



Welcome to UWL & UK Guide



Hello from the University of West London Students' Union!

We're here to support you during your time at UWL.



Our **Advice team** provides free and confidential support for students dealing with academic issues.

Our **Community and Engagement Team** run exciting events throughout the year and have over 50 clubs and societies you can join to get the most out of your time at the University of West London.

Our **Student Voice team** are there to empower you to make change on your course, providing support and sharing your feedback with the university.

Everything we do is led by your **elected Officers**. The three of them work full-time to make UWL the best place it can be.

You can find out more about the Officers and get in contact with them via our website:
uwlstu.com/voice/officers

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Travelling in London



Citymapper is a handy mobile app that can help you plan real-time journeys within London. Transport for London also has a travel app called TfL Go.



You need to use either an Oyster card or contactless payment card to travel on public transport in London. You will need to touch your card on the yellow card reader at the start and end of train journeys. Cash is not accepted on London buses and you only tap in on buses, not out!



Oyster cards are available from tube stations and many newsagents. You can also have one posted to you.



oyster.tfl.gov.uk

If you live in a London borough during term time, you can apply for an 18+ Student Oyster photocard that will give you a travel discount on Transport for London's network. Go to the **18+ Student Oyster photocard** to apply for your student oyster card.



London operates a Night Bus service, so you can get around the city late at night after the tube is no longer operating.



Uber Boat by Thames Clippers is a great way to explore London by river. You can pay in a variety of ways including Oyster or contactless payment card.

Namira Shrestha

PRESIDENT
[UWLSU.COM/OFFICERS](https://uwlsu.com/officers)



Travelling in the UK



If you think you'll be travelling within Britain on the train frequently, it may be worth buying a Railcard. They give you a third off train travel. Head to railcard.co.uk for more information about the different options available, such as the 16-25 railcard. You can also connect your Railcard to a registered Oyster card to get 1/3 off train and tube travel during off-peak periods.



Taxis, minicabs and ride-hailing services, such as Uber and Bolt, need to be licensed in England.

It only takes around an hour to travel from London to the seaside town of Brighton. Oxford and Cambridge are also less than an hour away, which make them ideal destinations for day trips!

Travelling in Reading



It takes approximately 10 minutes to walk from Reading train station to Fountain House. You can plan bus journeys in Reading and buy tickets using the Reading Buses app. Tickets can also be bought on the bus using either cash or card. More information about the bus services in Reading can be found online: reading-buses.co.uk



Places in Ealing



Ealing Broadway has a large shopping centre about a ten minute walk away from UWL's campus on Saint Mary's Road. There is a wide range of shops including Argos (bedding, electronics, furniture and kitchenware), Boots (health and beauty), Poundland (which sells everyday products all priced at £1) and TGJones (a stationery shop). There are also numerous popular clothing stores such as H&M, Primark and River Island.

Morrisons is a large supermarket chain with branches in Ealing Broadway. The area also has many restaurants with a range of different cuisines.

Ealing offers plenty of green spaces such as Ealing Common, Walpole Park and Lammas Park (featuring tennis courts) which are all around a ten minute walk

away from the Saint Mary's Road campus. Boston Manor Park is a five minute walk away from the Brentford site and Gunnersbury Park is around a twenty minute walk.

Westfield Shepherd's Bush, a large shopping complex with restaurants and entertainment venues, is around half an hour from UWL's Saint Mary's Road campus using public transport (just head to Ealing Broadway tube station and ride the Central line three stops to White City). You can find lots of exciting events to go to in London on timeout:

timeout.com/london



Places in Reading



Shops such as Tesco Express (a smaller version of the chain supermarket) are only three minutes away from campus.

Broad Street Mall, a shopping centre with lots of popular shops and restaurants, is only a two minute walk away from Fountain House. It includes branches of Superdrug and Savers (health and beauty chains), TK Maxx (a budget friendly department store) and Wilko (a low-cost household goods chain).



A second shopping centre, The Oracle, is around a five minute walk from campus. It features numerous shops including well-known clothing ones such as H&M, New Look, Next and Zara.

Both Spinners Crazy Golf & Bowling and cinema chain Vue are less than ten minutes away from campus.

Forbury Gardens Public Park is a ten-minute walk from campus. The larger King's Meadow is a twenty minute walk away.

You can learn more about the history of Reading at the free Reading Museum.



Student Discounts



The National Union of Students offers a card called TOTUM that gives you access to over 300 student discounts. There are both free and premium membership options. totum.com



StudentBeans also offers exclusive student discounts.
studentbeans.com



Another discount website for students is called UniDays, which gets you discounts across a variety of shops.
myunidays.com

Adarsh Sangeetha

EDUCATION OFFICER
[UWLSU.COM/OFFICERS](https://uwlsu.com/officers)





Council Tax



Adults in England who own or rent a home have to pay Council Tax to fund local services.

However, if you live in a household where you are all full-time students, you do not need to pay it. If you are a full-time student living with someone who is not one, your household can get a Council Tax discount.

In most cases, if you study on a full-time course, the Confirmation of Student Status letter can be used to get a discount or

exemption from your Council Tax. You will need to submit this letter to your Local Authority. The Confirmation of Student Status letter can be obtained from your School Administration Centre or by asking for it via email.

studentletters@uwl.ac.uk

You can find out more information on the government website **gov.uk/council-tax**

Mobile Phones & Wifi



There are four major mobile phone networks in the UK: EE, O2, Three and Vodafone. They offer a variety of plans and student discounts, so it's worth doing your research before buying a new SIM card. You can buy SIM cards from mobile phone shops and most supermarkets. Make sure that your phone is unlocked and will work with a new SIM card before buying one.

Free Wi-Fi is provided throughout UWL campuses by eduroam and if you're in UWL Accommodation, then Wi-Fi access is part of your package. You will need your UWL user ID and password to be able to access this Wi-Fi. If you're living in private accommodation, you will most likely need to arrange your own Wi-Fi access through broadband.

Visit Wi-Fi Map to find out where the free Wi-Fi hotspots are in London: **wifimap.io**



Sanaa Kazi

Activities Officer
UWLSU.COM/OFFICERS

UWL Student Hub



The Student Hub is where you can access all our UWL Student Services support online, 24/7, via laptop or mobile device.

This enables you to book appointments with specialist advisers – they can be face-to-face, over a video call or via telephone. You can also book free events and workshops put on by Student Services!

All teams offer impartial & confidential support & guidance on a wide range of areas, such as:

- Careers, Placements, Jobs, & Volunteering
- Student Welfare
- Disability & Mental Health
- Counselling
- Study Support

Go to the **UWL Student Hub** to take control and get the support you deserve.

SUSTAINABILITY

On the Path to Net Zero



Student life can be busy sometimes; balancing your study workload, social life, commuting, part-time job, and any volunteering you might do on the side.

But now, as the discussion of climate change, plastic waste and sustainability becomes more relevant, it's getting easier to try and be more eco-friendly.

There are some very simple things you can do as a student, alongside your busy schedule, to be more sustainable and eco-friendlier. Little changes are an amazing start and will help you create a more environmentally friendly lifestyle and enhance your career prospects!

Living more sustainably tends to encourage a healthier lifestyle too. So, here are some rules you could use to become greener...

1. Bring a reusable water bottle to university, there are free water refill points across campus
2. Bring a reusable cup to university when buying tea or coffee
3. Watch your water use
4. Take notes electronically when you can
5. Need an outfit? Try a second hand!
6. Forget about plastic bags - carry a bag for life or your tote bag with you shopping!
7. Save electricity - unplug unnecessary electronics when you're finished with them - this will also help with utility costs!
8. Walk or cycle more!

If you are currently a student at UWL and are looking for ways to get more active, you could sign up for a membership to our UWLSU Sports Centre. Plus, there are many different sports clubs to join.

Check the UWL Students' Union Sports Clubs webpage to find one that interests you. Or why not take a look at **UWLSU Active** which is an app that rewards you for being active! It allows students to record how active they are and connect with other individuals who want to increase their physical activity levels.

Spread the word – caring is cool



Protecting the environment as a student is a high point in establishing a 'cool' reputation among other students.

The university provides you with an opportunity like no other. As a student, you can influence others to make meaningful changes - changes we should all make in our everyday lives.

Be aware that businesses are becoming more environmentally conscious, so showing you're passionate about the environment could help you land a job when you finish your degree. It can also help to build those life skills required when you begin working.

Go to our **UWL Sustainability page** to learn more about sustainability at UWL and how you can have a positive behaviour change by cultivating a culture of conscious environmental responsibility.



International Students Society



The International Students Society is set up for you to have fun and build strong connections with your peers and make new friends! It is an opportunity to meet other students, share experiences by going on trips and throwing celebrations, and support one another. To join, check out the **Societies page** on the UWLSU website.

The International Peer Mentoring Scheme



Who better to help you settle into the UK than another international student? They can give you advice on loads of areas, such as education requirements, public transport, local areas to shop, and much more. If you would like to request the support of a International Peer Mentor, fill in the **International Mentee - Expression of Interest Form**

International Students House(ish)



As a UWL student you are eligible for a free membership with the International Students House. ISH is a residential, social and cultural centre for international and British students in central London. Together with UWL and other supporters, they provide different services to their student members, such as scholarships & hardship funds, job opportunities, on-site accommodation, events, travel clubs and so much more.



Life in Britain

We know that if you've moved from another country to come and study at UWL, you might experience a bit of culture shock. We've put together some social things you might encounter while here.

If a Brit tells you something is "not bad" it usually means something is good. "You alright?" can be used as a greeting. Common responses include, "Yeah, you?" and "Good thanks, you?"

Sarcasm and self-deprecation tend to be more common in more Britain, it's just their sense of humour!

Londoners are unlikely to talk to strangers in public and people tend to avoid eye contact on public transport. That doesn't mean they're not happy to help! Londoners may not be openly friendly, but they are definitely kind – don't be afraid to ask for help.

If you're using an escalator you should stand on the right or walk on the left. Queue jumping is highly frowned upon. If you're not sure about where the queue is, feel free to ask.

Going to a pub or bar is a common form of socialising, but keep in mind that you don't need to drink alcoholic beverages, you can just have a soft drink while enjoying the company of your friends. The SU runs a bar with student friendly prices and lots of great events at the Saint Mary's Road campus. Most restaurants in the UK are legally obligated to provide you with tap water for free.



Useful Contacts

UWL SUPPORT TEAMS

- **Accommodation Team:**
+44 (0)20 8231 2335
- **Careers Team:**
+44 (0)20 8231 2701
- **Counselling Team:**
+44 (0)20 8231 2218
- **Disability and Mental Health Team:** +44 (0)20 8231 2739
- **Finance Team:**
+44 (0)20 8280 0283
- **IT Services:** +44 (0)20 8231 2222
- **Library Services:**
+44 (0)20 8231 2248
- **Student Advice Team:**
+44 (0)20 8231 2591
- **Student Services:**
+44 (0)20 8231 2345
- **Study Support Team:**
+44 (0)20 8209 4172
- **Welfare Team:**
+44 (0)20 8231 2313
- **UWL Security 24/7 emergency telephone (all sites):**
+44 (0)20 8231 2001

NON-EMERGENCY POLICE PHONE NUMBER – 101

If you need to speak to your local police about a non-urgent matter, then you can do this by dialing 101.

EMERGENCY PHONE NUMBER – 999

In the case of any emergency when you need the police, fire service, or ambulance as soon as possible, dial 999. The phone operator will ask you what your emergency is, which service you require, your location, and stay on the phone with you until the correct service arrives.

NON-EMERGENCY MEDICAL PHONE NUMBER – 111

If you find yourself needing medical help or advice, but it is a non-life-threatening situation, you can call the NHS non-emergency service by dialing 111. The phone operator will ask you your symptoms and then use this information to tell you what to do next. In many cases, the phone operator will be able to book you an appointment, transfer you to the relevant person, or dispatch an ambulance if they think it is needed.

***You can call all the above numbers 24 hours a day, 7 days a week.**

MEDICAL:

- Ealing Hospital: +44 (0)20 8967 5000
- The Florence Road Surgery: +44 (0)20 8567 2111
- The Ealing Dental Practice: +44 (0)20 8567 2235
- Sexual Health London: <https://www.shl.uk/>
- Sexual Health Line (NHS): +44 (0)800 567 123 (24 hrs)
- Sexual Health Helpline (Sexwise): +44 (0)300 123 7123
- UWL Security 24/7 emergency telephone (all sites):
+44 (0)20 8231 2001

EXTERNAL MENTAL HEALTH AND WELLBEING SUPPORT:

- Together all: **togetherall.com**
- Samaritans: 116 123 (**jo@samaritans.org**)
- Papyrus: +44 (0)800 068 4141 (**pat@papyrus-uk.org**)

OTHER USEFUL NUMBERS:

- If you think you smell gas in your house, have a leak, or another gas related emergency call: +44 (0)800 111 999
- To find out the last number that dialled your landline call: 1471
- To withhold your own phone number dial 141 before dialling the number you are calling.



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 **University Of West
London Students' Union**

uwlsu.com

uwl.su@uwl.ac.uk

020 8231 2276

 **UniversityWestLondon**

 **uniwestlondon**

 **UniWestLondon**

uwl.ac.uk

020 8231 2468

