



Student Handbook

Arden
University
Berlin

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Welcome from the Vice Chancellor

Welcome (Willkommen) to Arden University Berlin, located in the heart of Germany's capital.



Germany is the leading EU Industrial nation, the heart of the Eurozone for professional and financial services and home to globally well-known companies such as Siemens, BMW, Bosch, Thyssen Krupp and Adidas. It is a fantastic place for you to study and immerse yourself in the German culture. Berlin is a tremendous Capital City that has seen much change over the years but you will find the people open and friendly. There is something for everyone in Berlin; foods from all around the world, a multi-cultural friendship, great sport and entertainment as well as being the home to great universities. I hope you will take time from your studies to experience everything that Berlin has to offer. This is also a great opportunity to study German.

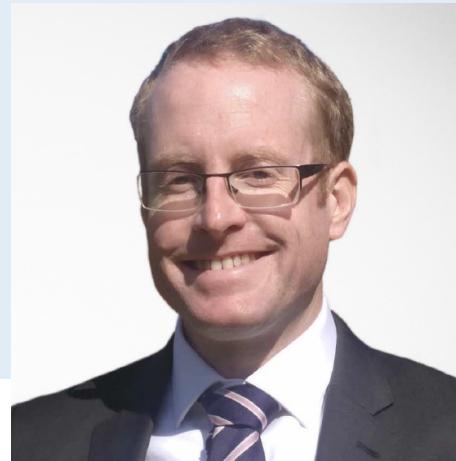
Our aim at Arden University Berlin is to help you maximise your potential in a professional and friendly University based in the heart of Berlin. I hope you are excited for this journey that you are embarking upon. I can guarantee that your time in Berlin will be something you will always look back on with great affection and memories.

Viel Glück (Good Luck),

A handwritten signature in black ink, appearing to read "Carl Lygo".

Professor Carl Lygo
(Vice Chancellor of Arden University)

Welcome from the Head of Campus



I am delighted that you chose to study at Arden's Berlin Campus!

You have decided to study in one of the most exciting and vibrant cities of the world and you have decided to study with the help of an excellent and highly motivated team in Berlin, who are supported by education experts in the UK.

Together, we will help you make the best of your time with us. Please do not hesitate to talk to us for advice or help!

Germany and Berlin offer you plenty of opportunities – a strong economy in the heart of Europe, fascinating history, an exciting tech start-up scene, and a lot of exciting entertainment – music, arts, cinema, museums, bars, cafés and many beautiful parks and lakes to enjoy on sunny days.

A lot of your success and your enjoyment, however, depends on you. You have a unique opportunity, and the more open-minded you approach this opportunity, the more you can make out of it. Adjusting to a different culture is never easy, but it is always a rewarding challenge. I am sure that you will grow as a person, and you will be shocked how quickly the time has passed once your studies come to an end.

I am looking forward to seeing you in person once you are in Berlin!

Kind regards,

A handwritten signature in blue ink, appearing to read "Tobias Kliem".

Dr Tobias Kliem
(Head of Berlin Campus)

Guidance and Advice



Purpose of this handbook

This handbook is intended to give you some initial assistance about the University and about your life in Germany. Please bear in mind that details are subject to change, and you are encouraged to contact us with any questions at any point during your studies.

You have undertaken a big step. You have probably moved away from family and friends to a country and culture that is quite different to what you are used to. It is perfectly normal to feel anxious and nervous about a move like this from time to time, and we are here to help you.

Student Support in Berlin can be reached at berlinstudentsupport@arden.ac.uk

Emergencies

Telephone Numbers

(030) is the area code for Berlin. If you are calling from a non-German SIM Card, you will need to pre-dial +49 and leave out the Zero. 0800 numbers are free to call.

- Police 110
- Ambulance and Fire Emergency 112
- Non-emergency medical help 116 117
- Emergency Poison Helpline (030) 19240
- Dental Emergency (030) 8900 4333
- Mental crisis hotline (0800) 111 0 111

Doctors

Many physicians in Berlin speak English. You can find a list at www.berlininfo.com/Lifetime/Health/doctors/index.htm, and you can also call and ask at your nearest one.

Pharmacies

Pharmacies are typically well staffed in Germany and can provide basic healthcare advice as well as medication. The German word for a pharmacy is "Apotheke", and they usually display a big "A" sign.

Outside of normal business hours, including Sundays and bank holidays, you can find out which pharmacy in your district provides emergency services by checking <https://www.spitalapotheke.de/services-and-news/out-of-hours-pharmacies/?lang=en> and entering your district under "Out-of-hours pharmacies". Using the pharmacy outside of normal hours will cost an additional €2.50.



Useful Phrases

Most doctors and pharmacists, particularly in Berlin, will understand and speak English. If not, these phrases might be handy:

- Help!: *Hilfe!*
- Police: *Polizei*
- Fire service: *Feuerwehr*
- Rescue service: *Rettungsdienst*
- Ambulance: *Rettungswagen or Krankenwagen*
- Pharmacy: *Apotheke*
- Hospital: *Das Krankenhaus*
- Medicine: *Medizin*
- Poisoning: *Vergiftung*
- Call an ambulance!: *Rufen Sie einen Krankenwagen!*
- It's an emergency: *Es ist ein Notfall!*
- My name is / I live at / My telephone number is: *Ich heiße.../ Ich lebe in.../ Meine Telefonnummer ist...*
- I'm feeling sick: *Mir ist schlecht.*
- I'm in pain: *Ich habe Schmerzen.*
- I need a doctor: *Ich brauche einen Arzt.*
- I need a hospital: *Ich brauche ein Krankenhaus.*
- There's been an accident: *Es gab einen Unfall.*
- He/she is having a...: *Er/sie ist mit einem...*
- Heart attack: *Herzinfarkt*
- Stroke: *Schlaganfall*
- Choking: *Würgend*
- Difficulty breathing: *Schwierigkeiten beim Atmen*
- Bleeding: *Blutung*
- Concussion: *Gehirnerschütterung*
- Diabetic: *Diabetiker*
- Pregnant: *Schwanger*
- In labour: *Gebären*

First Steps

Finding accommodation

There are many housing options available for all budgets across the city. Most landlords and agencies speak English, so you can contact them yourself directly. Students typically live in a “WG” (Wohngemeinschaft), which means they share a flat with others. The market for WG rentals is competitive, particularly around September, but with proper planning finding a room in a timely manner is possible.

Prices vary depending on the location, size and state of the building. Typically, rooms can cost between €450 and €600 per month, and a studio apartment can easily cost between €700 and €1200. Make sure to check for “Nebenkosten” in the ad, which are extra fees you will need to pay, usually including water and heating.

Finding a WG or a flat can be a bit like a job interview – sometimes multiple candidates apply for the same room or flat, and you might be asked to come to a viewing at the same time as others. Make sure you include some information about yourself in the first email, and don't be disheartened if someone else gets chosen. You will usually need to pay a deposit (“Kaution”) of up to three months' rent to the landlord, which you will receive back if nothing has been damaged in the flat. If you rent your flat over an agency, you might also need to pay a commission to them.

A lease usually begins either on the 1st or on the 15th day of a month, so if you want to move in on other days, you need to be prepared to pay for the empty time before as well.

The following sections list the different housing possibilities in Berlin, service providers and landlords with whom you can find your accommodation in Berlin according to your preferences and budget. We hope you enjoy browsing through the offers from the providers and wish you success in your search.

Types of accommodation for students in Berlin

- Shared-Room (furnished) in a Shared Apartment, or “Mehrbettzimmer”: Not always the most popular option, but certainly the least expensive. Here, you share everything except for the bed - the sleeping room with bunk beds with up to four or five people, the bathroom and the kitchen. The monthly rent for this type of accommodation can be up to €550
- Single-Room (furnished) in a Shared-Apartment, “Wohngemeinschaft” or WG: The most popular kind of accommodation, but difficult to come by. This is the most common option for students and young professionals. Living in a WG means sharing a kitchen and a bathroom, but each tenant has their own bedroom. The average cost for this type of accommodation varies in relation to the size of the room and location of the apartment. Rentals start at around €450 a month and can rise easily up to €600 for a large room
- Single/Studio Apartment (furnished), or “Ein-Raum-Wohnung”: This is also a very popular option for students. A studio apartment is a single large room that has a kitchen and a bathroom. In this arrangement, you don't share a living space with flat mates. Since these apartments are very popular in the housing market, they are rare and not cheap. Prices vary depending on location and size, starting from €700 a month, up to €1200

Recommended Providers/landlords of student accommodation

(Cooperation partners of Arden University) - please indicate that you are an Arden student when contacting them:

- **PEGASUS** (Landlord of shared accommodation) - www.pegasusgmbh.de
Phone: +49 30 208988950 - E-Mail: vermietung@pegasusgmbh.de
- **AGSA** (Landlord of shared housing) - www.agsa-germany.com
Phone: +49 160544 37 08 - E-Mail: info@agsa-germany.com
- **TSH** (Apartment landlord) www.thestudenthotel.com
Phone: +49 30 3119 8339 - E-Mail: berlin@thestudenthotel.com

Apartments at other Berlin accommodation providers:

- Boardinghouse Berlin - www.boardinghouseberlin.com
- THE FIZZ - www.the-fizz.com
- SMARTments - www.smartments-student.de
- The Urban Club - www.the-urbanclub.com
- NEON WOOD - www.neonwood.com
- HOUSE-OF-NATIONS - www.house-of-nations.de
- Student Village - www.studentendorf.berlin
- Youniq Berlin - www.youniq-living.com
- Campus Viva - www.campusviva.de
- NIDO - www.nidostudent.de
- BASEcamp - www.basecampstudent.com
- BERLINOVO – www.berlinovo.de
- RBT- Rentals - www.rbt-rentals.com

Accommodation in a hostel

In case you need accommodation without registration for the first nights (e.g. if you arrive in Berlin a few days before your flat is available) or if you don't have a rental contract and need accommodation for short period of times:

- HOSTELWORLD - www.hostelworld.com
- Hostel St. Christophers - www.st-christophers.co.uk
- Three Little Pigs Hostel - www.three-little-pigs.com (near Arden Campus)
- Grand Hostel Berlin - www.grandhostel-berlin.de

- Below we list the other online possibilities to find accommodation in Berlin, here you can find very different offers (price).
- Booking.com - www.booking.com
- Airbnb - www.airbnb.com
- Spotahome - www.spotahome.com

- Uniplaces - www.uniplaces.com
- WG Gesucht - www.wg-gesucht.de
- WUNDERFLATS - www.wunderflats.com
- HousingAnywhere – www.housinganywhere.com
- Medici Living - www.medici-living.com
- Quarters Co-Living - www.quarters.com
- STRIDE - www.stri.de
- WG-suche - www.wg-suche.de

Active **facebook groups** where international students meet looking for accommodation.

- WG, Zimmer, Wohnung in Berlin gesucht - www.facebook.com/groups/flatmate.berlin
- Neu in Berlin - www.facebook.com/groups/neuinberlin
- Wohnung frei in Berlin - www.facebook.com/wohnung.frei.berlin

Beware of scams

The accommodation market in most major cities is unfortunately a major target for scam and fraud, and Berlin is no exception. Please be very careful, particularly with cheap offers. We have had cases in the past where international students accepted offers and sent money to people (often from their own country, which they use to establish trust), only to find that the flat was non-existent or that there were far more people in it than previously stated. If you have any doubts at all, please talk to our Accommodation Officer (contact details below), who has a lot of experience on the Berlin housing market and will be able to tell you whether an advert is realistic or not.

Be especially careful when you're being asked to transfer money before receiving the keys or signing the contract for the apartment!

As we will explain below, it is a legal requirement for everyone to register in Germany. For this, you will need a confirmation of tenancy. Normal landlords and companies will give you this without any problems. AirBnB hosts, friends or dodgy private landlords cannot give you anything like that, which can mean that you cannot register, cannot open a bank account (which you will need to transfer funds from blocked account) and cannot start working. Therefore, be extra careful that your accommodation provider is offering accommodation lawfully. Do not accept offers where you would be registered somewhere else – there will probably be a lot of people registered at that address already, and sooner or later the authorities will find out.

Arriving in Berlin

The cheapest way to get to your new flat is via public transport. You can take the S-Bahn directly from the airport, and the BVG website (<https://bvg.de>) or Google Maps should be able to guide you directly to your accommodation.

You can also take a taxi or use any of the popular ride sharing services – there are plenty of options in Berlin. However, depending on where your flat is (Berlin is a large city!), this can be quite costly - €50 - €70 is not unlikely. And one of our accommodation partners (AGSA – www.agsa-germany.com) is offering a pickup service from the airport directly to your flat for €95 (can be booked via info@agsa-germany.com).

Accommodation Officer at Arden

Don't worry too much if all of this sounds a bit daunting. We have a dedicated Accommodation Officer in our Student Support Team who can help you with your search. You can reach the Accommodation Officer at berlinaccommodation@arden.ac.uk.

While we do not have flats or rooms on offer ourselves, our Accommodation Officer can help you find one free of charge. He is also happy to advise you if you already found something.

You can set up a free consultation appointment either in person or online where our Accommodation Officer is happy to help you to find a flat, review a housing offer or contract you have received or to advise if you have conflicts with your flat or landlord.

Registration Certificate

Once you have housing in Berlin, you will need to go to the residents' registration office (Bürgeramt) within two weeks. Everyone who moves into accommodation in Germany is required to register or amend their registration if they move to a new address, even if they move within the same city.

Once registered, you will receive a registration certificate which confirms that you are registered at a particular address, and you officially live there. You will need the registration certificate on various occasions, for example when opening a bank account, applying for a library card or obtaining a parking permit. You will need the following documents for registration:

- ID card/passport, with visa where required
- Tenancy agreement
- Confirmation from your landlord that you have moved in
- The registration form – either get it and fill it out while queuing or do it before: www.berlin.de/formularverzeichnis/?formular=/labo/zentrale-einwohnerangelegenheiten/_assets/anmeldung_beim_meldebehoerde.pdf

You can go to any Bürgeramt in Berlin, and you can find their locations listed at <https://service.berlin.de/standorte/buergeraemter/>. You can book an appointment for registration under <https://service.berlin.de/terminvereinbarung/> by choosing "Anmelden einer Wohnung".

You are legally required to register within two weeks of moving into your accommodation. However, due to a limited amount of appointments available, this is not always possible. As long as you can prove that you booked an appointment by the appropriate date you should not face any repercussions.

Health Insurance

In order to enrol at a university in Germany, you must have appropriate health insurance. You should take out health insurance as soon as possible after arriving in Berlin. If you do not have insurance, you could be banned from studying. A travel insurance will only cover emergency treatment for a limited amount of time and is therefore not sufficient.

One option to sign up to health insurance is to do so via our immigration service partner Expatrio. They offer packages that make it easy and affordable for you to obtain the health insurance you need. More information can be found at www.expatrio.com/living-germany/cities/berlin/arden-university-berlin.

In Germany there are two kinds of health insurance: Public and Private.

Public Insurance (“gesetzliche Krankenversicherung”) is mandatory for any employee earning more than € 450 per month and less than € 64,350 per year. There are a lot of providers, with AOK and Techniker Krankenkasse being the biggest. Generally, a public insurance needs to cover all essential treatments. You will receive a chipcard, which you hand over to at the doctor’s office, and all payment is covered through that. Any public insurance option fulfils your legal requirements.

Private Insurance (“private Krankenversicherung”) is offered by private companies like Debeka, DKV or Allianz. There is a wide range of prices and treatment covered, depending on the level of care you would like – from cheap student options (eg MAWISTA) to expensive packages that guarantee things like single rooms in hospitals. With a private insurance, you will usually have to pay any doctor or pharmacy bills yourself at first and claim it back from the insurance. A private insurance can refuse you as a customer or raise the price if you have pre-existing conditions, and it is not possible to change to a public one (unless this comes as part of taking up employment).

Residence Permit

If you are from the European Union, Iceland, Liechtenstein, Norway and Switzerland, you do not need to obtain a residence permit to study in Germany. You will receive a certificate showing that you have the right to live in Germany when you register with the Residents’ Registration Office. You may be asked to prove that you have health insurance and are able to finance your studies.

If you do not come from one of the aforementioned countries, you must report to the foreigners’ office (Ausländerbehörde) and apply for a residence permit. For proof that you have a residence permit, you will receive a chip card on which your passport photograph and fingerprints may be stored. It takes between four to six weeks to receive this card. The following documents are required for a residence permit:

- Passport, with visa where required
- Certificate of enrolment (provided by Arden)
- Registration certificate (see above)
- Proof of sufficient funds
 - Blocked bank account at a German Bank with 10,236 euros OR
 - Submission of a declaration of commitment by a 3rd party on an official form OR
 - Scholarship documentation OR
 - Notarised declaration from parents securing the livelihood of the student for the duration of their studies with proof of the income of the parents in the last six months
- Health insurance
- Cash for the fee (up to €110)
- In some cases passport photographs, tenancy agreement and health certificate

A student residence permit is issued for a period of up to two years. It must be extended in a timely manner before the end of this period. Whether it is extended depends on whether you study regularly, i.e. take exams and gain credit points. The Foreigners' Office verifies whether you are meeting these academic expectations and if you will graduate within an appropriate timeframe.

The easiest way for you to get an affordable blocked bank account is to sign up with our immigration service partner Expatrio.

Expatrio sets up a blocked bank account and a regular bank account, which makes it easier to access your funds. You also get an Incoming Insurance for the first days after arrival and an International Student Card. This will cost you €5 per month. You can find all information here: www.expatrio.com/living-germany/cities/berlin/arden-university-berlin

Radio and TV Licensing (GEZ)

Shortly after you have registered you will be contacted by the GEZ, the agency who collects the mandatory €17.50 per month fee for public broadcasting. This fee must be paid once per month for each flat, even if you don't have a TV. Make sure you send this letter back to the agency within 4 weeks, even if someone else in the flat is already paying the fee.

Living in Germany

The Language

Berlin is a very international city, and English is spoken in most places. However, life will be easier if you learn some German. If you are looking for a job after studying, fluency in German will be essential for a lot of positions, and basic German is also required for many part-time positions.

German is not an easy language to learn but it is closely related to English. You can prepare yourself a bit before you arrive in Berlin – either with a language course or even with free language learning resources like Duolingo.

At our Study Centre, we also offer German classes to help you learn the language.

The Culture

Directness

Germans tend to be very direct in their communication, which often comes as a shock to people from different cultures. German employees will tell their boss if they think her new plan is not working, and a German friend could make it quite clear to you if she thinks that new haircut does not suit you at all. This is even more the case with Berliners – the “Berliner Schnauze” (Berlin snout) is legendary amongst Germans.

Once you get accustomed to this way of communicating you will see that people usually mean well, and you will appreciate that you do not have to navigate complex subtle undertones and minimal changes in facial expressions to understand what people really think.

Punctuality

It is not just a cliché that Germans are punctual. Make sure to arrive on time or a few minutes early for any appointments, even for a casual meeting with friends. The German train services are notorious for delays, but don't rely on it: if the train is on time, it will not wait for anyone. The same is true for any form of local transport, so plan your time accordingly.

Working

Germans are known for their strong work ethic. However, it is not uncommon for companies in Germany to grant their employees 30 days of paid holidays per year (the legal minimum for full time employees is 24 days), and there are several public holidays which allow ample time for relaxing. Germans are quite strict when it comes to separating work and free time. A typical German boss will expect you to work quite hard while at the office but will not expect you to answer emails outside of work hours. These expectations may be different in start-up companies.

Payment

Contactless or card payments are becoming more and more acceptable in Germany. However, expect to find corner shops or cafés that don't accept certain cards, only allow card payments above a certain price or only allow cash.

There are plenty of ATMs (Geldautomaten) available across the city. If you want to withdraw money from your home bank account, check the conditions of your bank before taking out cash. Your bank might have an agreement for lower fees with a specific German bank. The ATM provider might also charge for the withdrawal. It is generally preferable to not choose the currency rate offered by an ATM but instead choose to withdraw from your bank account in Euros.

In restaurants, cafés or pubs, a small tip (5-10%) is usually given. This is done by telling the waiter when paying (often rounding up - "30, please"), not by leaving cash behind on the table.

Sundays and Public Holidays

Something that surprises many is that shops, including supermarkets, are closed on Sundays and on public holidays.

Recycling

Germany has an advanced recycling system that is sometimes difficult to understand if you are not familiar with the process. You will need to separate your rubbish into five categories:

- Blue: Paper and cardboard
- Brown: Organic material (food leftovers, egg shells, rotten vegetables, tea bags, etc.)
- Yellow: Packaging, plastic and aluminium
- Gray: Everything that does not belong into the other bins
- Glass: To be thrown into glass containers that can be found in every neighbourhood

Please note that most bottles you buy in the shop, except for milk products, wine or spirits, are returnable ("Pfandflaschen"). This means you pay a deposit when you buy them and will receive that money back when you return the bottles to the shop. This deposit can be up to 25 cents per bottle.

Travelling

If you need to leave Berlin during your studies, the most convenient way to travel is by train. It is generally advisable to buy a ticket in advance to receive cheaper rates. If you travel more regularly, it is beneficial to purchase a BahnCard.

You have a few different options to choose from when purchasing a BahnCard. The BahnCard 25 costs € 55.70 and gives you 25% on all train journeys for a year. The BahnCard 50 costs €229 and gives you 50% off; and the BahnCard 100 costs €3952 and includes all train journeys and most public transport systems in Germany. Information on rail transport can be found at: www.bahn.com/en/view/index.shtml

A more affordable way to travel is by coach, or “Fernbus”. Since the opening of the market in 2013, an extensive network of buses has grown across Germany, and it is now possible to reach most of Europe by bus for a relatively low price. You can check <https://www.checkmybus.de/> for the best prices.

Financial Issues

Germany has a special student loan system called “Bafög” (Berufsausbildungsförderungsgeld) with generous conditions. Unfortunately, this is only available for German nationals and people who have the right to remain in Germany permanently, such as EU citizens with permanent residence (after 5 years), non-EU foreigners with a permanent settlement permit and certain categories of refugees. If you do fall under those categories, it is worth checking with the studierendenWerk: www.stw.berlin/en/finanzierung.html

Getting a loan from a German bank is tricky unless you have a regular income. It is therefore better to apply for a loan in your home country if that is necessary.

Living in Berlin

The City

Berlin is an exciting city with lots to offer. It has a unique history, which you can witness almost everywhere – from museums and buildings to the little paved line that indicates where the wall used to be, to the little golden cobble stones in front of houses to commemorate the former residents that were murdered by national socialism.

There are several different kinds of museums which will suit almost any interest. You can visit the monumental museums on Museum Island -- which is itself a world heritage site - the Jewish Museum, the Stasi Museum, the Story Bunker, the Spy Museum and many other fascinating locations. You can also explore an almost endless list of art galleries, the most famous of which is likely the 1.3 km long open-air East Side Gallery along the River Spree.

You can also visit many flea markets, shopping malls, Christmas markets (of course only in December), cafés, pubs, bars, night clubs and so many more options for activities. It is nearly impossible to get bored in this city!

Phone and Internet

Getting a German SIM card when you arrive in Berlin will make your life easier and your phone bill cheaper. This allows you to use your phone across the entire European Union without roaming fees.

You can either get a mobile phone contract, which typically lasts two years, or get a pre-paid SIM card that you will need to top up for more data or minutes. For a landline phone and broadband at home, you will need to sign a contract.

There are several providers for pre-paid SIM cards. The biggest ones are Deutsche Telekom (Xtra card), O2 (Loop) and Vodafone, but you can ask in a phone shop for advice. Some providers offer cheaper international call rates. Within Berlin, all major providers have good networks, though you will likely experience a difference if you visit the countryside.

As you know, you should never download illegal content over the internet, but particularly in Germany, this is a dangerous thing to do. The German film and music industries monitor illegal downloads and sue people for damages – this can easily cost € 1,000 and more!

Transport

Berlin has an excellent public transport system, but it isn't always easy to navigate. Like in many German cities, the metro system is divided into U- and S-Bahn. They U- and S-Bahn operate until 1am on weekdays, and some lines operate at night on a weekend. There are also night buses available.

The three transportation zones in Berlin are the A, B, and C. The A and B are the central zones, and C includes places further outside the centre. For most of your journeys, an "AB" ticket will be enough, but check a map to be sure. You can buy your tickets from vending machines at the train and underground stations, which you need to validate before starting your journey (stamp it in one of the little yellow machines on the platform).

The standard "AB" ticket currently costs € 3, and can be used for two hours after validation. You can change trains and interrupt your journey, but you cannot travel back in the same direction. A monthly pass for zones A and B costs € 81, but it is cheaper if you set up a monthly subscription – the current student rate is € 44.50 per month for a yearly AB ticket: www.bvg.de/en/tickets-tariffs/subscriptions/trainee-student-ticket

There are also taxis available in Berlin which are easy to identify by their ivory colour and taxi sign on their roofs. You can either hail one in the street, call one (e.g. 030202020 or 030210101), or use an app like "MyTaxi". Of course, there are also ride sharing apps like "Uber", although, like in many European cities, these face a lot of regulatory pressure.

Driving

If you wish to or need to drive a car, motorcycle or scooter, you will need a valid driver's license.

You can use a license from another EU/EEA country and Andorra, Monaco, San Marino, Switzerland, New Zealand, Senegal or Hong Kong without any issues. If you have a driver's license from a non-EU/EEA country you are typically allowed to use it within your first six months in Germany, although an international driving permit may also be necessary if your license is not in German or English.

After the end of the first six months, your license may no longer be valid in Germany. You are strongly recommended you begin the process of exchanging your license for a German one before the period closes if you plan to continue driving a car in Germany. Otherwise, a full driving course will be required, which can be expensive and time consuming.

Germany holds a variety of reciprocity agreements for driver's licenses from foreign countries. These reciprocity levels determine what documents and tests are required in order to exchange your home license for a German license. Check <https://service.berlin.de/standort/121646> or visit the LABO Driver's License Authority (Fahrerlaubnisbehörde) in Mitte to see what applies to your license.

There are many carsharing operators in Berlin, such as ShareNow, WeShare, Sixt, and Miles who offer an affordable way to rent a car for a short amount of time. There are also plenty of electric scooters or bicycles you can rent on a pay-per-minute basis.

Safety

Even though Berlin is a relatively safe city compared to other cities of its size, you still need to be aware of your surroundings. As in any large city, there are pickpockets who target foreign visitors in tourist areas. Also be particularly aware of your surroundings if you are out at night or if you are in any way impaired. If you have a bicycle, make sure to invest in a good lock or two as well. Contact the police immediately if you have been the victim of a crime.

Food

Due to the international influence Berlin enjoys, you will find a lot of international food both in your restaurant options and at supermarkets. The largest foreign community in Berlin is Turkish, with an estimated 200,000-500,000 people in Berlin having some form of Turkish background, so it is easy to find delicious Turkish food throughout the city . In fact, the internationally-known Döner Kebab was actually invented in Berlin.

Traditional Berlin food includes Currywurst, which is grilled pork sausage in a tomato-curry sauce; the Pfannkuchen, a hole-less donut filled with jelly known as a "Berliner" in the rest of Germany; and Berliner Weisse, or a white beer drunk with syrup.

Working

Many of our students work part-time and find rewarding jobs during their studies in Berlin. Many companies will require you to know some basic German, however, there are job possibilities without speaking the language.

If you are an EU/EEA national, you have the right to work without any restrictions. With very few exceptions, like jobs in the civil service or the army, you are considered the same as German nationals when it comes to job access or treatment at work.

If you are not from the EU or EEA, your residence permit allows you to work for 120 full days or 240 half days per year. Internships, including unpaid positions, are counted within these days. Please check the latest legal requirements to ensure you meet all the guidelines for working in Berlin as an international student.

You can earn up to €450 per month tax free. If you earn more than that, you will receive a tax ID number, and you will have tax and social security charges deducted from your wages by your employer. In some cases, employers deduct taxes even with salaries under €450. In that case, you can claim your taxes back at the end of the tax year.

There are several organisations and websites which can help you find a job. Resources that specifically target non-German speakers include:

www.jobsinberlin.eu/
www.europelanguagejobs.com/
www.toplanguagejobs.com/

General job searching websites will also list roles which don't require you to speak German. You might need to type something like "English part time jobs" into the search field:

<https://de.jobrapido.com/jobs-durchsuchen/in/land+berlin>
www.stepstone.de/en/
www.monster.de/
<https://de.indeed.com/>
www.ebay-kleinanzeigen.de/s-jobs/berlin/c102l3331
<https://www.linkedin.com>
<https://www.glassdoor.de>
<https://berlinstartupjobs.com/>
<https://www.kimeta.de/stellenangebote-berlin>

Sports

Berlin is a large city with plenty of sports, both active and passive. You can watch the local Bundesliga Clubs, Hertha BSC Berlin and Union Berlin, play home games in the Olympiastadion or in the Alte Försterei, or you can get a more local flavour by attending a smaller football team's match. You can enjoy all sorts of other sports including cricket, baseball, handball, American Football, water polo or and several other athletic activities. Joining a sports team is also a great way to meet people from outside the University!

We are also happy to support you in creating your own groups. In the past, we had regular football sessions, yoga classes at the Study Centre. Talk to our Student Support Team to find out about our activities and suggest any of your own ideas!

Studying at Arden



Code of conduct

At Arden University, we strongly believe that everyone deserves to be treated with dignity and respect. We do not tolerate any form of racism, sexism or homophobia, and we expect our students to behave in the same manner. Bullying or harassment is not acceptable in any form. Please let our staff know immediately should you encounter any such behaviour.

The University has a harassment policy on the A-Z where you can find out more. However, if you are in doubt whether something constitutes harassment or not, please come to us in any case!

Student Charter

At Arden University, we are passionate about supporting people, achieving our best and inspiring progress. To help us support and inspire you to achieve your best we have created a Charter, or set of guidelines, that we should all follow which highlight how we can work together to ensure you have a fulfilling learning experience.

By embarking on this programme of study, you confirm your commitment to Arden University's **Student Charter** (Annex 1).

Our Berlin Campus

Nestled in amongst the city's bustling International Business District, our Study Centre is located near several major corporations including Sony, Deutsche Bahn, Daimler, and the Axel Springer Media Group.

At our Berlin Study Centre, you'll be studying near some of key players of the corporate world, public institutions and government entities, which provides you with excellent networking opportunities. This business district is also home to fantastic shopping malls, restaurants, and parks for you to enjoy in your leisure time.

Our Study Centre is located just around the corner from the well-connected Potsdamer Platz, which allows easy access to the rest of the city via public transport.

The Varian-Fry-Straße bus stop is just a six-minute walk away, and the Study Centre is located along the following bus routes: 100, 200, M48, M85. The M85 bus runs a non-stop from Berlin Central Station to the Study Centre.

There are also bus routes out of town from either Potsdamer Platz or from Stresemannstraße. Three minutes away, the Metrobus M41 stops at Abgeordnetenhaus.

You can also reach the study centre by underground and train: S + U Bahnhof Potsdamer Platz (S1, U2) and S-Bahnhof Anhalter Bahnhof (S1, S2, S25 and S26) are just a six-minute walk away.

Facilities

At our study centre, you will have access to:

- A library with a variety of books and place to study
- A cafeteria and a garden
- Vending machines with drinks and snacks

Key People

Student Support Team

The role of the Arden University Berlin Student Support Team is to ensure that you are progressing well in your studies. They will assist you throughout your programme and answer any administrative queries relating to your studies. At the start of the intake your Student Support Co-ordinator will ensure that you are familiar with our processes, procedures, rules and regulations. After assisting you through your Induction module, your Student Support Co-ordinator will be in regular contact to support and guide you during your studies. They will also email you reminders of upcoming deadlines.

You can contact the Student Support Team anytime at berlinstudentsupport@arden.ac.uk. Please do not hesitate to contact us if there is something you are unsure of or if you ever need guidance. Remember to always mention your STU number while contacting Student Support.

As mentioned before, we have a dedicated accommodation officer who is happy to help you find a flat or resolve problems with your current accommodation. You can reach them at berlinaccommodation@arden.ac.uk.

Head of Centre

Dr Tobias Kliem is responsible for the Berlin operations of Arden University Berlin. He can be contacted by email under tkliem@arden.ac.uk, and you are always welcome to drop in to one of his office hours if you want to provide feedback on your experience at Arden University Berlin.

Lecturers

Each module you study has a dedicated module lecturer who is an approved subject specialist. They will teach your classes in the Study Centre and assign additional tasks on iLearn, which you may be required to undertake between your face-to-face sessions. Your tutors are available to support these online activities between your classes.

The lecturing process is an essential aspect of development and support for students. It is informally based and designed to encourage two-way communication through either peer-to-peer or student-to-lecturer interaction.

Your module lecturer will provide you with academic guidance and answer your questions relating to the course materials and subject. All full-time staff members hold dedicated office hours where you can meet them in person, to clear up any questions individually. Our other staff members will be available on request through an arranged meeting.

Your lecturer will provide academic support and guidance through the following:

- Providing an online welcome post on iLearn at the start of the module
- Teaching or facilitating your study centre-based lessons and tutorials
- Responding to your email, wherever possible within two working days
- Setting your tasks and activities both in the classroom and on iLearn
- Moderating online discussion boards and providing input as required
- Monitoring student participation and progress both online and in the classroom

For all non-academic queries, you are encouraged to contact your Student Support Team at the Study Centre by phone or email.

Programme Team Leader

The Programme Team Leader is responsible for the structure and delivery of your course. You can learn more about your Programme Team Leader and find their contact information on iLearn.

Academic Skills Tutor

At Arden we have a team of Academic Skills Tutors who deliver workshops as well as providing one-to-one support to students to help them to develop and improve their academic writing. You can find out more about the work of the Academic Skills Tutor team by visiting the [Academic Skills pages](#) of the Library Portal.

Inclusion Team

The Inclusion Team provide support, advice, and signposting for the following areas: Disability, Mental Health & Wellbeing and Financial Support & Welfare. To find out more, please visit inclusion.arden.ac.uk. To get in touch, please email inclusion@arden.ac.uk

English for Academic Purposes (EAP) Lecturers

Writing assignments in English can be challenging especially if English is not your first or only language. EAP Lecturers are here to help you to improve your academic vocabulary, academic style, grammar, dissertation writing and essay structure. You can book a one-to-one appointment, join a course or attend a workshop via the English Language Hub page on the Library Portal.

Learning Support

Before logging onto any University Systems, you will need to set up Multi Factor authentication (MFA). MFA is used for extra security in addition to your university password and is required by all students to access Microsoft/Office 365 services and iLearn. Follow these useful guides to set up your MFA once you receive your Office 365 login details: [Multi-Factor Authentication](#)

iLearn

iLearn is an online platform designed to enhance your learning experience and help you through your studies. It provides access to:

- Your Induction - Throughout the induction module you will complete a number of diagnostic tests to identify your strengths and weaknesses in skills required for studying at the University Level. This information will be completed within your compulsory Learning and Development Plan to identify any specific support we can offer you during your studies
- Your modules – This includes module materials, lessons and assessment details
- Educational resources – This includes online electronic libraries and support information such as user guides, links rules and regulations, contact details, and your student handbook
- Academic module discussion forums and messaging facility
- My Notebook – Here, you can make notes within each lesson which will be collated and accessible from the 'My Notebook' link at the top of each module page

You will also find links on iLearn to:

- **Unitu** – access to Arden University's online platform which allow students and staff members to communicate, and for students to provide feedback
- **Study Skills** – access to online resources which assist with study skills including referencing and plagiarism, academic reading and note taking, IT skills and using the online libraries
- **Library Portal** – access to an extensive Digital Library along with guidance and support.
- **Inclusion Portal** - inclusion.arden.ac.uk. Useful resources, information and referral into our service to support your student journey in the following areas: Disability, Mental Health & Wellbeing and Financial Support & Welfare
- **Careers resources** – visit Arden Futures, the Arden Careers site for high quality careers resources, tools and job opportunities, as well as employer events and individual support to help you to achieve career success. You can access Arden Futures 24/7 by clicking on the 'Careers' tab at the bottom of your iLearn homepage or by visiting futures.arden.ac.uk and clicking "Student sign in" and entering your Arden STU email address and password. When you first access Arden Futures you will need to complete your Profile.

You will be given a detailed explanation of the key functions of iLearn and how to use them during your induction. The site will be updated regularly with new and relevant information as it becomes available. Tutors may make announcements or add notes to relevant sections or engage with you in discussion forums. There is also a page for your own personal profile and photos. You are encouraged to add information about yourself, to connect with your peers.

iLearn will be our principal way of communicating with students registered on this course so it is essential that you visit iLearn on a regular basis. Please remember to look at the 'News & FAQs' section for new messages and discussions.

If you require assistance navigating iLearn or with any of the features on iLearn, there are a range of guides under the 'My Resources' menu.

How to access

You can access the iLearn site directly by entering the following web address in your web browser: ilearn.rdi.co.uk

1. Enter your username and password and click 'Login'
 2. Select the relevant module from the "My Modules" section at the top of the screen
- iLearn is also fully accessible via tablet and smartphone, so you can study on the go.

Induction

Before you commence study on the course you are required to undertake an online induction module, which contains all the information you need to get you started. The aims of the online induction are for you to:

- Get to know staff and fellow students
- Gain a comprehensive understanding of various aspects of your programme of study
- Access a range of resources to support your study
- Ask questions relating to any aspect of the learning experience
- Become acquainted with Arden University Berlin procedures and policies

At the start of your intake, you will receive an email with your username and password for iLearn. You will access your Induction module by logging onto iLearn and selecting the Induction module. This induction includes several topics each with learning materials, activities and discussion areas. This structure will be replicated in each module once you start the programme.

It is recommended you work through each lesson and carry out the activities found in the 'My Induction Learning' menu. You should also refer to the information under 'My Programme', 'My Support', 'Getting started' and 'My Resources'. A guide to navigating the Induction module is available under 'My Resources'.

You will also receive an induction at the Study Centre. This will provide you with a full introduction to the facilities, learning resources and pastoral support available to you at the Study Centre. You will meet the key academic contacts and your Student Support Coordinator. The requirements of the course and the blended learning delivery model will be further explained to you during this in-person induction.

Your timetable, sent to you with your offer letter or afterwards, includes details of the classes you are scheduled to attend during each study block, the room your classes will be held and the tutor who will be teaching you.

Learning Materials

You will access your core learning materials for the programme via iLearn under 'My Learning'. The module learning materials are designed to facilitate your learning and to allow you to achieve the learning outcomes for each module. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks. Your lecturer will request you engage with these materials both in and between your scheduled classes.

To get the most out of your learning experience you should engage with the online materials before each class, so you are prepared to discuss your ideas in the classroom with other students and your lecturer. This will make the lessons much more stimulating and effective. If you have any questions about the modules or how to study, you can ask your lecturer online before the lesson.

Library Resources

As an Arden University student, you have access to an extensive Digital Library containing over 35,000 journal titles and thousands of e-books. As well as a range of academic and industry databases that you can use to research and gain in-depth information on your area of study. The Library Portal can be accessed under the My Resources section of **iLearn** or by going to <https://library.arden.ac.uk/>.

You will use your **Arden Office 365 login credentials** to access the resources available through the Library. Your Arden Office 365 details along with details on how to recover your password will be supplied to you via email when you register for your programme. If you have not received this email or require assistance with your Office 365 credentials, please contact help@arden.ac.uk and a member of the team will be happy to assist.

You will find a wide range of resources to explore in the Library Portal and you will utilise these at different stages of your studies. We recommend that you get started with the Library Portal by exploring the Subject Guide for your area of study and by accessing your BibliU account using your Arden Office 365 email address and password. BibliU is our new eBook platform which provides individual access to many of the key texts you will use on your programme of study. Take a look at this useful video on some of the key features of BibliU. If you have questions about the library portal please contact us at libraries@arden.ac.uk.

Academic Skills

At Arden we have a team of Academic Skills Tutors who are there to support you throughout your studies. They deliver optional workshops covering a whole range of topics including Using the Library, Academic Writing, Critical Thinking Referencing and Academic Integrity and much more. They are also available to provide one-to-one support with any aspect of your academic writing. Within the Academic Skills Tutor team we also have specialists who can assist with statistics and programming. You can find out more about the Academic Skills Team by visiting the **Academic Skills** area of the Library Portal.

The English Language Hub

As English is the language of delivery at Arden University, the English Language Hub (ELH) has been created to support speakers of English as a second or additional language during their studies. The ELH supports students through one-to-one appointments with an academic English specialist, optional workshops on a variety of English language related topics, and various events that are run in each study centre as well as online. In addition, the ELH delivers a 7-week Fundamentals of Academic English (FOAE) mini-module to eligible students. This short module is designed to build students' English language confidence and knowledge when giving academic presentations and producing academic written work. You can find out more about English language support, including how to book one-to-one appointments and workshops, by visiting the ELH area of the Library Portal.

Inclusion Team

The Inclusion team provides Arden Students with specialist guidance and support in the following areas:

Disability, Mental Health and Wellbeing

Financial Support and Welfare

Disability:

We can offer one to one appointments with an Inclusion Adviser (Disability) via telephone, Zoom or TEAMS, or we can advise and support via email if that is preferable.

To access the Disability Team services, we ask you to complete a short Disability Support Request Form: [Disability Support Request Form](#)

This provides us with the information we need as to what you want help and support with. We may ask you for a copy of your Medical Evidence or Diagnosis so that we are able to make some recommendations as to any reasonable adjustments for your teaching and learning that you might need. We will also ask you to complete a consent form so we can securely store your information, advocate on your behalf with others and put the necessary support in place.

You may also be eligible for a support package from Student Finance England called Disabled Students Allowance (DSA), which can provide assistive software, one to one support and equipment. To find out more, visit diversityandability.com/dsa-find-your-way/

If you are eligible, we can help you in applying for this and getting it in place.

Mental Health and Wellbeing:

We can offer three tiers of support. Firstly, signposting to relevant teams/services both internally and externally, secondly, session based support (up to 4 sessions) with an Inclusion Advisor (Student Mental Health and Welfare) and thirdly, external referral for counselling through Problem Shared (UK based learners only).

We can also make some recommendations as to any reasonable adjustments for your teaching and learning that you might need, but would need a copy of your medical evidence, or diagnosis to do this. You may also be eligible for Disabled Students Allowance (see above), which can provide on-going support such as one to one mentoring.

Financial Support and Welfare:

Like MH&W, we also offer three tiers of support. Firstly, we deal with crisis welfare concerns, for example if you are to be made homeless, secondly, we signpost to relevant teams/services both internally and externally, and thirdly, we can offer up to four one to one sessions with an Inclusion Adviser (Welfare Support).

Arden also has a Hardship Fund called the Financial Bursary Scheme and access to a helpful financial education tool through a system called Blackbullion. You can either be signed up for this by Arden Student Support Staff, or register for this yourself through the Blackbullion website, using your Arden email address: blackbullion.com

Careers and Employability

When you join Arden you bring with you a unique set of knowledge, skills, and experiences which you will develop and add to during your studies. Our Careers team are available online, along with our careers resources available 24/7 via Arden Futures, are here to help you wherever you are on your personal career journey.

Whether you are a Career Starter exploring your options, a Career Changer switching careers, or a Career Developer looking to secure your next promotion, the Careers team are here to help you make the right career moves.

The Careers team can help you:

- Generate career ideas and clarify your choices
- Develop your confidence and resilience
- Find a range of jobs, including graduate jobs and internships across all sectors relevant to your degree
- Develop career skills for employer recruitment processes (e.g. CVs, application forms, interviews)
- Prepare for the transition into a new job role or career

For further details on support we can offer, you can contact the Careers team at careers@arden.ac.uk or you can ask a question via the Queries section of Arden Futures.

Student Feedback

Arden University is committed to providing you with the best possible education, and we believe the best way to improve is to listen to your own experience. We value your feedback and encourage you to pass on your comments, compliments or concerns. There are a number of ways you can do this.

You are encouraged to provide feedback to your Student Representative via Arden's UNITU forum which you can access via iLearn or download as an app on your tablet or smartphone. The Student Representative will post issues raised onto feedback boards and present this feedback on behalf of the student body to the relevant programme committee meetings.

If your comments relate to a particular module, the best way to provide feedback is by completing the Module Evaluation Survey. A link to complete this survey will be sent to you part way through your module.

You can also provide confidential feedback at any time to the Student Support Team. Serious complaints should be directed to the Head of Campus.

Student Representation

Student representation is a mechanism that helps Arden University ensure that the student voice is fully represented in decision making. Representation provides opportunities for students to shape not only programme-related developments, but also the wider activities of Arden University.

Becoming a Student Representative is not only a great opportunity to make a positive impact on your learning experience and that of your fellow students, but it is also a great addition to your CV.

Student representatives are invited to attend Staff Student Liaison Committees (SSLCs) which take place three times each year. These meetings provide an opportunity discuss issues specific to a particular study centre or mode of study.

In addition, student representatives are invited to attend Programme Committees which focus on matters relating to a programme of study.

There is also an official Arden University Student Association; the Student President attends Academic Board, and the Vice Presidents for Blended Learning, Distance Learning and Berlin attend Quality and Standards Committee, Access and Participation and the Learning, Teaching and Assessment Committee. You can access your student voice platform, UNITU via ilearn or via a mobile browser: arden.unitu.co.uk using the same email address and password you use to access ilearn to post your feedback and comments and to contact your student representative. You can also download it as a progressive web app via the UNITU site by accepting mobile notifications on your tablet or smartphone, so you'll never miss out on what your fellow students are saying about your programme and campus. You will also be able to communicate with all students across your programme, including those studying at other campuses and in fully online distance learning mode, and ultimately with all Arden University students, via the UNITU platform/app.

Information about how to become a Student Representative will be sent to students at the beginning of each year.

Annual Monitoring

At the conclusion of each year, academic teams evaluate the strengths and weaknesses of their programme during the previous year through the Annual Monitoring process. An important part of the process is a consideration of the student feedback provided by the Programme Committee and the module evaluation questionnaires. Other reference sources considered include External Examiners' reports, students' outcomes (module pass rates, progression through and completion of the programmes) and levels of employability.

The views of students are considered extremely important to the successful running of every programme and of our portfolio as a whole. Your input is, therefore, very important and may significantly influence both the content of our programmes and the processes by which they operate.

Student Welfare / Student Services

Our student support team is there to help you with your studying and with getting along in the city. Please do not hesitate to talk to our student support officers, our accommodation or our careers advisor with any requests! We also offer online resources, for example to support your mental health or to help you with careers or finances.

Support, Information, Advice and Guidance

In addition to support offered by your lecturers, your student support Co-ordinator will ensure that you are progressing well in your studies and they will assist you throughout your programme with any administrative queries relating to your studies.

Your student support champion will offer confidential support and will listen and help you to discuss anything that may be worrying you, causing anxiety or affecting your ability to study.

Careers Advice and Employability Skills

We have a dedicated Career Consultant in Berlin, who works hard to support you in multiple ways – from careers related workshops and lectures to one to one support on finding a job, writing CVs or overcoming interview anxiety. You can reach her over berlincareers@arden.ac.uk and discuss anything careers related, from finding a part-time-job to figuring out what to do with your degree.

You will also have access to an online careers portal with comprehensive personal and career development resources to assist you in researching career options, CV writing and interview techniques. This can be found on ilearn.

Student ID / Access Card

You will be issued with a Student ID / Access Card to enable you to access the facilities at the study centre. Replacement cards for students whose card is lost or stolen will require the student to pay a nominal fee. Please check with your student support Co-ordinator for current fees.

Office365 & Arden email account

Arden University students will receive complimentary access to their own Office365 account and Arden University email address upon confirmation of enrolment onto their programme of study.

ISIC Card

If you chose to use Expatrio for opening a blocked bank account (see above), you will already have an International Student Identity Card. If not, you can apply for one with our Student Support Team. The card will make you eligible for up to 150.000 discounts across the world. Below are some of the top benefits and discounts students can access in Berlin and throughout Germany:

- Flixbus: *10% off every booking*
- McFIT: *no activation fee, only €15 monthly membership fee*
- Samsung: *up to 30% off*
- John Reed Fitness: *no activation fee, €5 off monthly membership fee*
- Sennheiser: *Up to 50% discount on headphones*
- Share Now (car sharing): *no registration fee, €10 credit*
- Vodafone: *€5 off monthly fee, and no activation fee*
- Exit the Room: *20% off escape games*
- STA Travel: *exclusive student fares on flights and tours*
- Festicket: *5% off festival tickets*
- Hard Rock Café: *20% discount*
- Little Big City: *40% discount*
- Madame Tussaud's: *€10 discount*
- Berlin Dungeon: *40% discount*



Programme Information

Your Arden Degree

Module Descriptions

The learning outcomes, content, recommended reading and assessment details for each module are described in Module Descriptor Forms (MDFs), which can be found in the Programme Handbook.

The MDFs will identify any key text for the module. Where possible, Arden University will provide an e-book version of the core text, which is contained within the Arden University online library. Alternatively, you may wish to purchase your own copy so that you can engage in the student-managed learning associated with the key text. In all cases, a range of e-books is available to facilitate your wider reading around a particular topic.

Programme Learning Outcomes

Arden University use learning outcomes to define academic standards and the level of student achievement. Learning outcomes describe, at a threshold level, the knowledge, understanding, effective and transferable skills which you are expected to demonstrate on successful completion of a module.

Within the modular curriculum structure, learning outcomes are expressed for both programmes and their constituent modules. Your achievement of the learning outcomes of the individual modules collectively contributes to your achievement of the learning outcomes of the programme for which you are registered.

The learning outcomes of your programme are set out in the programme specification document which can be found in the Programme Handbook.

Assessment Methods

The assessment methods used for each module on your course are detailed in the Programme Handbook on ilearn. All assessments must be submitted online, except where assessed by examination.

Programme Duration

There are maximum periods of registration for a programme or level of study leading to an award, which are detailed in the **University's Regulatory Framework** sent out with your offer letter and published on our website.

However, full-time and part-time blended learning students are expected to follow a scheduled study programme, including **attending all classes** and submitting all assessments by the required deadlines. It is proven that attendance impacts substantially on levels of achievement – that is to say, you are much more likely to do well in your assessments if you attend every class. You will have received a timetable for your first semester with your offer letter, which sets out the attendance requirements.

Full-time students are expected to complete 180 credits per academic year. If you refer for any assessment you will also be required to revise using the materials available on ilearn and be given a reassessment opportunity within a few weeks of receiving your provisional grade.

Study and Assessment

The Academic Calendar

There are 4 study blocks in every academic year, each of 10 weeks in duration (9 weeks teaching with assignment submission in week 10). You will be required to attend 8 hours of classroom tuition, normally delivered over two separate days and for 4 hours per day. Each study block will deliver content of two modules worth 20 credits each. Breaks are scheduled within the calendar between each study block.

New students will also attend a compulsory two-week online induction followed by a one-day induction at the Study Centre, immediately before the start of the course.

There are rules and regulations governing module completion and progression which affect when you may progress from one level, or a full-time year of study, to the next. These are fully detailed in the Regulatory Framework and you will be advised by your tutors and student support coordinator as to your continuing status on the programme. However, if you do not pass your module assessments even at the reassessment attempt you may be prevented from proceeding to the next level.

Details of credit values for each module can be found in your **Programme Handbook**.

In the final stages of your programme you will be required to complete a piece of independent study which will take the form of a Dissertation / piece of research or final major project module. You will be provided an extended period of time to complete this substantial piece of work, attend Group Supervision Classes (GSC) and engage 1:2:1 with your allocated Supervisor who will support you throughout this final module. Further information can be found in the Programme Handbook.

Assessment

You will be expected to study your modules and complete your assessments by the published submission dates. Assessment submission dates can be found on the module page on ilearn.

Assessment briefs, with the exception of examinations, multiple choice questions and 24-hour assessments, are typically released at the start of each module. The assessment briefs will contain the following information:

1. Module title, assessment title and word count
2. Submission instructions
3. Assessment brief and tasks detailing what the student needs to accomplish
4. Student guidelines where applicable to assist your understanding of the exact assessment requirements
5. Specific performance criteria mapped against the grading structure

For more information about word count please refer to the [Word Count Policy](#)

Submitting your Assessment

Your assessment brief will include instructions on how to submit your assessment. If your module is assessed by examination, please refer to section 8.5.

Usually, you will be required to submit your assessment electronically to the assessment submission area on your module page on ilearn by following the assessment submission link.

By submitting your assessment, you will be agreeing to the Student Declaration, which confirms that the work you have submitted is your own original work. You will also be agreeing for your work to be scanned through Arden University's similarity detection system. It is Arden University's policy to scan all assessments through the Turnitin similarity detection system.

If you experience difficulties uploading your work to ilearn, you should contact the Student Support Team immediately.

Help with Referencing and Avoiding Misconduct

Please ensure that you carefully read the information on academic integrity and misconduct provided within the Induction module on ilearn before commencing your first semester. You can return to this information later in your study to refresh your understanding of key definitions relating to academic misconduct and referencing.

You must also ensure you have read and understood Arden University's regulations on [Academic Integrity and Misconduct](#).

One tool that Arden University utilises to identify potential academic misconduct is Turnitin. The Turnitin system allows your tutor to check your work for improper citation, incorrect or inadequate referencing or potential plagiarism by comparing your work against its continuously updated databases. All assessments submitted for formal assessment will be scanned through the Turnitin software.

Before formal submission of your assessment to ilearn, you can upload your draft assessment to Turnitin via the same submission portal that you will upload your final version to. This allows you to view the draft originality report generated by Turnitin, which gives the opportunity to make corrections to your assessment before your final submissions.

To view your Turnitin similarity report, click on the percentage ‘similarity index score’ which will appear next to your assessment once the report has been generated by the system. Please allow up to 48 hours for the Turnitin report to be generated by the system and become available to you, particularly when you re-upload for a second time or more.

The last submission that you upload before the deadline is the version that will be marked. In addition, a guide is available on iLearn to help you review your Turnitin originality report and identify any problem areas. It is crucial that you read this information before you start planning for your first assessment. We highly recommend uploading your assignments at least 2-5 days before the final deadline to check your Turnitin score and, if needed, improve your work.

The Turnitin report is just one source of evidence that will be considered when investigating suspected cases of academic misconduct. It is important to understand that a Turnitin similarity report showing a match to an external source may be used as evidence during the investigation of suspected cases of academic misconduct. However, similarity report that shows a low or even a 0% match cannot and will not be accepted as evidence that no academic misconduct has taken place.

Modules Assessed by Examination

If your course includes an examination, this will usually take place at the study centre.

Alternative Examination Venues

Your exams will be held at the Study Centre, but in very exceptional circumstances you may make arrangements to sit an examination at an alternative study centre. Our Examinations Team maintain a list of approved worldwide examination centres, and you will be responsible for contacting the venue directly to verify their availability to host your examination.

Please note that the Examinations Team will guide you through this process. There may be additional charges incurred, which you will also be responsible for paying directly to the venue. Charges are set by the venue and will therefore vary.

For more information about alternative examination venues, please contact your Student Support Co-ordinator.

Deferring your Assessment

You may only defer your assessment by submitting a claim for extenuating circumstances to the University’s Student Affairs Committee. If you need to defer any assessment you must contact your Student Support Co-ordinator for advice on how to proceed.

Assessment Extension

An extension is defined as permission to hand in a piece of assessed work after the published hand-in date, without incurring a penalty. Extensions to assessment deadlines may be granted in exceptional circumstances, typically up to a maximum of seven days following the published hand-in date and time.



How do I make a request for an extension to an assessment deadline?

- You need to submit an extension request before the deadline date. The form can be requested from your Student Support Co-ordinator
- You will describe your reasons for the short extension and submit any evidence to support your request with the form to your student support advisor
- The application will be considered and you will be notified at your University email address of the outcome, typically within 24 hours. If the request is approved, you will be given a new submission date. Providing you hand in your coursework on or before the extension submission date, your work will be uncapped and marked using the full range of marks
- If your application is declined you will need to attempt the assessment, otherwise a non-submission will be recorded and any resubmission will be capped at 40%

How much information do I need to provide for an extension?

You must include all relevant facts. Your application may be rejected if you fail to complete the details concerning identification of the module(s) and assessments for which you are making an application.

You must ensure that you provide the specific assessment dates. These dates should correspond with any information provided in your third-party evidence, if you are able to provide any. You must also make sure that you explain the impact that these circumstances have had on your performance. Try to make your submission clear and concise.

Extenuating Circumstances

Extenuating circumstances are genuine circumstances beyond your control or ability to foresee, and which impair your assessed work.

If your circumstances are such that an extension of up to seven days would not be sufficient or if you feel that, despite being granted an extension, your performance in an assessment will be seriously impaired, you may formally submit an extenuating circumstances request in accordance with Arden's Extenuating Circumstances Policy.

If accepted, you will be granted a deferral, which means you will be given permission to postpone submission of your assessment and undertake a new piece of work at the next available submission period.

How do I submit a request for extenuating circumstances?

- It is recommended you discuss the matter initially with your Student Support Co-ordinator so that the extenuating circumstances can be reviewed.
- You need to submit the an extenuating circumstances request no later than five working days after the deadline.
- The request should clearly state the dates when your circumstances occurred and which assessments are affected. You should also describe the extenuating circumstances and how they have or would impair your performance in the assessment.
- You should also include supporting third party evidence with the request. Please see guidance below on acceptable evidence.
- If you are unable to submit your supporting evidence with the form, you will typically have up to ten days from the original deadline in order to do this.
- If your application is accepted this will be confirmed to you by email and you will be given a new submission deadline, usually at the following submission period.
- If your application is declined you will need to attempt the assessment if the deadline has not passed, otherwise a non-submission will be recorded and you will be re-registered at the following submission period.

What evidence do I need to provide with a extenuating circumstances application?

Requests for extenuating circumstances must be accompanied by supporting evidence, usually from an independent third party. You are advised to keep a copy of any evidence you submit. We realise that in some cases it may be difficult to do this, however, lack of third-party evidence will mean that your request is unlikely to be granted. Medical evidence must bear the medical practitioner's practice stamp, or be on appropriate letter-headed paper.

Please note that some medical practitioners may charge a fee for providing you with medical certification for over seven days. If you need financial support to pay for evidence, please contact your Welfare Officer or Student Success Coach.

Examples of other third-party evidence that might be acceptable in support of non-medical circumstances may include:

- a death certificate
- a letter from a counsellor who you have been seeing
- a letter from your employer verifying the extenuating circumstances
- a police report and incident number

Failure to Submit

If you fail to submit your assessment or attend your examination and have not been granted a deferral, you will automatically receive a mark of zero. If you are entitled to resubmit or retake the assessment (i.e. you have a referral opportunity), you will need to prepare for the next available submission point, which will typically be a few weeks after you have received your provisional grade. Your resubmission or retake grade will be capped at the pass mark of 40% for undergraduate modules and 50% for postgraduate modules.

Notification of Assessment Grades and Examination Boards

Arden University typically returns provisional grades and marked feedback forms for assessments directly to students within 15 working days from the official submission date. For major projects and dissertation modules, the return of feedback will be within 30 days.

For examinations, feedback will normally be returned within 15 days from the date of receipt of your physical examination script from the examination venue.

You will receive your provisional grade and assessment feedback from Arden University via email.

All grades must be confirmed by the Examination Board before confirmed grades can be released to students. Grades are therefore provisional and subject to change until they have been confirmed by the Examination Board. Where marks have not been confirmed by the Examination Board, this will be indicated in the feedback.

Examination Boards will consider and confirm students' progress and final award classifications. These boards are a key part of the quality assurance processes to ensure that standards are comparable with those of other schemes within the UK higher education system.

The Examination Board is attended by External Examiners who will review the work of students, the marks awarded and the assessment process as a whole before confirming grades.

Re-Assessment

Arden University operates re-assessment procedures that are designed in compliance with Arden University's Regulatory Framework, which can be accessed here: <https://arden.ac.uk/about-arden/our-policies-standards>

If you receive a referral on your first attempt at a module, you will be given the opportunity to resubmit. A resubmission will be based on the same assignment brief as your original attempt and allows you to revise your original submission and improve it based on the feedback you received. Please note that for assessments carried out by exam or Time-Constrained Assessment you will be required to complete a new assignment based on a new brief. You will usually be expected to resubmit in the next available submission period.

If you refer on your resubmission of the assessment, you may be permitted to retake the module. A retake requires you to re-engage with module learning material and to complete a new assignment based on a new assignment brief. In modules where a generic assessment is used you will be expected to write on a substantially new topic. Please note that in some cases when you retake the module, the assessment type may have changed.

If you refer on your retake attempt, you will be granted one further resubmission.

However, please note that the following applies to all retakes:

- This is subject to the discretion of the Examination Board.
- This is subject to the requirements of external or Professional, Statutory and Regulatory Body (PSRB) accreditation if applicable to your programme.
- You will be required to make payment for any module retaken.

If you have no further re-assessment opportunities in a module you will be contacted by your Student Support Co-ordinator to discuss your options.

The maximum grade that can be awarded for any resubmissions or retake is 40% for undergraduate programmes and 50% for postgraduate programmes.

As assessments change at every assessment period, please note that it is your responsibility to ensure you submit the correct paper. If in doubt, please contact the Student Support Team.

Criteria for Classification of Arden University Awards

The criteria for Arden University awards are set out in Arden University's Regulatory Framework

Inactivity, Re-registration and Withdrawal

Arden University requires all of its students to undertake annual re-registration. Each year on the anniversary of your enrolment, you will notice that when you log into your iLearn account that you will be asked to confirm your personal details and inform us of your study intentions for the year.

If you fail to complete the required re-enrolment process on iLearn when prompted, this will result in you not being able to access your iLearn study materials until the following study block. It will also mean that you will not be registered as an active student and may therefore be unable to continue on your programme.

Appeals against the decision of the Examination Board

Arden University is committed to providing the highest quality of education possible to ensure that you benefit from the academic, social and cultural experience. Where students feel that their legitimate expectations are not being met, whether it is an academic or non-academic matter, they have the right of access to the Complaints Procedure and Academic Appeals Policy contained in this handbook although it is hoped that most complaints can be settled at a local level.

An appeal is the process by which a student requests that the Subject Assessment Board reconsider a decision or mark awarded, progression or a decision on academic misconduct.

Appeals will only be considered if there has been an arithmetical error, irregularities in the assessment process, or if there are exceptional mitigating circumstances that for good reason could not be made known to the Subject Assessment Board prior to the meeting.

Appeals which question the academic judgement of the marker cannot be accepted.

For further information and details on how to submit an appeal, please refer to the Academic Appeals Process.

Attendance and Engagement

Arden University is committed to providing the highest quality student experience, and a key component of this is promoting and encouraging student engagement and attendance.

Student attendance and engagement is monitored for the following reasons:

- To aid student retention and progression through the early identification of students at risk and allow timely academic and personal support interventions
- To enable notifications of withdrawals/suspensions to be made on time ensuring all stakeholders are informed in a timely manner
- To meet any requirement to report absences to employers or other sponsors where they are funding or co-funding course fees
- To comply with the requirements of the student loan company who require confirmation of attendance on a regular basis for those students who are in receipt of financial support
- To comply with visa authorisation and undertake any necessary reporting to local immigration authorities, where applicable

Key Principles

Attendance and engagement apply to both online engagement, typically via iLearn, and attendance at any scheduled Study Centre sessions.

Expected Online Engagement

- Key engagement indicators within the Induction module includes undertaking the Induction module lessons and activities
- Key engagement indicators within the module include completing weekly lessons, completing weekly learning activities; contributing to discussion forums, and completing and submitting assessments

Expected Attendance

- Attendance at all sessions of the Study Centre induction
- Attendance at timetabled classroom sessions
- Attendance for assessments (presentations, exams, etc.) at the Study Centre

Induction and Late Enrolments

The induction process is designed to prepare students for study and includes both an online and an in-person Study Centre induction. Online induction opens approximately 2-3 weeks before instruction begins. Students gain access to the online induction once they are enrolled on their course.

The Study Centre induction usually take place during the week prior to teaching, and attendance is mandatory. Late enrolments may be accepted up to the start of teaching. Students enrolling late who may have missed all or part of the Study Centre induction will be briefed and provided copies of all relevant information separately by their Student Support Co-ordinator.

Lateness

To ensure that instructional time is effectively used during lessons, students are expected to be punctual for all classes. You will be recorded as late if you arrive 15 minutes after the timetable start time.

Students arriving more than 15 minutes into the lesson will not be permitted to join the class for that session. Students are able to join the class after the next break to avoid disruption to the rest of the group. If a student does not join the class after the break, they will be marked as absent for that session.

Students who are consistently late disrupt both their own education and that of their peers. A meeting between the student and their Student Support Co-ordinator will be convened where persistent lateness gives cause for concern.

Absence

Arden University appreciates that at times absence will be necessary due to unforeseen circumstances, for example illness.

Students should email berlinstudentsupport@arden.ac.uk in the event that they are going to be absent.

For the first 7 days of your absence we operate a self-certification process. Any absence over 7 days would require evidence. If you are given staged warnings at any time over your attendance then we may require you to provide evidence for all absences. Self-certification cannot be used for absence from an assessment or examination.

Extensive or persistent absence affects a student's ability to continue studying and may result in withdrawal from the programme and notification to external authorities.

Extenuating Circumstances and Break in Learning

Where a student's ability to study or take assessments is in any way affected the extenuating Circumstances Policy/Break in Learning process may be applicable.

Where a student is impacted by long term sick leave the Break in Learning process may also be applicable. Leave of Absence can be actioned by Arden if required.

Details can be found in section 8.9 and students may also seek further guidance from their Student Support Co-ordinator.

A Break in Learning will be subject to visa extensions being granted by local immigration authorities.

Holidays

Holidays during scheduled classes and assessment periods (including re-assessment periods where applicable) are not permitted.

Attendance Monitoring

- Student attendance will be monitored in order to take remedial action where a student's engagement is not at the required level
- In class, Module Tutors will record attendance in a register at all sessions. This allows analysis and oversight of individual student attendance at both module level and overall programme level
- Formative and summative assessment submission including examination attendance will also be monitored where applicable
- Data will be analysed and monitored by staff. It is expected that academic members of staff will also benefit from this information which will enable them to make positive steps towards absenteeism
- At the end of a semester any student whose attendance is a concern will be sent a summary which will also be added to the student's record

Initial Contacts and Minimum Attendance

Within the first two weeks of the student's intake, Arden University expects that students have achieved the following milestones:

- Student is enrolled and registered
- Student has completed Online Induction
- Student has engaged online completing, lessons, activities and participating in discussion forums
- Student has attended Study Centre Induction
- Student has paid or has approved sponsorship in place for study
- Student attendance is at least 80%.

Failure to achieve the above milestones may result in withdrawal from the programme in accordance with QA.66 Non-Academic Withdrawal.

Ongoing Contacts and Minimum Attendance

Arden University will initiate contact with a student where:

- The student fails to register and enrol
- The student fails to complete the Online Induction
- The student has repeated absence resulting in attendance below 80% (over a 3-week period)
- The student fails to complete key engagement indicators within a module
- The student fails to submit assessment or attend a scheduled examination
- The student is consistently late (over a 3-week period)
- The student fails to follow the agreed payment plan

Where poor attendance or inadequate participation is a cause for concern the University will discuss any issues with the student and make arrangements for future their participation. Failure to meet the minimum attendance requirements may result in withdrawal from the programme in accordance with the procedure outlined in QA.66 Non-Academic Withdrawal.



Complaints Procedure

If you have a complaint relating to any aspect of your educational experience, it is recommended that you contact your student support champion in the first instance. Wherever possible, the university would wish to see any complaint resolved as close as possible to its origin, and with a minimum formality.

For full details of the complaints procedure, please refer to the [Student Complaints Procedure](#).

Equality and diversity

Arden University is committed to providing equal opportunities for staff, students, applicants and all persons with whom it deals and will not tolerate any discriminatory behaviour with respect to ethnicity, race, religious belief, gender, sexual orientation, gender identity, gender reassignment, marital status, pregnancy, maternity, age or disability, including mental health.

These characteristics align with the protected characteristics defined in the Equalities Act 2010. For further information, please refer to Arden's [Equality and Diversity Policy](#).

Arden University Student Association (AUSA)

The AUSA exists to support the students of Arden University in the following ways:

- Promoting the interests of students and enabling them to influence how the University develops and is managed
- Ensuring the views of members are heard and represented effectively through the elected Student Representative system
- Supporting students to communicate and network with each other to enrich their experience of studying at the university
- Facilitating effective communication and consultation between the University and its students
- Contributing to the University's promotion of equality and diversity through the interaction of students from different countries and cultures around the world

Items for Discussion/Agenda

These will include:

1. Discussion of matters raised by students, and matters on which Arden University wishes to seek student views;
2. The outcomes of student evaluation of schemes (via end of module surveys) and Arden University responses; and
3. Consideration of proposals for new schemes and any changes to current schemes.

Academic Board and its Sub-Committees

There will be student representation on the Academic Board, the Quality and Standards Committee, and the Learning, Teaching and Assessment Committee, the Student Experience Committee, Access and Participation Committee and the Equality, Diversity and Inclusion Committee and Students as Partners group. Below is the Student Representative Network which details which role will attend which committee meeting.

After your studies



Being an Arden Alumni

Once you've completed your degree with Arden, you'll benefit from becoming part of our global alumni network. You'll be part of a family of graduates and professionals from all over the world, creating limitless networking opportunities and support and guidance when you need it. You can access alumni careers support which includes:

- Exclusive careers and professional development webinars and online guest speaker sessions
- One-to-one career coaching via Zoom to help you get to where you want to be in your career
- Continued 24/7 access to Arden Futures to access careers information, advice and events (need to initially complete 'Alumni registration' to gain access)

If you would like to access Alumni careers support, get in touch at alumnicareers@arden.ac.uk

Working in Germany

Should you wish to stay in Germany and work, there are some legal matters that you need to keep in mind. Germans and EU citizen can take up any employment or start their own business. For non-EU citizen, this is a bit more complex.

Given the ever-changing nature of immigration law, please do make sure to check the legislation at the time you graduate – there is a chance this handbook is outdated by then! Therefore, this only aims to give you a general overview.

There are several type of residence permits for non-EU foreigners that are not students any more:

- You can apply for an 18 month extension of your work permit immediately after studying at the Foreigners' Office in Berlin, which allows you to take up employment as well. The purpose of this is to allow you to find longer term employment that qualifies you for the categories below.
- If you have a permanent job offer, you could qualify for a "Blue Card" if your salary crosses a certain threshold that can be seen on the website of the European Commission at https://ec.europa.eu/immigration/blue-card/germany_en
- If your salary is below that threshold, you could still qualify as a "qualified professional" – see www.make-it-in-germany.com/en/visa-residence/types/work-qualified-professionals

For an up-to-date overview of the different rules and regulations and the more complex visa types (eg self-employed), there is a helpful website of the Federal Government: www.make-it-in-germany.com/en/visa-residence/types/work-qualified-professionals

Annex 1: Student Charter

At Arden University, we are passionate about supporting people, achieving our best and inspiring progress. To help us support and inspire you to achieve your best, we have created a Charter – a set of guidelines that we can all follow, highlighting how we can work together to ensure you have a great learning experience.

To ensure you have a great learning experience, we ask that you:

- Treat everyone that works or studies with Arden with respect and comply with our policies and regulations
- Engage positively with your programme, your lecturers and fellow students to make the most of the learning opportunities we provide
- Help us understand your motivations, personal schedule and targets so that we can help you achieve your goals
- Keep your tutors and Student Support Co-ordinators updated on your progress, how you are feeling and if you have any concerns that may be holding you back
- Commit to your studies by attending and taking part in scheduled activities
- Seek help and advice when you need it and make the most of the support available to you
- Complete and hand in assessments on time, with diligence and honesty, whether or not they count towards the final mark and take on board the feedback we provide to help you succeed
- Be an ‘Arden ambassador’ and promote good, positive behaviour at all times
- Tell us what you think by providing helpful feedback through evaluations, surveys and your Student Representative
- Keep up to date about your rights and responsibilities and work with your Student Association to provide or choose potential AUSA representatives or leaders

To help you have a great learning experience, we will:

- Provide a warm, welcoming study environment and be respectful and professional at all times
- Continually deliver high quality, engaging teaching and learning opportunities and access to a wide range of online learning materials
- Publish clear and accurate information about your programme and our policies, procedures and regulations
- Support you on your journey by actively encouraging you to engage with and successfully complete your programme
- Work with you to clarify your career aspirations and give you the tools to achieve your goals
- Give you helpful and timely feedback on your assessments, offering guidance for improvement and supporting your development
- Equip you with the resources and academic and pastoral support needed to achieve the learning outcomes for your programme

- Help you develop a set of personal and professional skills during your academic studies as laid out in our 'graduate attributes' and explained in your Programme Handbook
- Create opportunities to work with others and network with students from all around the world
- Boost your employability by enhancing your transferable skills throughout your studies
- Encourage you to develop professional ethics, to strive for equal opportunities and to value diversity
- Listen and respond to constructive feedback and support you to participate in the development of the University

WELCOME TO YOUR NEXT CHAPTER.

We're looking forward to being
a part of your journey.

