Narrator: Mary has met her new roommate Abi and is settling in well. But before her lectures finally begin there is some admin todo.

Mary: Admin?

Narrator: Administration, paperwork, you need to go to registration and complete some forms, and don't forget to pick up your student card, that will be very useful.

Mary: OK, thanks, I’ll do that now.

Mary: Hello, I’m new.

Sharon: So is everyone else, you’ve come to register, have you?

Mary: I think so. I think I need to fill in some forms.

Sharom: Yes, lots of them, here you go.

Narrator: She is not very friendly, but it's a good idea to keep in touch with the administration assistance, she can help you with lots of things. Do you need help now Mary?

Mary: Yes, Ido. Look at this paper, this one askd for DOB, and this one says playiarism declaration.

Narrator: Don't panic. Be polite and ask for help. Say something like, I’m really sorry but I an not sure what to write or could you explain this form to me or I know you are busy but I’d be grateful if you can help me. Give it a go, I’m sure you won't bite your head off.

Mary: Bite my head off, I hope not.

Sharon: Yes, of course dear. This is a playiarism declaration which says that you won't copy anyone’s work, just sign it here. This is a form with your important contact details and next of kin, that’s the person we’ll contact if you get ill or die or something.

Mary: And this?

Sharon: Don't forget this. Fill this in and you’ll get a student card, that will give you discounts on books and food and get you into the student nightclub. You will need to include a photograph of yourself.

Mary: Great, thank so much, can I borrow a pen please?

Narrator: Well done, Mary, you are making progress. You can usually get help by using these phrase.

Mary: DOB, date of birth, that all done.

Sharon: Are those the forms for me, sweetheart? Now all I need is your passport, to prove who you are.

Mary: Oh, my passport, it was in my back pocket.

Daniel: Are you looking for this? You look prettier in real life than you do in your passport photo.