University reserves the right to remove, vary or amend the content of the leaflet at any time. For avoidance of doubt, the information provided within the content of this leaflet is for guidance purposes.

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