



Royal
Agricultural
University



Student Handbook 2018/19

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A

Accommodation

The University, as part of its' commitment to providing a quality service and in compliance with the 2004 Housing Act, has subscribed to Universities UK Code of Practice for Student Accommodation. If you would like to know more about the Code, please visit www.universitiesuk.ac.uk.

Catered students will receive meal tokens which expire daily on your Unicard to exchange for food in the main dining room. If you wish to purchase additional items at the till then please take care not to use your meal plan token for this and purchase them separately.

For accommodation information or queries email: accommodation@rau.ac.uk or visit **Accommodation Information**.

External Accommodation for future years

For any students looking for external accommodation, listings of properties and letting agents can be found on our RAU Student Lettings website www.urbanfox.info.

Accommodation for family and friends visiting or during the summer holidays

During the academic term the RAU has a limited number of double en-suite bedrooms located in the main building available on a bed and breakfast basis. Friends and family of RAU students enjoy a discounted rate from those advertised.

The RAU also has a large number of rooms available during the summer holidays.

Email bedandbreakfast@rau.ac.uk or phone: 01285 652531.

Attending 2018-19

Students are responsible for organising their time and commitments to ensure they are able to attend teaching, participate fully in course activities, and complete any assessment and examinations as scheduled. This is because the University takes the view that students are partners with the University in their learning.

The University expects attendance at all timetabled activities because there is ample evidence to show that frequent attendance increases the probability of a good outcome for students and provides an effective route for feedback to improve your performance.

Students are required to attend the University for each semester in full, including any period where no teaching or assessment is timetabled. Additionally students should plan to be available for any resit examination that may be required.

Students are responsible for informing themselves of the attendance requirements for their programme. These are set out in their programme specification. Some programmes have additional attendance requirements, such as study visits, and may have differing semester start and end dates. Some

timetabled activities are compulsory because they represent part of the assessment of the programme; this is indicated in the module handbooks.

Some timetabled activities take the form of planned educational study visits to local business, enterprises and field sites. Attendance at study visits is encouraged for the following reasons: the visits provide significant educational and applied learning opportunities; the hosts for such visits often provide placement and employment opportunities for RAU students; and the continued goodwill of hosts is important for the quality and sustainability of many programmes.

The University wants to support all students to succeed, through a proactive approach to providing support when needed and to enable students to maximise their full potential, increasing achievement and enhancing employability. Changes in attendance pattern may be used as an early warning of a student experiencing difficulties and may trigger intervention through the personal tutor scheme.

The University has a policy of not setting coursework deadlines or holding assessment sessions during the RAG week. All other timetabled classes run during RAG week and there are no exemptions from the expectation of attendance at timetabled classes during RAG week.

The University recognises that many students may wish to combine their studies with part-time work, including voluntary work. However, full time study is not compatible with full-time work. Work commitments will not normally be accepted as a reason for a student not being able to meet their academic commitments.

Please note that Tier 4 students must attend all of their timetabled/scheduled classes/events and show their attendance: by swiping their RAU ID card at every session they attend and by providing a biometric reading once weekly.

C

Car parking

Car parking on campus is limited and restricted, and we recommend you use alternative transport methods or car sharing where possible.

If you would like to bring a vehicle to the University you must first apply for a permit during your online self-registration, which is valid for the current academic year only.

If you do not receive a permit you will not be able to park on campus.

You may only park in the area designated on the permit and if a space is available, the issuing of a permit does not guarantee you a space.

The permit must be clearly displayed in your vehicle whenever parked on campus and access to your designated car park is barrier controlled via your Unicard.

Failure to comply with the parking rules and regulations policy will result in your permit being withdrawn.

Please see Parking (Rules & Condition Relating to Parking) here [Policies & Procedures](#).

Electric cars

There are two electric charging bays for plug-in electric or hybrid cars on campus. If you wish to use these please contact sustainability@rau.ac.uk. Only cars using the charge points are permitted to park in the electric charging bays.

Using your vehicle for visits

From time to time students will be asked to attend visits at external sites. If students choose to drive their own vehicles, they must ensure they are adequately insured. The University will accept no liability for any loss/damage caused by students to third parties or themselves.

Careers and employability

The University Careers and Employability Service supports all undergraduate and postgraduate students seeking information and advice on finding work, gap year and vacation work opportunities, further study and all other aspects of their career planning. Whatever stage you are at, we're here to help.

We are located in Room 4 in the Emrys Jones Building. The office is open Monday to Friday 09:00 to 17.00.

Who we are:

Careers Adviser: Ruth Lancaster
(4 days)

Careers and Employability Coordinator: Victoria Maskell

Contact us:

Drop in to the Careers Office, EJ04

Email: careers@rau.ac.uk or phone (01285) 889911 (direct line)

How we can support you:

- Advice and guidance to help with your career planning and finding a suitable job. You can pre-book a confidential 30 minute interview with Ruth, our Careers Adviser to help you identify your skills, decide which career areas to investigate and provide any further support at any time during your studies and up to three years after graduation
- Permanent and temporary vacancies are advertised on the Student Jobs portal, accessed via Gateway homepage (also available to students after they have left)
- Advice on writing a CV, completing application forms and writing covering letters
- Weekly informal (drop in) CV clinics
- Advice on going for interviews. Find out more about assessment centres, psychometric tests and giving a presentation at interview
- An Email careers service offering advice on specific enquiries and a CV checking service
- Annual Careers Fairs in the Autumn term, open to all students

Follow us –

[Facebook](#) [Twitter](#) [Instagram](#)

Read our weekly blogs on all aspects of career planning and job hunting. Have a look at the archive [Careers blog](#).

Suggestions of useful sources of information:

- Prospects www.prospects.ac.uk
- Targetjobs www.targetjobs.co.uk
- Gradsouthwest www.gradsouthwest.com

Cash machine

The free to use cash machine is located in George Wing in the corridor as you go towards Finance.

Catering outlets

Restaurant

The Restaurant is on the east side of the main quadrangle. The entrance is opposite the chapel. Please do not enter the restaurant from the lobby under the tower, as this is the EXIT route. All meals for catered resident students are served in the restaurant at the following times:

Monday – Friday

Breakfast	08.00 – 09.00
Lunch	11.30 – 14.00
Dinner	18.00 – 19.00

Saturday & Sunday

Continental breakfast	08.30 – 10.00
Brunch	10.00 – 13.00
Dinner	17.30 – 18.30

Non-residents can pay at the servery for meals.

The Retreat café bar & shop

In the Atrium situated between the Emrys Jones Building and the Library, serving the coffee, snacks, cold drinks, sandwiches. Standard opening times are:

Monday – Friday	08.00 – 17.00 17.45 – 19.30
Saturday – Sunday	13.00 – 19.00

Changes to personal details

Changes in any of the following must be notified to the Registry department immediately registry@rau.ac.uk.

- Local address during term time
- Mobile phone number
- Home or vacation postal address

Car or motor cycle details – report to estatesandfacilities@rau.ac.uk

Doctor in the Cirencester area – report to RAU nurse/Health centre (ext 2216)

Conduct & discipline

The University is a community of people who have chosen to work together for mutual academic and personal benefit. Whether resident or non-resident, the members of such

a community need to treat each other with courtesy, consideration and respect, and this is achieved very largely by mutual agreement and co-operation. Nevertheless, it is necessary to have clear guidance on the norms of behaviour, and in particular on what is acceptable and what is not.

Please refer to the **Student Charter**, the Student Code of Conduct and the Non-Academic Disciplinary Policy here **Policies & Procedures**.

Counselling Service

Counselling is a confidential place for you to explore and understand your personal or study-related concerns with professional support. This may take the form of a one off session, ongoing work with a counsellor, or signposting to other agencies as appropriate.

The Student Counselling, Health & Wellbeing Officer is based in the Student Support Services Hub in Cedar Lodge.

Email: celia.povey@rau.ac.uk

Phone: 01285 889929

For more information see

Counselling Services.



Disability/Dyslexia

Disabled people are entitled to equal access to education and employment. The Royal Agricultural University wishes to ensure that disabled students are treated equitably in their academic studies and wishes to ensure they reach their full potential.

The University employs a Disability Officer who manages all issues surrounding dyslexia and disability for the University.

There are many types of disability; visible or hidden; physical (sight, speech, hearing or mobility impairment) or mental health impairments or long term medical conditions. The most frequently encountered is dyslexia and the University employs a specialist dyslexia tutor.

If you have dyslexia or any other form of disability please complete the **Student Support Registration Form** or contact Dr John Conway, Disability Officer
Located in Room 1, Cedar Lodge.

Phone 01285 652831 ext 2234 or email dyslexia.disability@rau.ac.uk

Dogs – see P for Pets

Drug abuse

The University shall be an environment entirely free from illegal drugs, the paraphernalia of drugs, substances intended to resemble drugs and the “culture” of drugs. Any student using or possessing prohibited substances at the University, or bringing the University’s name into disrepute for drug related matters will be disciplined. Serious or repeated drug related offences may result in immediate dismissal from the University.

In this and other University documents, the word “drug” will

be used to cover all classes of illegal drugs (Misuse of Drugs Act 1971), the misuse of medicinal drugs & “legal highs” e.g. Methedrone, poppers, solvents. This list is not exhaustive and the University will always take into account any updates to the law. Please see Alcohol & Drug Abuse here **Policies & Procedures**.



Electrical equipment

All electrical equipment approved by the RAU must meet current EU safety standards. All electrical equipment must be PAT tested before you use it on campus.

Please see PAT Testing Policy here **Policies & Procedures**.

Emergencies

If you require assistance outside of working hours please contact:

- Night Security (20.00 – 07.00): 07960 031821 (you can also contact them via Whatsapp if there is no phone signal or go directly to the Porters Lodge).
- Porter’s Lodge (07.00 – 20.00): 01285 652 531.

They will be able to contact the Duty Officer for you if necessary.

- In a life threatening emergency call: 999 (if it’s an on campus emergency always let porters lodge/security know so they can direct the service to you and get first aid help)
- Police non-emergency 101 / Medical non-emergency 111

Alternatively have a look on the **Help and Support** or **Support Services** for ideas and contact details of other organisations you might find useful.

Energy

The RAU is proud to be one of the top performing universities in the UK for sustainability, ranked 1st for carbon reduction. You can contribute to this by being considerate in your energy usage, for example turning off your heating when not in your room. Energy bills are included in your accommodation fees, there are no additional charges.

For more information contact sustainability@rau.ac.uk.

Email

You’ll have your own University email account here at the RAU.

Email is the only official method of electronic communication between staff and students, and so you’ll need to check your university email account at least once a day. Please also use this account when sending emails to RAU staff and to other students.

You can easily add your university email account to your own laptops, tablets and smartphones – for details on how to do this, check out the ‘IT at the RAU on the Gateway page.

F

Finance Office

If you do have any questions or are worried about your finances then please don't hesitate to contact us.

Located on the Ground Floor of "George Wing".

Open Monday to Friday 09.00 – 17.00

Phone 01285 88894 or Email studentfees@rau.ac.uk.

Please don't ignore us if we contact you and respond so that we can see if there is any way we may be able to help. If you have an outstanding charge, we do need to know how you are going to pay but we could also be contacting you because we owe you a refund.

Most of your fees and charges can be paid online via the Student Portal.

If someone else is paying your fees, details of how to pay and a link to the online payment page can be found here [Paying Your Fees](#).

Paying your charges and fees

You will find a link in the Student Portal (Via Gateway) to pay any outstanding charges such as damage charges that you have incurred. If you are unsure about the amounts due or outstanding on your student account and wish to speak to someone, please contact the Finance Office, using the details above.



Online shop

You are able to access the Online Shop via Gateway. This is where you are able to pay for extra charges such as replacement ID cards, Rural Skills Courses, Resits and Study Trips.



Terms and Conditions are available from our website, please follow the links below:

Fee Payment Terms & Conditions: [Policies & Procedures](#)

Student Debt Collection Policy:

[Policies & Procedures](#)

Changing your card details

If you have opted to pay termly, you will have set up a recurring card payment, providing your Debit/Credit card information.

If you change your card due to loss; damage or expiration, you will need to phone and provide us with your new card details.

For security reason please do not email us with your new details. We will only be able to take your new card details over the phone or if you visit the Finance Office.

Applying for student tuition & maintenance loan application

If you are a returning student you have to apply for a student loan for each year you are studying, it does not automatically roll over to the next year.

Refund policy

Tuition fees refunds will only be made when you are recorded as formally withdrawn or suspended. The date of withdrawal will be taken as the date that notification is received by the Registry and Admissions Office. Please refer to the Refund Policy for more information about your liability.

If you are in University accommodation the liability under your contract for Accommodation will not cease until such point as a replacement occupier is found for the room (this scenario may not be guaranteed) and a refund will only then be raised for any surplus fees paid.

The full refund policy is available here: [Policies & Procedures](#).

Financial support at the RAU

In addition to the various scholarships and bursaries that are available to prospective students, once you have started your course at the RAU, we offer financial support in times of unexpected hardship or change of circumstances, Details can be found on our fees and funding section of the website:

<https://www.rau.ac.uk/study/undergraduate/fees-and-funding/funding>

Please contact either scholarships@rau.ac.uk or financial.support@rau.ac.uk for further advice and information.

Freshers' week social activities

There is a full programme of Students' Union social activities during the first two weeks to help you settle in. Details will be posted on University notice boards, on twitter and Facebook.

G

Gym & sports hall

The RAU Gym is set in the heart of the campus being a fantastic facility for staff and students alike to improve their health and wellbeing. The facility currently has a functional training room, a weights room and a cardio zone.

The gym has five pieces of cardio equipment: two treadmills, two cross-trainers and a Tornado Trainer air bike.

If the gym is not your thing we have a range of classes: fun outdoor circuits, high intensity interval training (HIIT), pilates and yoga.

Whatever your training goals here at the RAU, we have you covered.

Don't forget the on-site sports hall which is free to use, simply book here at the gym.

For any further information please feel free to drop by or send us an email gym@rau.ac.uk.

Term time opening hours are:

Monday – Friday 07.00 – 22.00
 Saturday 09.00 – 17.00
 Sunday 10.00 – 17.00



Health and safety at the RAU

At the RAU and we make sure time studying with us is both great fun and safe.

In the background, our dedicated staff will be working hard to put your safety first – be it your lecturers risk assessing field trips to our first aiders looking after you after a sports day 'mishap' (there's 'drop-in first aid training offered every week for qualified students and staff).

Please join with us in looking after each other – remember, if ever you've any concerns about safety, report this to a member of staff and we will do something about it.

The risk of fire is ever present and we have strict controls over smoking and use of electrical equipment in all rooms on campus, including residential accommodation. We also carry out regular fire evacuation practise or 'drills'.

Every Friday morning we will check fire alarms in different locations between 07.30 and 08.00. Please familiarise yourself with the different marshalling points around campus – the information will be on the door of your room.

There are many people at the RAU you can get in touch with for support, advice and guidance. If you think the Health and Safety Officer can help in any way, please email andrew.ashman@rau.ac.uk – he has a wide ranging knowledge of related issues and a surprisingly good sense of humour.

Health Centre

The University Health Centre is located in the corner of the quad by the clock tower should you require medical attention for illness or accident while you are at University. The University nurse is available via a drop in facility on Mondays, Wednesdays and Fridays and the doctors also attend and run an appointment based surgery over the lunchtime on these days. You will be able to collect prescriptions from the Medical Centre.

Nurse:

Monday: 09.00 – 14.00
 Wednesday: 09.00 – 14.00
 Friday: 09.00 – 14.00

Doctor:

Monday: 12.00 – 12.45
 Wednesday: 12.00 – 12.45
 Friday: 12.00 – 12.45

You are advised to register with the local doctor's practice who provide the on-campus service:

The Phoenix Surgery:

Phoenix Surgery, 9 Chesterton Lane, Cirencester, GL7 1XG
 Telephone: (01285) 652056

If you are taken ill outside clinic hours please make contact with your registered Doctor's practice, or in emergencies use the 999 Ambulance Service. Should you need to call 999 for any reason, it is a requirement of the University that you also inform us of your action, during the day via the Porters Lodge or out of hours (20.00 – 07.00) to the security staff to allow us to undertake our emergency plans and obligations. For out of hours contact 07960 031 821.

If you are only here as a student for less than three months and require medical treatment you can register with the Phoenix Surgery as a Temporary Patient on the day you require treatment. To do this you need to visit the Health Centre and complete a Temporary Resident Form.



Insurance

The University cannot accept responsibility for the safety of student's property on University premises, therefore students are strongly advised to ensure that appropriate insurance arrangements have been made (e.g. extension of parents' all-risks policy/or a bespoke student policy).

IT at the RAU

Getting started

IT Services (ITS) is the department that provides and supports all the computing facilities available to you at the RAU: PCs, software, printers, Wi-Fi access and connections to the internet.

Full and up to date details of everything to do with IT at the RAU can be found online by clicking on the 'IT at the RAU' link on the Gateway home page.

There is also a range of printed help sheets available in the computer rooms and from the ITS Service Desk.

The ITS Service Desk should be contacted if you have any IT-related problems. Located in the Library foyer, this is open from 08.30 to 17.30 Monday to Friday, and can also be contacted on 01285 889841 and Service.desk@rau.ac.uk.

You'll have your own private account on our university network, which you can log into using the same user name and password that you've been using to log into the My RAU website. You'll find a network socket to connect your laptop or PC in your on-campus room and free cables are available from the ITS Service Desk if you don't have your own.

You'll also be able to connect to our campus-wide Wi-Fi network using your own laptops, mobile phones and tablets.

There are close to 200 computers on campus which you can use, and these can be found in:

- The Library
- The Atrium computer room (next to the café, and which is open 24 hours a day)
- Room 10 in the Garner Building (ground floor)
- Room 57 in the Garner Building (second floor)

These computers run a wide range of software for your use, and some software is also available for free downloading onto your own devices, including Microsoft Office, SPSS and Genstat (you can find a full list of what is available on the ITS pages on Gateway).

We also provide a range of printers, photocopiers and scanners for your use. Please see under P for Printing for further information.

Using our IT facilities

Whether you're using a University PC or your own device, you must abide by our **IT Acceptable Use Policy**. The following is a summary:

- Don't break the law, do abide by the RAU's regulations and policies, and do observe the regulations of any third parties whose facilities you access.
- Don't allow anyone else to use your login and password, don't deliberately disguise your online identity and don't attempt to obtain or use anyone else's.
- Don't put the University's IT facilities at risk by introducing malware, interfering with hardware or loading unauthorised software.
- Safeguard your personal data, respect other people's information and don't abuse copyright material. Remember that mobile devices may not be a secure way to handle information.
- Don't waste IT resources, interfere with others' legitimate use or behave towards others in a way that would not be acceptable in the physical world.
- If you are in any doubt as to the correct action to take contact the IT Service Desk in the Library Foyer.

If you break any of these rules you may also be breaking the criminal or civil law and may be liable to disciplinary action.

Your usage of the Royal Agricultural University's IT systems may be logged to enable the detection and investigation of any infringement of policies.



Laundry provision for on-campus residents

If you require clean bed linen you will need to take your dirty linen to the Sports Hall on a Friday from 08.00 – 12.00 where you will be given fresh laundry. Fresh laundry will only be given out on receipt of dirty linen.

Launderette

Located on the corner of Bledisloe Court, by the Squash Courts. It is open daily from 08.00 to 22.45 with last wash at 21.45. Detergent is available from the University Shop.

Library

The RAU library is the central information resource for students on all courses. You'll find a wealth of knowledge, either in print or online, plus a dedicated team of library staff ready to help you with your research needs. Please see the main Student Library Guide on Gateway for full details of how the library can help you during your time at the RAU. However, below you will find some information on copyright to enable you to stay on the right side of UK Copyright Law."

Copyright and students

During your studies you will want to copy or download third-party materials such as book chapters, journal articles and images. This material is likely to be covered by UK copyright law, which limits the amount of material that you can legally copy. New technologies also facilitate the copying and sharing of content online, making copyright infringement commonplace.

Fortunately, there are some things under the current law that allow you to copy for the purposes of non-commercial research and private study within reasonable limits, under what is known as 'fair dealing'. This generally permits you to make single copies of small amounts of a copyright work.

How much can I copy?

There is no exact percentage of the 'limited' amount you can copy under fair dealing exceptions such as non-commercial research and private study, however below is some guidance on what would be considered fair:

- One article in a single issue of a journal or set of conference proceedings, or a single law report, up to 10% of a book or a complete chapter, whichever is greater
- A whole poem or short story from a collection, provided the item is not more than 10 pages
- Up to 10% (maximum of 20 pages) per short book (without chapters), report or pamphlet
- One separate illustration or map up to A4 size

What copyright exceptions are there for students with disabilities?

All disabled people are now covered by the legislation where their impairment affects their ability to study or work on an equal basis as someone without impairment. All copyright work can now be altered to an appropriate format, as long as suitable accessible copies are not available for purchase.

This may include:

- Making Braille, audio or large-print copies of books, newspapers or magazines for visually impaired people
- Adding audio description to films or broadcasts for visually impaired people
- Making subtitled films or broadcasts for deaf or hard of hearing people
- Making accessible copies of books, newspapers or magazines for dyslexic people

Is it ok to photograph a chapter of a book on my smartphone or iPad etc. as opposed to photocopying?

Yes, as long as it is for your own non-commercial research or private study. There are no restrictions on changing the format of the copyright work provided the copying is fair. You must not make a copy and then send to other individuals.

Exams and coursework

The law allows you to include copied material for your assessed work, even if you need to provide more than one copy of your work for your tutors. However, you must always include appropriate acknowledgement. Although more generous, copying for exams or assignments must still meet the 'fair use' criteria. The use must be limited to what is necessary for the purpose of your work, and it must not negatively impact on the market for the original work. This may mean limiting copying to shorter extracts of a work.

The legal permission to copy for assessed work does not extend to making your work publically available in any way, such as via publication, display or exhibition. You must obtain written permission from the rights holders before you make the work available to the public.

Licensed premises

The University licensed premises are the Boutflour Hall, Tithe Barn, and Bar.

Only alcohol purchased from the University bar may be consumed in these areas and only during bar opening hours. Whilst the bar is open, consumption of alcohol in the Quad and the area outside the Tithe Barn and Porters Lodge is restricted to drinks purchased from the University Bar.

M

myRAU

myRAU is the RAU's brand new app that collects, displays and pushes information from different RAU systems and brings them together into one customisable tiled interface.



There is a desktop app and a mobile app that are linked together and can be personalised by you.

Many of the services mentioned in this handbook can be easily accessed through myRAU.

You can find details on how to access and use myRAU from the [myRAU support page](#) on Gateway.

N

Notices and posters

Placing of posters or notices on any surfaces of buildings other than designated notice boards is strictly prohibited.

Notices may only be posted by students who are responsible for Union Club activities or have obtained prior consent from the [Estates and Facilities Department](#). All notices must be taken down after the event and before the end of term.

P

Parking – see under C for Cars

Personal tutors

Personal tutors are trained members of academic and professional staff who are allocated to you individually to provide an ongoing personalised point of contact with the University during the time you are studying with us.

You can expect that your Personal tutor will provide:

- 1) Support with adjusting to University life
- 2) Personal and general academic advice, guidance and development
- 3) An ongoing personalised point of contact
- 4) Encouragement and help for students to look after their own interests
- 5) Personal development in academic and professional skills via Student Training Sessions at least once per semester.
- 6) Signposting for students to appropriate sources of help and support
- 7) A means of monitoring student progress

Your Personal tutor will expect you to:

- 1) Watch your personal tutor's video introduction and take the time to visit them to introduce yourself
- 2) Engage with personal tutor-led student training sessions in the Induction Week and as scheduled each semester
- 3) Get together with your personal tutor and 4 or 5 fellow personal tutees for an informal chat over lunch at least once per semester
- 4) Familiarise yourselves with the content of the Big Yellow Button – a digital A to Z of FAQ's and common problems encountered by students
- 5) Respond to emails sent to your student account by your Personal tutor in a timely manner
- 6) Show commitment to your own learning and personal development

The Personal tutor arrangements at RAU have been designed using sector best practice and are supported by a wealth of staff and student experience to help you reach your full potential both academically and professionally. However, you will only benefit from this provision if you avail yourself of it.

If you don't think you have been allocated a personal tutor or are having difficulties making contact, please contact the Senior Tutor, Matthew Smith matthew.smith@rau.ac.uk.

Pets/dogs

Students may not bring dogs, pets, birds, reptiles or other animals into University buildings at any time.

Please see Code of Conduct for dogs (animals) on Campus here [Policies & Procedures](#).

Porter's Lodge

The Porter's Lodge is situated in the heart of the campus, opposite the Science Laboratories and is a communications hub for much of the University.

The Porter's Lodge can deal with all emergencies and have the ability to contact the emergency services should the need arise. It is essential that you inform the Porter's Lodge if you have contacted the emergency services. They can then ensure they are directed to the correct place.

You may use the Porter's Lodge for:

- Picking up your parcels and post
- Reporting any maintenance problems anywhere on campus
- Informing us of your comings and goings or if you have a guest(s)
- Buying a meal ticket.
- Gun storage
- Reporting incidents, accidents or fires
- Requesting First Aid
- Contacting a member of staff or department
- Lost property

There are many more things that the Lodge team will be able to guide and advise you with, and they look forward to seeing familiar faces and new. If you do have a general query, they are always happy to help or to point you in the right direction.

PREVENT

PREVENT is a government initiative set up to protect students from across the UK from terrorism, extremism and radicalisation. The RAU works to balance its responsibilities under the law to promote freedom of speech, academic freedom and student wellbeing to ensure our students are not put at risk and to make sure all students are presented with balanced views and arguments on all topics brought forward in lectures, by external visitors and other on campus activities.

As stated by Safe Campus Communities, PREVENT will:

- Respond to the ideological challenge of terrorism and the threat faced by the UK from those who promote it
- Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with a wide range of sectors (including education, criminal justice, faith, charities, the internet and health) where there are risks of radicalisation which need to be addressed

If you feel that you may be affected by issues covered by PREVENT or would like to know more, please speak to a member of the SU or Steve Martin, Security & Student Conduct Manager.

Moreover, additional information about PREVENT can be found through the following websites:

PREVENT

PREVENT Home Office

Printing, photocopying, scanning

PaperCut

PaperCut is the software system that lets you use our printers and photocopiers, from either the RAU PCs or your own devices, and once you're on-campus you'll have your own PaperCut account. You'll find a PaperCut icon on your screen when you log in – click on that to access your PaperCut account.

Once you've completed your onsite registration, your PaperCut account will be credited with the following amounts to help with your printing costs:

- Undergraduates: £25
- Postgraduates: £35

If you have dyslexia or any other form of disability, you're eligible for an additional £15 printer credits.

You can also top up your PaperCut account yourself by using the link on your desktop.

Printing

You'll find black and white and colour printers for your use in all computer rooms and in the Library.

It'll cost you 4p per side of A4 for black and white printing and 15p per A4 side in colour, and these costs are automatically deducted from your PaperCut account.

Photocopying and scanning

You'll find small flatbed scanners in all computer rooms which you can use to scan single sheets.

You can use the printers in the Library and in the Atrium computer room to photocopy or scan multi-page documents. You can scan to PDF or Jpeg format, or convert the document to Microsoft Word format if you want to edit the document.

Scanning a document doesn't cost you anything, but if you photocopy a document you'll be charged the same as if you were printing it.

Having trouble?

If you've any problems with printing, scanning or photocopying, please don't hesitate to get in touch with the ITS Service Desk at:

service.desk@rau.ac.uk.

Logos for student use

You will find the logos and poster templates to use on student coursework on Gateway. A number of variations of logos are available, along with the University Brand Guidelines. Please adhere to the brand guidelines to make sure your work looks professional and meets University standards.



Recycling

As one of the top performing universities for sustainability, RAU is committed to sending as little waste to landfill as possible. We have provided you with facilities to make it easy to recycle.

For residents, in your room you will find a bin with a mixed recycling section and a non-recyclables section. Every student has an expectation to ensure waste is appropriately segregated and the Housekeeping team will only empty uncontaminated recycling bins.

Mixed recycling:

- Paper, card and cardboard
- Aluminum cans and tin foil
- Plastic bottles, containers, packaging

Non-recyclables:

Any non-recyclable waste (Landfill) must be disposed of appropriately and in line with guidance placed in individual rooms.

For Health & Safety reasons, glass must not be put in the mixed recycling bins and taken to the specific glass bins located in the communal areas around halls.

Charity donation points can be found opposite the gym.

For more information contact sustainability@rau.ac.uk

The Retreat charges 10p for each paper cup used to reduce the amount going to landfill – but you can use the reusable mug provided in your welcome pack.

For more information see [Sustainability](#).



Security team

The Royal Agricultural University's Security team are a group of people whose primary focus is safeguarding everyone within our campus community. We work extremely closely with all departments, ensuring the best possible service is given to our students, staff and visitors alike. Feeling safe and secure is understandably a top priority when it comes to choosing where you will study and we are pleased to be named the safest university in the country at this time.

As well as keeping the university safe, our security team are here to help you with any emergency welfare issues, offering advice and support wherever and whenever we can. We are a dedicated and friendly team who are always happy to help so please stop and chat to us and feel assured that you are our main concern and we will do all we can to make sure your stay with us is safe and enjoyable.

Contact Head of Security and Conduct Steve.martin@rau.ac.uk.

Sexual health services

The University holds a sexual health clinic every Thursday from 10.00 – 13.30 in the Health Centre on campus.

You can arrange your own sexual health appointment by phoning 0300 421 6500 and ask to be booked at the Royal Agricultural University clinic. Walk in appointments are available on a first come first serve basis. If you haven't booked but need to be seen, come along to the clinic and speak to the nurse.

You can also visit NHS clinics off site. These are available at:

- Hope House, Gloucester Royal Hospital
- Milsom Centre, Milsom Street, Cheltenham
- Cirencester Hospital, Querns Suite on **Wednesday Evening** 17.00 – 19.30 Tel 0300 421 6500 to book an appointment.

- **Swindon Sexual Health**

Great Western Hospital phone for appointments 01793 604038 or Swindon NHS Health Centre, Islington Street, Swindon SN1 2DQ for a walk in clinic

Monday	8.30 – 15.00
Tuesday	13.30 – 1.30
Wednesday	1.00 – 17.00
Thursday	1.30 – 18.30
Friday	9.00 – 11.00

Shop

The University shop is situated next to The Retreat. It stocks a wide range of items; clothing, sweets & chocolate, stationery, magazines, food essentials and much more. The regular opening hours are:

Monday – Friday – 08.30 – 20.00

Saturday – Sunday – 10.00 – 20.00

Shotguns/firearms and fireworks

Shotguns/firearms and ammunition may only be kept in University if required for bona fide gun club activities and kept locked within the University gun safe. Access to the gun safe is via the Porters Lodge. All applications will be made on line as part of the Self Registration Process. All applications will be considered but priority will be given in the first instance to the following applicants:

- Students living on campus
- Members of the RAU Shooting Club

All other applicants will be randomly selected, ensuring fairness and transparency until the capacity of 70 Shotguns is reached.

If your application is successful then you will be contacted with further instructions, but should your application be unsuccessful, then you will be contacted with an available alternative for storage. Please do not bring a shotgun onsite unless you have been allocated a space in the gun safe.

No Shotguns/Firearms, nor any other explosive or incendiary devices may be used on University premises without prior consent of the Director of Estates. Bonfires and fireworks are strictly prohibited. Unauthorised discharge of any fireworks or explosive devices on campus is deemed to be an act of Gross Misconduct. Disciplinary action will be taken in line with the University's policy.

Students from the EU are advised that an EU shotgun certificate / licence alone is insufficient to bring a shotgun into the UK.

Before bringing a shotgun into the UK you are advised to contact Gloucestershire Police and apply for a temporary Shotgun Certificate.

<https://www.gloucestershire.police.uk/>

You will need to make sure you have arranged your own insurance to cover your shotgun.

Please refer to the Shotguns & Weapon Policy here [Policies & Procedures](#).

Smoking

Smoking and vaping (e-cigarettes) is prohibited in all RAU buildings, including residential accommodation. Smoking is also prohibited in or near any of the farm buildings.

Smoking within 5 meters of a building or allowing smoke to become a nuisance (to enter a building) is strictly prohibited and subject to fixed penalty fines.

A serious penalty will be levied should anyone be found in breach of this regulation.

Please see Smoking Policy Statement here [Policies & Procedures](#).

Sports pitches

Should you wish to book or check the availability of any sports pitch, check with Head Groundsman Des Willoughby by asking to speak to him via the Porter's Lodge or Estates Department.

Changing and showers

Facilities are available in the Main Pavilion. Access can be arranged when booking fixtures.

Match teas

The Club Secretary should arrange this with the SU Sports Secretary at least two days before the match tea. Tickets will be issued to teams by the Sports secretary to be presented on the day (not available on any other day).

Playing fields

The University has:

3 Rugby pitches (one training only)

5 Football pitches

1 Cricket pitch (includes an astro wicket)

1 Netball court (outdoor)

1 Lacrosse pitch

One large multi-purpose astro pitch

2 Tennis courts

Club Secretaries must confirm match requirements with the Student Union Sports Officer, who will complete the Weekly Match Form. The Sports Officer is also responsible for liaising with other Institutions & BUCS regarding fixtures. In their absence, this falls upon the Chairman or the Student Union Administrator. The Groundsman's decision on the condition of the pitch is final. For new equipment, please see the Student Union Administrator. For other uses for pitches, see the Student Union Administrator in the first instance. Boots must be changed before entering university buildings.

Tennis courts

There are two hard courts available at all times. These can be booked for matches through the Porters Lodge.

Student lounge

The Student Lounge is located behind the Porter's Lodge, entrance is under the archway on the left hand side as you head towards the Restaurant. It is an alternative space for students to relax in. It is open until 23.00 each evening and you will find a TV with Netflix, soft seating and Wi-Fi access. It is an alcohol free zone.

Student representation

Student representatives sit on the Governing Council, Academic Board and the Academic Quality and Standards Committee (AQSC), in addition to many other University committees. They therefore contribute to University decision-making at the highest level. The Student Union Chairman and International & Diversity Officer are also ex officio members of the Governing Council which meets six times a year.

Student representation on Academic Board is by two selected members, normally the SU Chairman and SU Postgraduate Officer. Representation on the AQSC is by one elected member of the student body. It is very important to the University that students actively participate in these roles.

If you are interested, please contact the Students' Union General Manager. Where relevant, the elections are held during October.

Student representatives may attend all meetings except those dealing with examination and/or assessments.

Each course elects (normally two) representatives from each year group to represent student views at Course Committee meetings that occur at least twice each year. These meetings enable issues relating to the academic programme to be raised with staff.

Student Support Services Hub

Student Support Services provide an important link between the University-wide support structures. Student Support Services offer a range of support, information and advice to students and staff. The Student Support Services Manager should be your first point of contact for the majority of questions you may have.

The Student Support Services Hub is located in Cedar Lodge, entrance via the white door on the opposite side to the staff car park. Open:

Monday, Wednesday, Friday 08.00 – 18.00

Tuesday, Thursday 08.00 – 17.00

Contact the Student Support Services Manager:

Email: Julie.tottle@rau.ac.uk

Phone: 01285 889908 Ext: 2291

You can also look on [Help and Support](#) or [Support Services](#) for ideas and contact details of other organisations you might find useful.

Contact the Counselling, Health and Wellbeing Officer (term time only):

Email: celia.povey@rau.ac.uk

Phone: 01285 889929 Ext: 2377

The STARs (Support Team Advisor Representatives or student mentors) can be contacted via the Student Support Services Hub. Their availability will be advertised in the Hub.

Students' Union (SU)

The RAU Students' Union (RAUSU) Office is located in the pine cabin next to Cedar Lodge. The office maintains an open door policy, so pop in for a catch up and a coffee. The office is open weekdays 09.00 – 17.00.

Student work placement and personal development planning

The work placement, depending on your course is designed to provide students with a thorough insight into business and management practice set in the context of an enterprise which will be relevant to the course you are studying on. Within this students gain an understanding of both the challenges and opportunities that enterprises face on a daily basis. Students will be able to apply the skills and knowledge learned from their studies and learn new practical skills by undertaking a placement. Upon graduation students will be

better prepared to embark on careers in their chosen field. For employers, students provide enthusiasm and fresh insight. As a representative of the Royal Agricultural University students help to establish enhanced links with industry and other organisations. For many students the placement is a compulsory part of your course and can form a significant part of your career pathway post-RAU. Employers look favourably on work placement experience when selecting candidates for interview and when short listing potential employees.

The principal aim of the work placement is to enable students to gain some 'real-world' experience. By the end of your placement you should have developed an appreciation of the different facets of work practice, demonstrated the practical application of your academic learning and provided a contribution to the business for whom you will be working.

Where work placement forms part of your course, you are required to complete a minimum of 20 weeks work placement as a 2nd year student (any additional placements can be undertaken only in agreement with the Module Leader), or a minimum of 10 weeks as a Foundation Degree student. If a student wishes to complete more than the minimum recommended time on their placement, they can. It is sometimes possible for a student to carry out their placement period with two employers. However, the University finds that the longer the student spends with one employer the greater the variety of experience gets within the organisation

Further details relating to the student placements can be found on the relevant module pages on Gateway.



Taxis – see Transport

Teaching dates for 2018-2019

The dates for 2018-2019 – are as follows:

New semester dates Academic Year 2018-19

24 – 28 September 2018	Induction Week
1 October – 7 December 2018	Semester 1
8 December – 6 January 2019	Christmas Break
7 January – 8 February 2019	Semester 1 continued
4 – 8 February 2019	Feb starters Induction
11 February – 29 March 2019	Semester 2
30 March – 28 April 2019	Easter Break
29 April – 21 June 2019	Semester 2 continued

Teaching and assessment activities will normally be arranged during these periods. It is the individual student's responsibility to ensure they are able to attend on all such dates. Sometimes semester dates vary by programme and some study trips may occur in a break. You should check your programme handbook for any programme specific dates.

Any absence of more than 6 days during these dates must be notified to the Registry department registry@rau.ac.uk.

Timetable

The University provides you with your personal timetable, showing all the details of your lectures and other teaching events – when and where they take place, and who's leading them.

There's a link to your personal timetable on the Gateway home page, and we also include your timetable details in your University Microsoft Outlook calendar.

It is a really good idea to get your university email account and calendar set up on your own laptop, tablet or mobile phone – see the 'IT at the RAU' section of this document for details of how to do this.

Transport

Cirencester town centre is a 30 minute walk or an 8 minute cycle from the RAU. Walking and cycling maps can be found in the Porter's Lodge and on Gateway.

Various secure bicycle storage are located across campus, however you have to provide your own lock device. The University does not accept any liability for any loss/damage.

The Shuttle bus

The bus is free to use and runs regularly between the RAU and Cirencester with additional stops to Stratton at the start and end of each day. The timetable is available on Gateway and copies can be obtained from the Porter's Lodge.

Train stations

- Kemble Station is 15 minutes drive, post code GL7 6AU
- Swindon station is 25 minutes drive, post code SN1 1DQ
- Cheltenham Station is 30 minutes drive, post code GL51 8NP

National Express coaches operate from Cirencester. Post code GL7 1AB.

Taxis

01285 655 651 (a2b)
01285 651 117 (Radio Cars)

Typical fares (each way)

Cirencester town = £8
Kemble Train Station = £10
Swindon = £20



Unicard

Your RAU Unicard will be a key part of your life at the RAU.

It's a 'contactless smart card' which, as well as acting as a means of identification, also allows you to:

- Access residential buildings and rooms
- Access printing, photocopying and scanning
- Record your attendance at lectures and teaching events
- Upload credits to your Unicard account
- Check books out of the Library (and pay your Library fines)
- Buy food and drink at any on-campus outlet, including the University Bar
- Buy anything from the Atrium Retail unit
- Access your allocated car parking area

New students will be issued with your RAU Unicard at your on-campus Registration session and will be valid for your entire time at the RAU.

You can manage your Unicard Account online by going to our secure [RAU Unicard WebCentre](#) or via the Student Portal. Here you can:

- Top up your RAU Unicard account with a MasterCard or Visa debit or credit card
- Review your transactions
- Cancel your Unicard if it's lost or stolen (Remember – someone else could use credit on your card, so it's important to cancel your card quickly)

Your parents or guardians can also use the Unicard WebCentre to add credits your account (but they won't be able to see any details of what you've used your Unicard to buy).

Replacement cards

Replacement of a lost or damaged card will cost £25 and can be obtained from the Registry or the Porters Lodge. You will need to purchase replacements from the on-line shop and take the receipt to the Registry department or the Porters Lodge.

Please take care of your RAU Unicard because if it is damaged, defaced, altered (including using a hole punch) or subject to misuse, your card may become unusable and you will need to purchase a new one.

More information can be found on our main website.

RAU Unicard

RAU Unicard Terms and Conditions



Royal
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Student Handbook 2018/19

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Accommodation

The University, as part of its' commitment to providing a quality service and in compliance with the 2004 Housing Act, has subscribed to Universities UK Code of Practice for Student Accommodation. If you would like to know more about the Code, please visit www.universitiesuk.ac.uk.

Catered students will receive meal tokens which expire daily on your Unicaard to exchange for food in the main dining room. If you wish to purchase additional items at the till then please take care not to use your meal plan token for this and purchase them separately.

For accommodation information or queries email: accommodation@rau.ac.uk or visit **Accommodation Information**.

External Accommodation for future years

For any students looking for external accommodation, listings of properties and letting agents can be found on our RAU Student Lettings website www.urbanfox.info.

Accommodation for family and friends visiting or during the summer holidays

During the academic term the RAU has a limited number of double en-suite bedrooms located in the main building available on a bed and breakfast basis. Friends and family of RAU students enjoy a discounted rate from those advertised.

The RAU also has a large number of rooms available during the summer holidays.

Email bedandbreakfast@rau.ac.uk or phone: 01285 652531.

Attending 2018-19

Students are responsible for organising their time and commitments to ensure they are able to attend teaching, participate fully in course activities, and complete any assessment and examinations as scheduled. This is because the University takes the view that students are partners with the University in their learning.

The University expects attendance at all timetabled activities because there is ample evidence to show that frequent attendance increases the probability of a good outcome for students and provides an effective route for feedback to improve your performance.

Students are required to attend the University for each semester in full, including any period where no teaching or assessment is timetabled. Additionally students should plan to be available for any resit examination that may be required.

Students are responsible for informing themselves of the attendance requirements for their programme. These are set out in their programme specification. Some programmes have additional attendance requirements, such as study visits, and may have differing semester start and end dates. Some

timetabled activities are compulsory because they represent part of the assessment of the programme; this is indicated in the module handbooks.

Some timetabled activities take the form of planned educational study visits to local business, enterprises and field sites. Attendance at study visits is encouraged for the following reasons: the visits provide significant educational and applied learning opportunities; the hosts for such visits often provide placement and employment opportunities for RAU students; and the continued goodwill of hosts is important for the quality and sustainability of many programmes.

The University wants to support all students to succeed, through a proactive approach to providing support when needed and to enable students to maximise their full potential, increasing achievement and enhancing employability. Changes in attendance pattern may be used as an early warning of a student experiencing difficulties and may trigger intervention through the personal tutor scheme.

The University has a policy of not setting coursework deadlines or holding assessment sessions during the RAG week. All other timetabled classes run during RAG week and there are no exemptions from the expectation of attendance at timetabled classes during RAG week.

The University recognises that many students may wish to combine their studies with part-time work, including voluntary work. However, full time study is not compatible with full-time work. Work commitments will not normally be accepted as a reason for a student not being able to meet their academic commitments.

Please note that Tier 4 students must attend all of their timetabled/scheduled classes/events and show their attendance: by swiping their RAU ID card at every session they attend and by providing a biometric reading once weekly.



Car parking

Car parking on campus is limited and restricted, and we recommend you use alternative transport methods or car sharing where possible.

If you would like to bring a vehicle to the University you must first apply for a permit during your online self- registration, which is valid for the current academic year only.

If you do not receive a permit you will not be able to park on campus.

You may only park in the area designated on the permit and if a space is available, the issuing of a permit does not guarantee you a space.

The permit must be clearly displayed in your vehicle whenever parked on campus and access to your designated car park is barrier controlled via your Unicaard.

Failure to comply with the parking rules and regulations policy will result in your permit being withdrawn.

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Please see Parking (Rules & Condition Relating to Parking) here [Policies & Procedures](#).

Electric cars

There are two electric charging bays for plug-in electric or hybrid cars on campus. If you wish to use these please contact sustainability@rau.ac.uk. Only cars using the charge points are permitted to park in the electric charging bays.

Using your vehicle for visits

From time to time students will be asked to attend visits at external sites. If students choose to drive their own vehicles, they must ensure they are adequately insured. The University will accept no liability for any loss/damage caused by students to third parties or themselves.

Careers and employability

The University Careers and Employability Service supports all undergraduate and postgraduate students seeking information and advice on finding work, gap year and vacation work opportunities, further study and all other aspects of their career planning. Whatever stage you are at, we're here to help.

We are located in Room 4 in the Emrys Jones Building. The office is open Monday to Friday 09:00 to 17.00.

Who we are:

Careers Adviser: Ruth Lancaster
(4 days)

Careers and Employability Coordinator: Victoria Maskell

Contact us:

Drop in to the Careers Office, EJ04

Email: careers@rau.ac.uk or phone (01285) 889911 (direct line)

How we can support you:

- Advice and guidance to help with your career planning and finding a suitable job. You can pre-book a confidential 30 minute interview with Ruth, our Careers Adviser to help you identify your skills, decide which career areas to investigate and provide any further support at any time during your studies and up to three years after graduation
- Permanent and temporary vacancies are advertised on the Student Jobs portal, accessed via Gateway homepage (also available to students after they have left)
- Advice on writing a CV, completing application forms and writing covering letters
- Weekly informal (drop in) CV clinics
- Advice on going for interviews. Find out more about assessment centres, psychometric tests and giving a presentation at interview
- An Email careers service offering advice on specific enquiries and a CV checking service
- Annual Careers Fairs in the Autumn term, open to all students

Follow us –

[Facebook](#) [Twitter](#) [Instagram](#)

Read our weekly blogs on all aspects of career planning and job hunting. Have a look at the archive [Careers blog](#).

Suggestions of useful sources of information:

- Prospects www.prospects.ac.uk
- Targetjobs www.targetjobs.co.uk
- Gradsouthwest www.gradsouthwest.com

Cash machine

The free to use cash machine is located in George Wing in the corridor as you go towards Finance.

Catering outlets

Restaurant

The Restaurant is on the east side of the main quadrangle. The entrance is opposite the chapel. Please do not enter the restaurant from the lobby under the tower, as this is the EXIT route. All meals for catered resident students are served in the restaurant at the following times:

Monday – Friday

Breakfast	08.00 – 09.00
Lunch	11.30 – 14.00
Dinner	18.00 – 19.00

Saturday & Sunday

Continental breakfast	08.30 – 10.00
Brunch	10.00 – 13.00
Dinner	17.30 – 18.30

Non-residents can pay at the servery for meals.

The Retreat café bar & shop

In the Atrium situated between the Emrys Jones Building and the Library, serving the coffee, snacks, cold drinks, sandwiches. Standard opening times are:

Monday – Friday	08.00 – 17.00 17.45 – 19.30
Saturday – Sunday	13.00 – 19.00

Changes to personal details

Changes in any of the following must be notified to the Registry department immediately registry@rau.ac.uk.

- Local address during term time
- Mobile phone number
- Home or vacation postal address

Car or motor cycle details – report to estatesandfacilities@rau.ac.uk

Doctor in the Cirencester area – report to RAU nurse/Health centre (ext 2216)

Conduct & discipline

The University is a community of people who have chosen to work together for mutual academic and personal benefit. Whether resident or non-resident, the members of such

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a community need to treat each other with courtesy, consideration and respect, and this is achieved very largely by mutual agreement and co-operation. Nevertheless, it is necessary to have clear guidance on the norms of behaviour, and in particular on what is acceptable and what is not.

Please refer to the **Student Charter**, the Student Code of Conduct and the Non-Academic Disciplinary Policy here **Policies & Procedures**.

Counselling Service

Counselling is a confidential place for you to explore and understand your personal or study-related concerns with professional support. This may take the form of a one off session, ongoing work with a counsellor, or signposting to other agencies as appropriate.

The Student Counselling, Health & Wellbeing Officer is based in the Student Support Services Hub in Cedar Lodge.

Email: celia.povey@rau.ac.uk

Phone: 01285 889929

For more information see

Counselling Services.

D

Disability/Dyslexia

Disabled people are entitled to equal access to education and employment. The Royal Agricultural University wishes to ensure that disabled students are treated equitably in their academic studies and wishes to ensure they reach their full potential.

The University employs a Disability Officer who manages all issues surrounding dyslexia and disability for the University.

There are many types of disability; visible or hidden; physical (sight, speech, hearing or mobility impairment) or mental health impairments or long term medical conditions. The most frequently encountered is dyslexia and the University employs a specialist dyslexia tutor.

If you have dyslexia or any other form of disability please complete the **Student Support Registration Form** or contact Dr John Conway, Disability Officer
Located in Room 1, Cedar Lodge.

Phone 01285 652831 ext 2234 or email dyslexia.disability@rau.ac.uk

Dogs – see P for Pets

Drug abuse

The University shall be an environment entirely free from illegal drugs, the paraphernalia of drugs, substances intended to resemble drugs and the “culture” of drugs. Any student using or possessing prohibited substances at the University, or bringing the University’s name into disrepute for drug related matters will be disciplined. Serious or repeated drug related offences may result in immediate dismissal from the University.

In this and other University documents, the word “drug” will

be used to cover all classes of illegal drugs (Misuse of Drugs Act 1971), the misuse of medicinal drugs & “legal highs” e.g. Methedrone, poppers, solvents. This list is not exhaustive and the University will always take into account any updates to the law. Please see Alcohol & Drug Abuse here **Policies & Procedures**.

E

Electrical equipment

All electrical equipment approved by the RAU must meet current EU safety standards. All electrical equipment must be PAT tested before you use it on campus.

Please see PAT Testing Policy here **Policies & Procedures**.

Emergencies

If you require assistance outside of working hours please contact:

- Night Security (20.00 – 07.00): 07960 031821 (you can also contact them via Whatsapp if there is no phone signal or go directly to the Porters Lodge).
- Porter’s Lodge (07.00 – 20.00): 01285 652 531.

They will be able to contact the Duty Officer for you if necessary.

- In a life threatening emergency call: 999 (if it’s an on campus emergency always let porters lodge/security know so they can direct the service to you and get first aid help)
- Police non-emergency 101 / Medical non-emergency 111

Alternatively have a look on the **Help and Support** or **Support Services** for ideas and contact details of other organisations you might find useful.

Energy

The RAU is proud to be one of the top performing universities in the UK for sustainability, ranked 1st for carbon reduction. You can contribute to this by being considerate in your energy usage, for example turning off your heating when not in your room. Energy bills are included in your accommodation fees, there are no additional charges.

For more information contact sustainability@rau.ac.uk.

Email

You’ll have your own University email account here at the RAU.

Email is the only official method of electronic communication between staff and students, and so you’ll need to check your university email account at least once a day. Please also use this account when sending emails to RAU staff and to other students.

You can easily add your university email account to your own laptops, tablets and smartphones – for details on how to do this, check out the ‘IT at the RAU on the Gateway page.

F

Finance Office

If you do have any questions or are worried about your finances then please don't hesitate to contact us.

Located on the Ground Floor of "George Wing".

Open Monday to Friday 09.00 – 17.00

Phone 01285 88894 or Email studentfees@rau.ac.uk.

Please don't ignore us if we contact you and respond so that we can see if there is any way we may be able to help. If you have an outstanding charge, we do need to know how you are going to pay but we could also be contacting you because we owe you a refund.

Most of your fees and charges can be paid online via the Student Portal.

If someone else is paying your fees, details of how to pay and a link to the online payment page can be found here [Paying Your Fees](#).

Paying your charges and fees

You will find a link in the Student Portal (Via Gateway) to pay any outstanding charges such as damage charges that you have incurred. If you are unsure about the amounts due or outstanding on your student account and wish to speak to someone, please contact the Finance Office, using the details above.



Online shop

You are able to access the Online Shop via Gateway. This is where you are able to pay for extra charges such as replacement ID cards, Rural Skills Courses, Resits and Study Trips.



Terms and Conditions are available from our website, please follow the links below:

Fee Payment Terms & Conditions: [Policies & Procedures](#)

Student Debt Collection Policy:
[Policies & Procedures](#)

Changing your card details

If you have opted to pay termly, you will have set up a recurring card payment, providing your Debit/Credit card information.

If you change your card due to loss; damage or expiration, you will need to phone and provide us with your new card details.

For security reason please do not email us with your new details. We will only be able to take your new card details over the phone or if you visit the Finance Office.

Applying for student tuition & maintenance loan application

If you are a returning student you have to apply for a student loan for each year you are studying, it does not automatically roll over to the next year.

Refund policy

Tuition fees refunds will only be made when you are recorded as formally withdrawn or suspended. The date of withdrawal will be taken as the date that notification is received by the Registry and Admissions Office. Please refer to the Refund Policy for more information about your liability.

If you are in University accommodation the liability under your contract for Accommodation will not cease until such point as a replacement occupier is found for the room (this scenario may not be guaranteed) and a refund will only then be raised for any surplus fees paid.

The full refund policy is available here: [Policies & Procedures](#).

Financial support at the RAU

In addition to the various scholarships and bursaries that are available to prospective students, once you have started your course at the RAU, we offer financial support in times of unexpected hardship or change of circumstances, Details can be found on our fees and funding section of the website:

<https://www.rau.ac.uk/study/undergraduate/fees-and-funding/funding>

Please contact either scholarships@rau.ac.uk or financial.support@rau.ac.uk for further advice and information.

Freshers' week social activities

There is a full programme of Students' Union social activities during the first two weeks to help you settle in. Details will be posted on University notice boards, on twitter and Facebook.

G

Gym & sports hall

The RAU Gym is set in the heart of the campus being a fantastic facility for staff and students alike to improve their health and wellbeing. The facility currently has a functional training room, a weights room and a cardio zone.

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The gym has five pieces of cardio equipment: two treadmills, two cross-trainers and a Tornado Trainer air bike.

If the gym is not your thing we have a range of classes: fun outdoor circuits, high intensity interval training (HIIT), pilates and yoga.

Whatever your training goals here at the RAU, we have you covered.

Don't forget the on-site sports hall which is free to use, simply book here at the gym.

For any further information please feel free to drop by or send us an email gym@rau.ac.uk.

Term time opening hours are:

Monday – Friday	07.00 – 22.00
Saturday	09.00 – 17.00
Sunday	10.00 – 17.00



Health and safety at the RAU

At the RAU and we make sure time studying with us is both great fun and safe.

In the background, our dedicated staff will be working hard to put your safety first – be it your lecturers risk assessing field trips to our first aiders looking after you after a sports day 'mishap' (there's 'drop-in first aid training offered every week for qualified students and staff).

Please join with us in looking after each other – remember, if ever you've any concerns about safety, report this to a member of staff and we will do something about it.

The risk of fire is ever present and we have strict controls over smoking and use of electrical equipment in all rooms on campus, including residential accommodation. We also carry out regular fire evacuation practise or 'drills'.

Every Friday morning we will check fire alarms in different locations between 07.30 and 08.00. Please familiarise yourself with the different marshalling points around campus – the information will be on the door of your room.

There are many people at the RAU you can get in touch with for support, advice and guidance. If you think the Health and Safety Officer can help in any way, please email andrew.ashman@rau.ac.uk – he has a wide ranging knowledge of related issues and a surprisingly good sense of humour.

Health Centre

The University Health Centre is located in the corner of the quad by the clock tower should you require medical attention for illness or accident while you are at University. The University nurse is available via a drop in facility on Mondays, Wednesdays and Fridays and the doctors also attend and run an appointment based surgery over the lunchtime on these days. You will be able to collect prescriptions from the Medical Centre.

Nurse:

Monday:	09.00 – 14.00
Wednesday:	09.00 – 14.00
Friday:	09.00 – 14.00

Doctor:

Monday:	12.00 – 12.45
Wednesday:	12.00 – 12.45
Friday:	12.00 – 12.45

You are advised to register with the local doctor's practice who provide the on-campus service:

The Phoenix Surgery:

Phoenix Surgery, 9 Chesterton Lane, Cirencester, GL7 1XG
Telephone: (01285) 652056

If you are taken ill outside clinic hours please make contact with your registered Doctor's practice, or in emergencies use the 999 Ambulance Service. Should you need to call 999 for any reason, it is a requirement of the University that you also inform us of your action, during the day via the Porters Lodge or out of hours (20.00 – 07.00) to the security staff to allow us to undertake our emergency plans and obligations. For out of hours contact 07960 031 821.

If you are only here as a student for less than three months and require medical treatment you can register with the Phoenix Surgery as a Temporary Patient on the day you require treatment. To do this you need to visit the Health Centre and complete a Temporary Resident Form.



Insurance

The University cannot accept responsibility for the safety of student's property on University premises, therefore students are strongly advised to ensure that appropriate insurance arrangements have been made (e.g. extension of parents' all-risks policy/or a bespoke student policy).

IT at the RAU

Getting started

IT Services (ITS) is the department that provides and supports all the computing facilities available to you at the RAU: PCs, software, printers, Wi-Fi access and connections to the internet.

Full and up to date details of everything to do with IT at the RAU can be found online by clicking on the 'IT at the RAU' link on the Gateway home page.

There is also a range of printed help sheets available in the computer rooms and from the ITS Service Desk.

The ITS Service Desk should be contacted if you have any IT-related problems. Located in the Library foyer, this is open from 08.30 to 17.30 Monday to Friday, and can also be contacted on 01285 889841 and Service.desk@rau.ac.uk.

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You'll have your own private account on our university network, which you can log into using the same user name and password that you've been using to log into the My RAU website. You'll find a network socket to connect your laptop or PC in your on-campus room and free cables are available from the ITS Service Desk if you don't have your own.

You'll also be able to connect to our campus-wide Wi-Fi network using your own laptops, mobile phones and tablets.

There are close to 200 computers on campus which you can use, and these can be found in:

- The Library
- The Atrium computer room (next to the café, and which is open 24 hours a day)
- Room 10 in the Garner Building (ground floor)
- Room 57 in the Garner Building (second floor)

These computers run a wide range of software for your use, and some software is also available for free downloading onto your own devices, including Microsoft Office, SPSS and Genstat (you can find a full list of what is available on the ITS pages on Gateway).

We also provide a range of printers, photocopiers and scanners for your use. Please see under P for Printing for further information.

Using our IT facilities

Whether you're using a University PC or your own device, you must abide by our **IT Acceptable Use Policy**. The following is a summary:

- Don't break the law, do abide by the RAU's regulations and policies, and do observe the regulations of any third parties whose facilities you access.
- Don't allow anyone else to use your login and password, don't deliberately disguise your online identity and don't attempt to obtain or use anyone else's.
- Don't put the University's IT facilities at risk by introducing malware, interfering with hardware or loading unauthorised software.
- Safeguard your personal data, respect other people's information and don't abuse copyright material. Remember that mobile devices may not be a secure way to handle information.
- Don't waste IT resources, interfere with others' legitimate use or behave towards others in a way that would not be acceptable in the physical world.
- If you are in any doubt as to the correct action to take contact the IT Service Desk in the Library Foyer.

If you break any of these rules you may also be breaking the criminal or civil law and may be liable to disciplinary action.

Your usage of the Royal Agricultural University's IT systems may be logged to enable the detection and investigation of any infringement of policies.



Laundry provision for on-campus residents

If you require clean bed linen you will need to take your dirty linen to the Sports Hall on a Friday from 08.00 – 12.00 where you will be given fresh laundry. Fresh laundry will only be given out on receipt of dirty linen.

Launderette

Located on the corner of Bledisloe Court, by the Squash Courts. It is open daily from 08.00 to 22.45 with last wash at 21.45. Detergent is available from the University Shop.

Library

The RAU library is the central information resource for students on all courses. You'll find a wealth of knowledge, either in print or online, plus a dedicated team of library staff ready to help you with your research needs. Please see the main Student Library Guide on Gateway for full details of how the library can help you during your time at the RAU. However, below you will find some information on copyright to enable you to stay on the right side of UK Copyright Law."

Copyright and students

During your studies you will want to copy or download third-party materials such as book chapters, journal articles and images. This material is likely to be covered by UK copyright law, which limits the amount of material that you can legally copy. New technologies also facilitate the copying and sharing of content online, making copyright infringement commonplace.

Fortunately, there are some things under the current law that allow you to copy for the purposes of non-commercial research and private study within reasonable limits, under what is known as 'fair dealing'. This generally permits you to make single copies of small amounts of a copyright work.

How much can I copy?

There is no exact percentage of the 'limited' amount you can copy under fair dealing exceptions such as non-commercial research and private study, however below is some guidance on what would be considered fair:

- One article in a single issue of a journal or set of conference proceedings, or a single law report, up to 10% of a book or a complete chapter, whichever is greater
- A whole poem or short story from a collection, provided the item is not more than 10 pages
- Up to 10% (maximum of 20 pages) per short book (without chapters), report or pamphlet
- One separate illustration or map up to A4 size

What copyright exceptions are there for students with disabilities?

All disabled people are now covered by the legislation where their impairment affects their ability to study or work on an equal basis as someone without impairment. All copyright work can now be altered to an appropriate format, as long as suitable accessible copies are not available for purchase.

This may include:

- Making Braille, audio or large-print copies of books, newspapers or magazines for visually impaired people
- Adding audio description to films or broadcasts for visually impaired people
- Making subtitled films or broadcasts for deaf or hard of hearing people
- Making accessible copies of books, newspapers or magazines for dyslexic people

Is it ok to photograph a chapter of a book on my smartphone or iPad etc. as opposed to photocopying?

Yes, as long as it is for your own non-commercial research or private study. There are no restrictions on changing the format of the copyright work provided the copying is fair. You must not make a copy and then send to other individuals.

Exams and coursework

The law allows you to include copied material for your assessed work, even if you need to provide more than one copy of your work for your tutors. However, you must always include appropriate acknowledgement. Although more generous, copying for exams or assignments must still meet the 'fair use' criteria. The use must be limited to what is necessary for the purpose of your work, and it must not negatively impact on the market for the original work. This may mean limiting copying to shorter extracts of a work.

The legal permission to copy for assessed work does not extend to making your work publically available in any way, such as via publication, display or exhibition. You must obtain written permission from the rights holders before you make the work available to the public.

Licensed premises

The University licensed premises are the Boutflour Hall, Tithe Barn, and Bar.

Only alcohol purchased from the University bar may be consumed in these areas and only during bar opening hours. Whilst the bar is open, consumption of alcohol in the Quad and the area outside the Tithe Barn and Porters Lodge is restricted to drinks purchased from the University Bar.

M

myRAU

myRAU is the RAU's brand new app that collects, displays and pushes information from different RAU systems and brings them together into one customisable tiled interface.



There is a desktop app and a mobile app that are linked together and can be personalised by you.

Many of the services mentioned in this handbook can be easily accessed through myRAU.

You can find details on how to access and use myRAU from the [myRAU support page](#) on Gateway.

N

Notices and posters

Placing of posters or notices on any surfaces of buildings other than designated notice boards is strictly prohibited.

Notices may only be posted by students who are responsible for Union Club activities or have obtained prior consent from the [Estates and Facilities Department](#). All notices must be taken down after the event and before the end of term.

P

Parking – see under C for Cars

Personal tutors

Personal tutors are trained members of academic and professional staff who are allocated to you individually to provide an ongoing personalised point of contact with the University during the time you are studying with us.

You can expect that your Personal tutor will provide:

- 1) Support with adjusting to University life
- 2) Personal and general academic advice, guidance and development
- 3) An ongoing personalised point of contact
- 4) Encouragement and help for students to look after their own interests
- 5) Personal development in academic and professional skills via Student Training Sessions at least once per semester.
- 6) Signposting for students to appropriate sources of help and support
- 7) A means of monitoring student progress

Your Personal tutor will expect you to:

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- 1) Watch your personal tutor's video introduction and take the time to visit them to introduce yourself
- 2) Engage with personal tutor-led student training sessions in the Induction Week and as scheduled each semester
- 3) Get together with your personal tutor and 4 or 5 fellow personal tutees for an informal chat over lunch at least once per semester
- 4) Familiarise yourselves with the content of the Big Yellow Button – a digital A to Z of FAQ's and common problems encountered by students
- 5) Respond to emails sent to your student account by your Personal tutor in a timely manner
- 6) Show commitment to your own learning and personal development

The Personal tutor arrangements at RAU have been designed using sector best practice and are supported by a wealth of staff and student experience to help you reach your full potential both academically and professionally. However, you will only benefit from this provision if you avail yourself of it.

If you don't think you have been allocated a personal tutor or are having difficulties making contact, please contact the Senior Tutor, Matthew Smith matthew.smith@rau.ac.uk.

Pets/dogs

Students may not bring dogs, pets, birds, reptiles or other animals into University buildings at any time.

Please see Code of Conduct for dogs (animals) on Campus here [Policies & Procedures](#).

Porter's Lodge

The Porter's Lodge is situated in the heart of the campus, opposite the Science Laboratories and is a communications hub for much of the University.

The Porter's Lodge can deal with all emergencies and have the ability to contact the emergency services should the need arise. It is essential that you inform the Porter's Lodge if you have contacted the emergency services. They can then ensure they are directed to the correct place.

You may use the Porter's Lodge for:

- Picking up your parcels and post
- Reporting any maintenance problems anywhere on campus
- Informing us of your comings and goings or if you have a guest(s)
- Buying a meal ticket.
- Gun storage
- Reporting incidents, accidents or fires
- Requesting First Aid
- Contacting a member of staff or department
- Lost property

There are many more things that the Lodge team will be able to guide and advise you with, and they look forward to seeing familiar faces and new. If you do have a general query, they are always happy to help or to point you in the right direction.

PREVENT

PREVENT is a government initiative set up to protect students from across the UK from terrorism, extremism and radicalisation. The RAU works to balance its responsibilities under the law to promote freedom of speech, academic freedom and student wellbeing to ensure our students are not put at risk and to make sure all students are presented with balanced views and arguments on all topics brought forward in lectures, by external visitors and other on campus activities.

As stated by Safe Campus Communities, PREVENT will:

- Respond to the ideological challenge of terrorism and the threat faced by the UK from those who promote it
- Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with a wide range of sectors (including education, criminal justice, faith, charities, the internet and health) where there are risks of radicalisation which need to be addressed

If you feel that you may be affected by issues covered by PREVENT or would like to know more, please speak to a member of the SU or Steve Martin, Security & Student Conduct Manager.

Moreover, additional information about PREVENT can be found through the following websites:

PREVENT

[PREVENT Home Office](#)

Printing, photocopying, scanning

PaperCut

PaperCut is the software system that lets you use our printers and photocopiers, from either the RAU PCs or your own devices, and once you're on-campus you'll have your own PaperCut account. You'll find a PaperCut icon on your screen when you log in – click on that to access your PaperCut account.

Once you've completed your onsite registration, your PaperCut account will be credited with the following amounts to help with your printing costs:

- Undergraduates: £25
- Postgraduates: £35

If you have dyslexia or any other form of disability, you're eligible for an additional £15 printer credits.

You can also top up your PaperCut account yourself by using the link on your desktop.

Printing

You'll find black and white and colour printers for your use in all computer rooms and in the Library.

It'll cost you 4p per side of A4 for black and white printing and 15p per A4 side in colour, and these costs are automatically deducted from your PaperCut account.

Photocopying and scanning

You'll find small flatbed scanners in all computer rooms which you can use to scan single sheets.

You can use the printers in the Library and in the Atrium computer room to photocopy or scan multi-page documents. You can scan to PDF or Jpeg format, or convert the document to Microsoft Word format if you want to edit the document.

Scanning a document doesn't cost you anything, but if you photocopy a document you'll be charged the same as if you were printing it.

Having trouble?

If you've any problems with printing, scanning or photocopying, please don't hesitate to get in touch with the ITS Service Desk at:

service.desk@rau.ac.uk.

Logos for student use

You will find the logos and poster templates to use on student coursework on Gateway. A number of variations of logos are available, along with the University Brand Guidelines. Please adhere to the brand guidelines to make sure your work looks professional and meets University standards.



Recycling

As one of the top performing universities for sustainability, RAU is committed to sending as little waste to landfill as possible. We have provided you with facilities to make it easy to recycle.

For residents, in your room you will find a bin with a mixed recycling section and a non-recyclables section. Every student has an expectation to ensure waste is appropriately segregated and the Housekeeping team will only empty uncontaminated recycling bins.

Mixed recycling:

- Paper, card and cardboard
- Aluminum cans and tin foil
- Plastic bottles, containers, packaging

Non-recyclables:

Any non-recyclable waste (Landfill) must be disposed of appropriately and in line with guidance placed in individual rooms.

For Health & Safety reasons, glass must not be put in the mixed recycling bins and taken to the specific glass bins located in the communal areas around halls.

Charity donation points can be found opposite the gym.

For more information contact sustainability@rau.ac.uk

The Retreat charges 10p for each paper cup used to reduce the amount going to landfill – but you can use the reusable mug provided in your welcome pack.

For more information see [Sustainability](#).



Security team

The Royal Agricultural University's Security team are a group of people whose primary focus is safeguarding everyone within our campus community. We work extremely closely with all departments, ensuring the best possible service is given to our students, staff and visitors alike. Feeling safe and secure is understandably a top priority when it comes to choosing where you will study and we are pleased to be named the safest university in the country at this time.

As well as keeping the university safe, our security team are here to help you with any emergency welfare issues, offering advice and support wherever and whenever we can. We are a dedicated and friendly team who are always happy to help so please stop and chat to us and feel assured that you are our main concern and we will do all we can to make sure your stay with us is safe and enjoyable.

Contact Head of Security and Conduct Steve.martin@rau.ac.uk.

Sexual health services

The University holds a sexual health clinic every Thursday from 10.00 – 13.30 in the Health Centre on campus.

You can arrange your own sexual health appointment by phoning 0300 421 6500 and ask to be booked at the Royal Agricultural University clinic. Walk in appointments are available on a first come first serve basis. If you haven't booked but need to be seen, come along to the clinic and speak to the nurse.

You can also visit NHS clinics off site. These are available at:

- Hope House, Gloucester Royal Hospital
- Milsom Centre, Milsom Street, Cheltenham
- Cirencester Hospital, Querns Suite on **Wednesday Evening** 17.00 – 19.30 Tel 0300 421 6500 to book an appointment.
- **Swindon Sexual Health**
Great Western Hospital phone for appointments 01793 604038 or Swindon NHS Health Centre, Islington Street, Swindon SN1 2DQ for a walk in clinic

Monday	8.30 – 15.00
Tuesday	13.30 – 1.30
Wednesday	1.00 – 17.00
Thursday	1.30 – 18.30
Friday	9.00 – 11.00

Shop

The University shop is situated next to The Retreat. It stocks a wide range of items; clothing, sweets & chocolate, stationery, magazines, food essentials and much more. The regular opening hours are:

Monday – Friday – 08.30 – 20.00

Saturday – Sunday – 10.00 – 20.00

Shotguns/firearms and fireworks

Shotguns/firearms and ammunition may only be kept in University if required for bona fide gun club activities and kept locked within the University gun safe. Access to the gun safe is via the Porters Lodge. All applications will be made on line as part of the Self Registration Process. All applications will be considered but priority will be given in the first instance to the following applicants:

- Students living on campus
- Members of the RAU Shooting Club

All other applicants will be randomly selected, ensuring fairness and transparency until the capacity of 70 Shotguns is reached.

If your application is successful then you will be contacted with further instructions, but should your application be unsuccessful, then you will be contacted with an available alternative for storage. Please do not bring a shotgun onsite unless you have been allocated a space in the gun safe.

No Shotguns/Firearms, nor any other explosive or incendiary devices may be used on University premises without prior consent of the Director of Estates. Bonfires and fireworks are strictly prohibited. Unauthorised discharge of any fireworks or explosive devices on campus is deemed to be an act of Gross Misconduct. Disciplinary action will be taken in line with the University's policy.

Students from the EU are advised that an EU shotgun certificate / licence alone is insufficient to bring a shotgun into the UK.

Before bringing a shotgun into the UK you are advised to contact Gloucestershire Police and apply for a temporary Shotgun Certificate.

<https://www.gloucestershire.police.uk/>

You will need to make sure you have arranged your own insurance to cover your shotgun.

Please refer to the Shotguns & Weapon Policy here [Policies & Procedures](#).

Smoking

Smoking and vaping (e-cigarettes) is prohibited in all RAU buildings, including residential accommodation. Smoking is also prohibited in or near any of the farm buildings.

Smoking within 5 meters of a building or allowing smoke to become a nuisance (to enter a building) is strictly prohibited and subject to fixed penalty fines.

A serious penalty will be levied should anyone be found in breach of this regulation.

Please see Smoking Policy Statement here [Policies & Procedures](#).

Sports pitches

Should you wish to book or check the availability of any sports pitch, check with Head Groundsman Des Willoughby by asking to speak to him via the Porter's Lodge or Estates Department.

Changing and showers

Facilities are available in the Main Pavilion. Access can be arranged when booking fixtures.

Match teas

The Club Secretary should arrange this with the SU Sports Secretary at least two days before the match tea. Tickets will be issued to teams by the Sports secretary to be presented on the day (not available on any other day).

Playing fields

The University has:

3 Rugby pitches (one training only)

5 Football pitches

1 Cricket pitch (includes an astro wicket)

1 Netball court (outdoor)

1 Lacrosse pitch

One large multi-purpose astro pitch

2 Tennis courts

Club Secretaries must confirm match requirements with the Student Union Sports Officer, who will complete the Weekly Match Form. The Sports Officer is also responsible for liaising with other Institutions & BUCS regarding fixtures. In their absence, this falls upon the Chairman or the Student Union Administrator. The Groundsman's decision on the condition of the pitch is final. For new equipment, please see the Student Union Administrator. For other uses for pitches, see the Student Union Administrator in the first instance. Boots must be changed before entering university buildings.

Tennis courts

There are two hard courts available at all times. These can be booked for matches through the Porters Lodge.

Student lounge

The Student Lounge is located behind the Porter's Lodge, entrance is under the archway on the left hand side as you head towards the Restaurant. It is an alternative space for students to relax in. It is open until 23.00 each evening and you will find a TV with Netflix, soft seating and Wi-Fi access. It is an alcohol free zone.

Student representation

Student representatives sit on the Governing Council, Academic Board and the Academic Quality and Standards Committee (AQSC), in addition to many other University committees. They therefore contribute to University decision-making at the highest level. The Student Union Chairman and International & Diversity Officer are also ex officio members of the Governing Council which meets six times a year.

Student representation on Academic Board is by two selected members, normally the SU Chairman and SU Postgraduate Officer. Representation on the AQSC is by one elected member of the student body. It is very important to the University that students actively participate in these roles.

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If you are interested, please contact the Students' Union General Manager. Where relevant, the elections are held during October.

Student representatives may attend all meetings except those dealing with examination and/or assessments.

Each course elects (normally two) representatives from each year group to represent student views at Course Committee meetings that occur at least twice each year. These meetings enable issues relating to the academic programme to be raised with staff.

Student Support Services Hub

Student Support Services provide an important link between the University-wide support structures. Student Support Services offer a range of support, information and advice to students and staff. The Student Support Services Manager should be your first point of contact for the majority of questions you may have.

The Student Support Services Hub is located in Cedar Lodge, entrance via the white door on the opposite side to the staff car park. Open:

Monday, Wednesday, Friday 08.00 – 18.00

Tuesday, Thursday 08.00 – 17.00

Contact the Student Support Services Manager:

Email: Julie.tottle@rau.ac.uk

Phone: 01285 889908 Ext: 2291

You can also look on [Help and Support](#) or [Support Services](#) for ideas and contact details of other organisations you might find useful.

Contact the Counselling, Health and Wellbeing Officer (term time only):

Email: celia.povey@rau.ac.uk

Phone: 01285 889929 Ext: 2377

The STARs (Support Team Advisor Representatives or student mentors) can be contacted via the Student Support Services Hub. Their availability will be advertised in the Hub.

Students' Union (SU)

The RAU Students' Union (RAUSU) Office is located in the pine cabin next to Cedar Lodge. The office maintains an open door policy, so pop in for a catch up and a coffee. The office is open weekdays 09.00 – 17.00.

Student work placement and personal development planning

The work placement, depending on your course is designed to provide students with a thorough insight into business and management practice set in the context of an enterprise which will be relevant to the course you are studying on. Within this students gain an understanding of both the challenges and opportunities that enterprises face on a daily basis. Students will be able to apply the skills and knowledge learned from their studies and learn new practical skills by undertaking a placement. Upon graduation students will be

better prepared to embark on careers in their chosen field. For employers, students provide enthusiasm and fresh insight. As a representative of the Royal Agricultural University students help to establish enhanced links with industry and other organisations. For many students the placement is a compulsory part of your course and can form a significant part of your career pathway post-RAU. Employers look favourably on work placement experience when selecting candidates for interview and when short listing potential employees.

The principal aim of the work placement is to enable students to gain some 'real-world' experience. By the end of your placement you should have developed an appreciation of the different facets of work practice, demonstrated the practical application of your academic learning and provided a contribution to the business for whom you will be working.

Where work placement forms part of your course, you are required to complete a minimum of 20 weeks work placement as a 2nd year student (any additional placements can be undertaken only in agreement with the Module Leader), or a minimum of 10 weeks as a Foundation Degree student. If a student wishes to complete more than the minimum recommended time on their placement, they can. It is sometimes possible for a student to carry out their placement period with two employers. However, the University finds that the longer the student spends with one employer the greater the variety of experience gets within the organisation

Further details relating to the student placements can be found on the relevant module pages on Gateway.



Taxis – see Transport

Teaching dates for 2018-2019

The dates for 2018-2019 – are as follows:

New semester dates Academic Year 2018-19

24 – 28 September 2018	Induction Week
1 October – 7 December 2018	Semester 1
8 December – 6 January 2019	Christmas Break
7 January – 8 February 2019	Semester 1 continued
4 – 8 February 2019	Feb starters Induction
11 February – 29 March 2019	Semester 2
30 March – 28 April 2019	Easter Break
29 April – 21 June 2019	Semester 2 continued

Teaching and assessment activities will normally be arranged during these periods. It is the individual student's responsibility to ensure they are able to attend on all such dates. Sometimes semester dates vary by programme and some study trips may occur in a break. You should check your programme handbook for any programme specific dates.

Any absence of more than 6 days during these dates must be notified to the Registry department registry@rau.ac.uk.

Timetable

The University provides you with your personal timetable, showing all the details of your lectures and other teaching events – when and where they take place, and who's leading them.

There's a link to your personal timetable on the Gateway home page, and we also include your timetable details in your University Microsoft Outlook calendar.

It is a really good idea to get your university email account and calendar set up on your own laptop, tablet or mobile phone – see the 'IT at the RAU' section of this document for details of how to do this.

Transport

Cirencester town centre is a 30 minute walk or an 8 minute cycle from the RAU. Walking and cycling maps can be found in the Porter's Lodge and on Gateway.

Various secure bicycle storage are located across campus, however you have to provide your own lock device. The University does not accept any liability for any loss/damage.

The Shuttle bus

The bus is free to use and runs regularly between the RAU and Cirencester with additional stops to Stratton at the start and end of each day. The timetable is available on Gateway and copies can be obtained from the Porter's Lodge.

Train stations

- Kemble Station is 15 minutes drive, post code GL7 6AU
- Swindon station is 25 minutes drive, post code SN1 1DQ
- Cheltenham Station is 30 minutes drive, post code GL51 8NP

National Express coaches operate from Cirencester. Post code GL7 1AB.

Taxis

01285 655 651 (a2b)
01285 651 117 (Radio Cars)

Typical fares (each way)

Cirencester town = £8
Kemble Train Station = £10
Swindon = £20



Unicard

Your RAU Unicard will be a key part of your life at the RAU.

It's a 'contactless smart card' which, as well as acting as a means of identification, also allows you to:

- Access residential buildings and rooms
- Access printing, photocopying and scanning
- Record your attendance at lectures and teaching events
- Upload credits to your Unicard account
- Check books out of the Library (and pay your Library fines)
- Buy food and drink at any on-campus outlet, including the University Bar
- Buy anything from the Atrium Retail unit
- Access your allocated car parking area

New students will be issued with your RAU Unicard at your on-campus Registration session and will be valid for your entire time at the RAU.

You can manage your Unicard Account online by going to our secure [RAU Unicard WebCentre](#) or via the Student Portal. Here you can:

- Top up your RAU Unicard account with a MasterCard or Visa debit or credit card
- Review your transactions
- Cancel your Unicard if it's lost or stolen (Remember – someone else could use credit on your card, so it's important to cancel your card quickly)

Your parents or guardians can also use the Unicard WebCentre to add credits your account (but they won't be able to see any details of what you've used your Unicard to buy).

Replacement cards

Replacement of a lost or damaged card will cost £25 and can be obtained from the Registry or the Porters Lodge. You will need to purchase replacements from the on-line shop and take the receipt to the Registry department or the Porters Lodge.

Please take care of your RAU Unicard because if it is damaged, defaced, altered (including using a hole punch) or subject to misuse, your card may become unusable and you will need to purchase a new one.

More information can be found on our main website.

RAU Unicard

RAU Unicard Terms and Conditions