

# CENTRE HANDBOOK 2020-2021

**INTO** »



**QUEEN'S  
UNIVERSITY  
BELFAST**



# Welcome to INTO Queen's University Belfast

## Nuala Corr, Centre Director

We would like to warmly welcome you to INTO Queen's and thank you for choosing us to complete your studies. At INTO Queen's we pride ourselves on delivering high quality programmes and being a friendly and supportive centre. The staff at INTO Queen's are ready to support you throughout your studies with us, but it is important that you ask for help and support if you need it.

You will be expected to fully engage in your programme by working hard attending sessions, engaging with teachers and other students and ensuring that you submit all your work on time. Year on year, we have an excellent student success and progression rate and we are always proud to see our students achieve their ambition of progressing to a world class University. The location of the INTO Queen's Centre is on the Queen's University campus in Belfast. Belfast is a beautiful city and has lots for you to see and explore when you are not in class or studying.

I wish you all the best in your studies and I look forward to meeting you all in person when you arrive to Belfast.



## Liam O'Hagan, Academic Director

Welcome to INTO Queen's from the Academic team. We are delighted that you have chosen us for your course and all of the Academic Team are looking forward to working with you. Over the past 10 years, INTO and Queen's University have been developing our curriculum and courses on offer to students and we are confident that you will have a rewarding time studying with us. With hard work and effort, you will have the opportunity to progress to Queen's University Belfast and we are confident that your time with us will equip you with the transferable skills that will give you a firm foundation for your future university study.

Your teachers will provide high quality instruction and feedback to help you on your journey. That is our commitment. For your part, it is imperative that you engage fully with all aspects of your study, both inside and outside of class. Working together, students and staff, we can achieve the results that we are all aiming for. Please speak with us if you have any questions or concerns. Work hard and make the most of your time at INTO Queen's.





# Welcome to INTO Queen's University Belfast

Áine McComb, Head of Student Services

A very warm welcome from myself and the Student Services Team here at INTO Queen's. You have chosen a great Centre and we will be there to support you on all the different aspects of studying abroad, from getting to meet new friends to engaging with other students around the campus. Please make sure to reach out to us if you have any questions or concerns. We have a lot of experience within our team and we will be able to help you with most issues.

You will meet all of our team during your induction and we will be there to help and support you during your time at INTO Queen's University and we love to hear how you are doing when you progress into your chosen University course. We look forward to meeting you, and supporting your transition to life in Belfast.



## About this Handbook...

This handbook is intended for all students studying at INTO Queen's University Belfast. It should answer many questions which you may have about the services and support available to you through the Centre whether you start your studies in Belfast or online with the plan to transition to Belfast during the academic year. We have marked the sections that apply only to students when they arrive in the Belfast for clarity but it is important to read all parts of the handbook.

In addition to the handbook, there is an INTO Queen's policy guide which you will also need to read and familiarise yourself with regarding the different INTO Queen's rules and regulations. These can be found under the Academic Support section on the INTO Queen's Brightspace platform: <https://qub.intostudy.com/d2l/login>. If you have any questions about anything in this handbook or within the policy guide, please contact the Student Services team or the Academic Support team.

There may be changes to the handbook as information is updated throughout the year. We will notify you if there have been updates and the most updated version will be online on the INTO Queen's Brightspace platform. <https://qub.intostudy.com/d2l/login>



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# 2.Contact details and staff

## 2.1 Key Contacts

Here is a list of the key people you are likely to speak to, along with details on how to contact them



### Student Services

Role	Name	Email
Head of Student Services	Áine McComb	<a href="mailto:a.mccomb@qub.ac.uk">a.mccomb@qub.ac.uk</a>
Student Admissions & Enrolment Manager	Pádraig Scollay	<a href="mailto:p.scollay@qub.ac.uk">p.scollay@qub.ac.uk</a>
Student Services & Accommodation Officer	Beverley Quinn	<a href="mailto:Beverley.quinn@qub.ac.uk">Beverley.quinn@qub.ac.uk</a>
Chinese Language & student support Officer	Cherry Li	<a href="mailto:Cherry.li@qub.ac.uk">Cherry.li@qub.ac.uk</a>
Finance Officer	John Shum	<a href="mailto:j.shum@qub.ac.uk">j.shum@qub.ac.uk</a>
Centre Receptionist	Katriona Doran	<a href="mailto:katriona.doran@qub.ac.uk">katriona.doran@qub.ac.uk</a>
General Enquiries		<a href="mailto:into@qub.ac.uk">into@qub.ac.uk</a>

### Academic Support

Role	Name	Email
Academic Quality & Planning Manager	David Bandy	<a href="mailto:d.bandy@qub.ac.uk">d.bandy@qub.ac.uk</a>
Academic Support Officer	Joanne Ferran	<a href="mailto:j.myles@qub.ac.uk">j.myles@qub.ac.uk</a>
Academic Support Officer	Tsvety Donovan	<a href="mailto:t.donova@qub.ac.uk">t.donova@qub.ac.uk</a>
Academic Support Officer	Mary McNeely	<a href="mailto:Mary.mcneely@qub.ac.uk">Mary.mcneely@qub.ac.uk</a>
Academic Support Officer	Hannah McBride	<a href="mailto:h.mcbride@qub.ac.uk">h.mcbride@qub.ac.uk</a>
IT Support Technician	Simon Clarke	<a href="mailto:s.clarke@qub.ac.uk">s.clarke@qub.ac.uk</a>
General Enquiries		<a href="mailto:academicsupportinto@qub.ac.uk">academicsupportinto@qub.ac.uk</a>



# Contact details and staff

## Programme Managers

Role	Name	Email
International Foundation Programme Business Humanities & Social Sciences	Sarah Prince	<a href="mailto:s.prince@qub.ac.uk">s.prince@qub.ac.uk</a>
International Foundation Programme Architecture Engineering & Science	Sarah Prince	<a href="mailto:s.prince@qub.ac.uk">s.prince@qub.ac.uk</a>
International Year One Engineering	Paul McCourt	<a href="mailto:paul.mccourt@qub.ac.uk">paul.mccourt@qub.ac.uk</a>
International Year One Management & Finance	Fabiana Fausto McCracken /Michelle Crawford	<a href="mailto:F.MacedoFausto@qub.ac.uk">F.MacedoFausto@qub.ac.uk</a> or <a href="mailto:michelle.crawford@qub.ac.uk">michelle.crawford@qub.ac.uk</a>
International Year One Accounting	Fabiana Fausto McCracken /Michelle Crawford	<a href="mailto:F.MacedoFausto@qub.ac.uk">F.MacedoFausto@qub.ac.uk</a> or <a href="mailto:michelle.crawford@qub.ac.uk">michelle.crawford@qub.ac.uk</a>
Graduate Diploma	Fabiana Fausto McCracken /Michelle Crawford	<a href="mailto:F.MacedoFausto@qub.ac.uk">F.MacedoFausto@qub.ac.uk</a> or <a href="mailto:michelle.crawford@qub.ac.uk">michelle.crawford@qub.ac.uk</a>
Academic English & Pre-session English	Monika McAuley	<a href="mailto:m.mcauley@qub.ac.uk">m.mcauley@qub.ac.uk</a>

## Recruitment & Marketing

Role	Name	Email
Assistant Recruitment Director	Javlan Abudurezhake	<a href="mailto:j.abudurezhake@qub.ac.uk">j.abudurezhake@qub.ac.uk</a>
Marketing & Communications Officer	Andrea Glendinning	<a href="mailto:a.glendinning@qub.ac.uk">a.glendinning@qub.ac.uk</a>

## Progression & Placement support

Role	Name	Email
INTO Queen's Progression Manager	Ciara Murray	<a href="mailto:ciara.murray@qub.ac.uk">ciara.murray@qub.ac.uk</a>
Placement & Progression Officer	Laura Steele	<a href="mailto:l.steele@qub.ac.uk">l.steele@qub.ac.uk</a>



# 3. General Information

## 3.1 Enquiries

If you have any concerns or queries your first point of contact is the Student Services team. If you are on campus, you can visit us at the Welcome Desk. If you are studying online, you can contact us on the Virtual Welcome Desk via FRESHCHAT. You can access the Virtual Welcome Desk on the INTO Queen's Brightspace platform, or you can go directly via this link <https://help.intostudy.com>. You can also contact the team by emailing [into@qub.ac.uk](mailto:into@qub.ac.uk) or telephoning +44 (0) 28997 6850

The Welcome Desk staff may:

- Be able to answer your question straight away.
- Refer you to someone else to help e.g. a Programme Manager for an academic question.
- Refer you to the Academic Support team who can answer questions on attendance or examinations.

Our Virtual Welcome Desk is open Monday - Friday 0830 - 1730 UK Time. Outside of these hours your questions will be answered as soon as we open again but you can find help via the support pages under our [HELP SECTION](#).

**If it is an emergency you can phone the Emergency Phone on +44 07971 609572.**

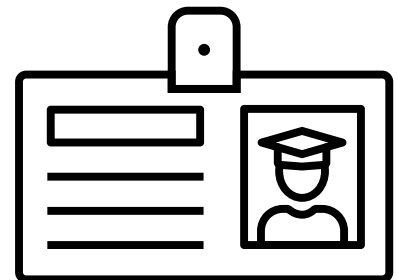
## 3.2 Arriving on Campus

It is important that you inform the Student Services team when you plan to arrive in Belfast, including your flight details. You will have received a '[Transfer to On Campus Form](#)' in your Confirmation Pack. This will enable us to issue you with your Visa documents.

### BRP & Student Card (After Arrival in the UK)

If you have already arrived in Belfast, the Student Services team will support you with the University International student support office to apply for your Biometric Residence Permit to be sent to you.

Once all steps of your Registration are complete, you will be sent a link to register for a Date and Time to collect your Student Card. The student services team will direct you to the Student guidance centre.



## 3.3 Accommodation

INTO Queen's have accommodation across 3 premises in Belfast:

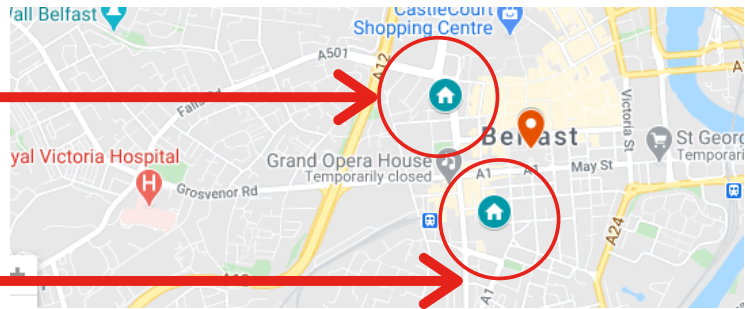
- BT1



- BT2



- BT9



Our accommodation has everything you need and is self catered. The Accommodation team have worked extremely hard to ensure that they have provided the facilities that our students need, whilst adhering to government guidelines, common and shared spaces such as kitchens and laundry rooms, have been adapted to allow students to live together safely.

Students are encouraged to continue to apply for accommodation as part of their application. If you are unable to travel we will do as much as we can to support you online.

If you have any further questions, please contact our Accommodation Officer Beverley :  
Beverley.quinn@qub.ac.uk



# General Information

## 3.4 Students Under 18 (After Arrival in the UK)



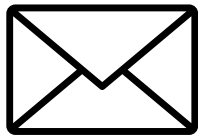
By law, anyone under the age of 18 is deemed to be a child. This means that certain laws apply to you while you are in the UK, and INTO Queen's has an increased duty of care towards you. In the first weeks after you arrive, after quarantine if this is necessary you will meet with the Student Services team and they will explain what extra steps are in place whilst you are studying with us. This will include a curfew in accommodation.

### General Policy Statement

INTO Queen's is committed to, and has a statutory and moral duty to ensure that each Centre functions with a view to safeguarding and promoting the welfare of children receiving education at each centre. INTO Queen's recognises that the child's welfare is the paramount consideration. The definition of "children" is those students under the age of 18. INTO recognises that some adults are also vulnerable to abuse, accordingly, the procedures may be applied (with appropriate adaptations) to allegations of abuse and the protection of vulnerable adults. At INTO Queen's, and for the purposes of our safeguarding document, Under 18's is used as the most appropriate term to describe those students for whom safeguarding, and a safeguarding policy, is most relevant.

The Policy underpins all our pastoral and academic responsibilities to our students and should be considered alongside other related policies and procedure in place for students and staff. The full policy is available within the policy guide, please use this link : [INTO Safeguarding FULL Policy](#).

## 3.5 Your contact details



INTO Queen's must have an accurate record of your local and home addresses, email address, contact telephone numbers and next of kin throughout your time studying with us. This information will be collected at registration. If your contact details change at any point during your studies, you can update your details by emailing the Student Services team. Any failure on your part to supply accurate information with respect to your contact details is likely to result in any message being sent to you not being received.

## 3.6 Important message for students with additional Learning needs

In the United Kingdom, every person has the same right to education, regardless of medical conditions or disabilities. If you have any medical conditions you must let INTO Queen's know, so that we can make sure that we support you fully during your studies. Medical conditions and disabilities can include:

- Any specific learning disability such as dyslexia, dyspraxia or Attention Deficit (Hyperactive) Disorder (AD(H)D).
- Any social/communication impairment such as Asperger's Syndrome, or other autistic spectrum disorder.
- A sensory impairment such as blindness or deafness.
- A long-standing illness such as cancer, HIV, diabetes or epilepsy.
- A mental health condition such as depression, schizophrenia, bipolar disorder or anxiety disorder.
- A physical impairment or mobility issues, such as using a wheelchair or crutches.

You should also inform the Centre if you become pregnant.

If you have any of the above medical conditions, please make an appointment with a member of Student Services and they will do everything they can to support you. When a disability is disclosed to us, we will not reveal personal information to anyone without your permission. The only exceptions to this would be when there is serious concern for your safety, or the safety of another person. If you have any concerns about confidentiality, you can contact the Head of Student Services, or any member of the Student Services team on an anonymous basis (without giving your name) for further information.



# General Information

## 3.7 UK Visas and Immigration

If you have any questions about your visa, please contact International Student Support within the University at [immigration@qub.ac.uk](mailto:immigration@qub.ac.uk) or by visiting their website at <https://www.qub.ac.uk/sites/iss/VisasImmigration/>. Under immigration rules, INTO Queen's must tell UK Visas & Immigration the information listed on the following page. This list explains what we will do and what we expect you to do so that we can work together to keep within the law. This information is very important, please read it carefully.





# General Information

INTO Queen's	You
Keep a record of your immigration documents	We must keep a copy of your passport and visa (or Biometric Residence Permit if you are an existing student in the UK). You will <b>need to show</b> these when you register and if you extend your visa or get a new passport.
Keep a record of your contact details in the UK	We MUST keep a record of your current address and contact details in Northern Ireland. We will collect this information when you register but if any of your details change you <b>must</b> tell us. Please report any changes to the INTO Welcome Desk.
Inform UKVI if you fail to arrive or enrol at the agreed time for the start of your course	Please <b>tell us</b> if you are not going to be able to arrive for the agreed time.
Inform UKVI if you defer your studies	If you want to defer your studies before you come to the UK you <b>must</b> contact INTO Admissions.
Inform UKVI if you withdraw or suspend your studies	You will <b>need to discuss</b> this with your Programme Manager and the Head of Student Services before you formally withdraw or suspend your studies.
Inform UKVI if you fail to attend your course for significant periods of time	If you cannot attend for any reason you need to apply for authorised absence in advance. You <b>must</b> inform us if you are going to miss class for any reason.
Inform UKVI if you make changes to your studies which shorten the completion time	You will <b>need to speak</b> to INTO Admissions and your Programme Manager before making any change to your studies.
Inform UKVI if you fail to register with the Police within 7 days (only applies to nationals required to register with the Police) * Currently suspended due to COVID 19	Some students have to register with the Police within 7 days of arrival. We will arrange an appointment for you to register with the police during induction. If you forget to register <b>please tell us</b> immediately.
Inform the UKVI if you work more hours than your visa permits	Your visa will tell you if you have permission to work and how many hours you are permitted to work for – we can check this for you. If you are allowed to work, you <b>must not</b> work more hours than your visa allows.
Inform UKVI if you make use of public funds	<b>Public funds</b> include (but are not limited to) income support, income-based jobseeker's allowance, housing benefit, social fund, child tax credit, working tax credit, disability living allowance, child benefit, health in pregnancy grant.



# General Information

## Your Responsibilities

You will also have responsibilities under this system. You will be expected to:

- Provide the University with a copy of your immigration documents when you enrol and each time you extend your visa;
- Keep your address and contact details in Northern Ireland up to date using your Queen's Online account;
- Tell us if you are not able to arrive at the University at the agreed time;
- Tell us if you want to defer your studies before you come to the UK;
- Tell us if you are thinking about withdrawing or suspending your studies;
- Attend all of your classes. If you cannot attend for any reason you must inform your us;
- Tell us if you make any formal changes to your studies;
- Register with the Police (if applicable);
- Ensure that you do not breach the conditions of your student visa (such as working more time than is permitted or making use of public funds)

## Travelling to the Republic of Ireland



Please remember - Northern Ireland is part of the United Kingdom. The Republic of Ireland is a separate country with its own immigration rules. You must respect their immigration rules and ensure that you do not cross the border without first checking if you need a visa.



To check if you need a visa to travel to the Republic of Ireland visit: <http://www.inis.gov.ie/en/INIS/Pages/check-irish-visa>

Due to COVID-19 we will have students on campus and also studying online. Before you partake in any travel please make sure you have spoken to staff at INTO Queen's University.

## Extending your Visa to study a new course

International Student Support (ISS) are there to help you extend your visa. You should take your passport and current visa (and if you already have one, your Biometric Residence Permit) to ISS, and they will confirm if you can extend your stay in the UK.



# General Information

## 3.8 Health and Safety and COVID-19 & Healthcare registration in the UK



The health and safety of our students and staff is our first priority. INTO Queen's have worked closely with the University safety team and follow Public Health advice to put appropriate arrangements in place to keep everyone safe but as individuals, we all have a shared responsibility to do our part. We have provided a dedicated training for all students and a guide on what to do if you experience symptoms.

It is mandatory for all students to complete the training and quiz before travelling to Belfast. Please click [HERE](#) to start your training and for further information and FAQ's please follow this [LINK](#)





# General Information

There are other steps we should all be taking on a daily basis. Please continue to:

- Wash your hands regularly;
- Cover coughs and sneezes;
- Practice social distancing;
- Wear a face covering when in Centre & 2 metres social distancing cannot be maintained;
- Follow the latest public health agency advice;
- Review Queen's FAQs for staff and students;

## Registering for Healthcare when you arrive in the UK

Once you have your flight and visa confirmed you should register your details for the Healthcare provision on the link below.

- University Health Centre - 7 University Terrace, Belfast, BT71NP
- Dedicated team of doctors and nurses
- Register online: <https://www.universityhealthcentreatqueens.co.uk/new-patients.aspx>
- You must register with the practice in order to seek medical care and have more than 3 months left on your visa
- You will receive your NHS card in approximately 6 weeks
- Online Service - book/cancel appointments
- More information: <https://www.universityhealthcentreatqueens.co.uk/>



# General Information

## 3.9 Bank accounts

If you are going to be here for longer than six months, it is recommended to open a UK bank account as soon as possible after you arrive in the UK. In order to open a bank account, depending on the bank you will need a letter from the University confirming your student status and addresses. The banks will only accept the official, stamped INTO Queen's University bank letter. Some banks will only allow you to open an account if you have a longer Visa than just for your INTO Course. You can ask the Welcome Desk for this.

If you want information or advice on your finances the following student budgeting website is useful:

<http://international.studentcalculator.org.uk/>

The following banks are all within walking distance of the INTO Centre:

- HSBC (City centre)
- Danske Bank
- Bank of Ireland
- First Trust
- Ulster Bank





# General Information

## Payment Instructions

To view your statement, or make a payment, please copy & paste and check the link below

<https://pay.intoglobal.com/>

Please follow the instructions on the web page.

You will also find your specific payment link on your offer letter labelled as "unique link"

Should you have further queries relating to you student fees, please email the Finance Officer John Shum: [j.shum@qub.ac.uk](mailto:j.shum@qub.ac.uk)

It is important that you pay your fees in the agreed time frame as per the terms and conditions of your offer. You can find the Terms and Conditions on the link below and on your offer letter.

<http://www.intostudy.com/queens/terms>





# 4. Student Behaviour

## 4.1 Student Charter

Across all INTO Centres we commit to the following:

- Before you arrive in the UK you will receive comprehensive guidance to prepare you for your learning journey including clear and accessible information relating to your studies
- From your arrival there will be dedicated essential support throughout your time with us
- An experienced team will provide a welcoming and supportive environment in which you can thrive
- During your first week you will receive a full induction and orientation programme to help you make the most of your time studying with us
- You will have a dedicated personal tutor who will assist you in developing a personalised study plan through regular meetings
- You will study academic programmes that are designed and delivered within British quality assurance systems that are recognised throughout the world
- You will have access to high quality learning resources and facilities
- You will receive timely and constructive feedback on your work to help you make good progress in your studies
- You will have dedicated person in Centre to assist you with your progression to the right higher education programme for you
- We will offer a programme of extracurricular activities which will enhance both your international experience and your career opportunities. These activities will help you make friends and immerse yourself in British culture
- We will listen to you and respond to any individual concerns, appeals and complaints regarding your course in a timely, fair and transparent manner
- We will use your feedback to enhance the quality of the overall student experience



# Student Behaviour

What INTO offer to enhance Student experience:

- A pre arrival on line 'check in service'
- A consistent high quality welcome service on arrival
- Tutorials taking place on a weekly basis
- Adopting an integrated approach to academic success across all centre staff, incl. Student Services, CLSO, tutors, Programme Managers
- Providing career planning support
- Using a 'you said we did' model
- Ensuring some social activities always connect to employability
- Crime avoidance workshops
- Personal well-being sessions as part of a 'Personal Development Programme'
- Hosting regular staff - student liaison committee meetings
- Late arrivals academic support through the VLE
- Providing individualised support for students identified as at risk 'early on in their academic year'

Please read the code of conduct in the Policy guide: [Student Policy Handbook Sept 2020](#) and familiarise yourself with the University policies on the following:

## Non Academic Complaints

<https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/AppealsComplaintsandMisconduct/StudentComplaints/>

## Student Anti-Bullying And Harassment Policy

<https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/Policies/StudentAnti-BullyingandHarassmentPolicy/>

## Equality and Diversity Policy

<http://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/Policies/EqualityandDiversityPolicy/>

## Queens University Belfast Conduct Regulations

<http://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/ConductRegulations/>

## Data and Information Security Policies and Acceptable Use Guidance

<http://www.qub.ac.uk/directorates/InformationServices/Services/Security/#Policies>



# Student Behaviour

## 4.2 First aid in Centre

All accidents must be reported to the Welcome Desk. If you injure yourself while in the Centre, please inform a member of staff who will call someone to give you First Aid and check you are OK. There is a first aid box located at the Welcome Desk.



## 4.3 International Student Representative Committee (ISRC)

Student feedback is extremely important to INTO Queen's to ensure the continuous improvement of our services. The INTO Queen's Student Representative Liaison Officer will provide you with a variety of opportunities to become a Student Representative whilst studying here in Belfast. The INTO Queen's Student Representative Liaison Officer will run the following initiatives during the academic year:

- International Student Representative Committee - A student led group that all students are encouraged to join that will provide direct feedback regarding issues such as courses, teaching, timetabling, assessment etc.
- INTO Queen's Course Representatives - Elected students who will represent their classmates at academic meetings and deliver the feedback and responses back to their class.
- School Representatives - Elected students who will represent INTO Queen's at University events and chair the International Student Representative Committee.

Being a Student Representative is an excellent opportunity to make a huge difference to INTO life and provides vital feedback and the opportunity to change things in centre.

As a Student Representative, you will obtain experience that you can add to your CV. It will also provide you with excellent transferable skills that will help you at University and in the workplace. We actively encourage all students to become a Student Representative. Without student feedback we cannot strive to keep providing a better service.

## 4.4 University Progression

To make sure you are fully supported as you work towards studying a degree at Queen's University Belfast, there are free services available to you online and on campus.



The INTO Queen's Progression Team will give you practical advice on the study options available to you at Queen's University. We will make sure that you get the best counselling and guidance to help you make a choice for your final degree. The Progression Team will organise a number of events and workshops with the Queen's University Schools and departments that you are interested in. The Team will also help you complete your University application.

The INTO Queen's Progression Team will give you the following support:

- One to one student counselling to help you select the most appropriate progression degree to achieve your academic and career goals
- Practical advice and assistance with all stages of the University application process
- Opportunities to have subject taster sessions and engage with University academic staff
- Invitations to University Open Days and INTO specific school events
- A team of Student Assistants, who have studied at INTO Queen's and progressed to Queen's University, will assist with progression events and share their experiences with INTO Queen's students
- Arrange meetings with local students and peer mentors
- Preparation for University interviews
- When exam results are released, the INTO Queen's Progression Team works closely with the Academic Support Team, and will advise students if they need to resit their exams or make alternative study plans

If you do not meet the minimum requirements to progress to Queen's University, you will get support from INTO Queen's Placement Officer to find a suitable alternative university.



# 5. LEARNING

## 5.1 Virtual Learning Environment (VLE)



We will use INTO's Virtual Learning Environment as the basis for all of your learning. Think of INTO's Virtual Learning Environment as entering the Centre every morning whether you are in the UK or not. From there you will go to your Course page where your teachers will have assigned different tasks for you to do in self-study and in preparation for the live sessions. You will find links to your live lessons here or through your QUB email if they are using TEAMS. It is so important that you follow your timetable if in the UK as this will direct you to your live lessons in the Centre.

The VLE will also provide course information which is specific to your programme and the subjects you are studying and you will also have access to a large amount of information through these pages. Along with your course section you will have a shared section, this is when you are mixed with other groups for the same module.

You will also find information on attendance, examination, student support and academic support, as well as all policies referred to in this handbook. The link to the VLE is in the joining instructions that you were sent when you registered.

## 5.2 Live Lessons - Online Learning

Live lessons are like the classroom in the Centre. Just like face to face lessons, you will need to go to the right classroom link at the right time. You'll be able to meet with your teachers and classmates. You are expected to participate like you would in a face to face lesson by asking questions, giving your opinions and taking an active role in the lessons.



Details about when and where to find links to your live lessons and what you can do in the Bongo Learn live lessons are available on the programme pages of the VLE. We will be using Bongo Learn and TEAMS for your lessons. Your teachers will set up all the links for you to join your lessons. You will need to be connected to the internet for the whole session. If you are able to stream tv shows, your connection should be fine. You can use this website to check that it is at least 2-3 mbps ([www.speedtest.net](http://www.speedtest.net)) If your connection is lower than this, it will limit how you can interact with the classroom.



# LEARNING

## Top Tips for Studying online



As a student, changing the way you learn from face-to-face ; to being remote and physically removed from your classmates, can be an unusual experience. There are a few things you can do to make the process easier and more beneficial when it comes to engaging with your course. Here are some top tips for engaging and working with other students in an online setting:

### Eliminate Distractions

This is much easier said than done, but when you are taking an online course, not having distractions is key to your success. So, before you join a classroom, or complete an e-learning activity:

1. Close down any other applications you may have running
2. Turn off notifications
3. Put your phone to one side

These tips will enable you to focus on the task in hand, and likely get much more out of it.

### Be prepared to Contribute

Remember that an online classroom is still a classroom. Just because you are not all in the same room, doesn't mean that you shouldn't speak up and contribute.

1. Make use of the "raise your hand" feature
2. Respond to polls or questions being asked

All of these things will help you and your classmates feel more together while learning remotely.

### Learn how to use the software

In virtual classrooms, you will have to ability to mute or unmute yourself. You will also have the ability to send public or private messages or turn your webcam on or off. Learning how to do all of these things in advance is important to avoid issues when trying to take part or speak in a lesson and will help things run more smoothly for all involved.

### Communicate

Keeping in touch with your fellow students, as well as your teachers is very important for your learning when you are all on the same course together. Whether it is sharing your group work, asking questions or voicing concerns, communication is key to your integration to the course.



# LEARNING

## Think about your surroundings

If you are not in the right setting, you are less likely to be engaged for learning than in a different setting. No matter where you are learning from, make sure you are sitting in the correct environment. Make sure it isn't too noisy, and you won't be interrupted. A setting with natural light is shown to improve alertness and reduce stress so if you are able to sit near a window this will be more beneficial.

## Be safe online

- Don't use the same passwords on multiple websites, especially those containing information about your progress through a course or other sensitive or personal information.
- Don't use unsecured public internet connections which may be subject to attacks.
- Keep your personal information to yourself and never share this with anyone online. This is particularly important when it comes to any passwords or security questions you have set up.
- If you have any concerns about anything during your INTO programme online, report it to your teacher or tutor.

## **In Summary, during Live Lessons please make sure you can:**

- Be prepared for the lesson and ready to learn
- Find somewhere quiet to work, preferably at a table with a power point nearby, or a fully charged laptop
- Close all other websites and applications that you have open this will help to concentrate and help prevent problems with the internet
- Put your phone on airplane mode - if you are asked during the lesson, you can quickly switch this off
- Have paper and a pen, or an electronic document to make notes
- Are 10 minutes early so you can make sure you can log in and the lesson can start on time
- Mute your microphone when you are not speaking
- Turn your webcam off unless your teacher asks you to turn it on
- Check what is in your camera's view before you turn in on
- Always attend class thinking you will need to turn on your webcam
- Know that all sessions will be recorded. These will not be shared outside of INTO
- Are polite, respectful and patient. We are all working hard online and there might be some small problems while we get started. We will all help as much as we can.



# LEARNING

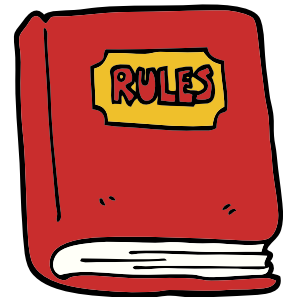
## 5.3 Live Lessons in Centre (After arrival to the UK)

For Live lessons in Centre, you will be given a timetable and your classes will take place in a socially distant classroom. We will be giving you a briefing about studying in the Centre, which will include what to expect and what is expected of you for these classes.

You will need to bring your laptop into the centre for these classes too as a lot of the material you will need to use will be in the VLE and will be referred to during class

### You must follow the below rules when in class:

- Eating and drinking is forbidden during class time and in the Learning Resource Centre at all times, with the exception of plain water which may be drank hot or cold
- Mobile phones should be set to silent or vibrate only during class times and must not be used to take picture, make recordings, make calls or send messages without the authorisation of a member of staff. Please note that under no circumstances may you have a mobile phone in your possession when you are sitting an examination or doing any piece of assessed work unless specifically authorised by your teacher.
- Listening to any device with headphones in the classroom is also offensive to the teacher and is not acceptable unless this has been instructed or permitted by a member of staff.
- Sleeping or resting your head on the desk when the teacher is in the classroom shows a lack of respect for the teacher and other classmates and should be avoided.
- If you arrive to class late, there are instances where you will not be able to join the lesson and you will be marked as having an unauthorised absence for that period.

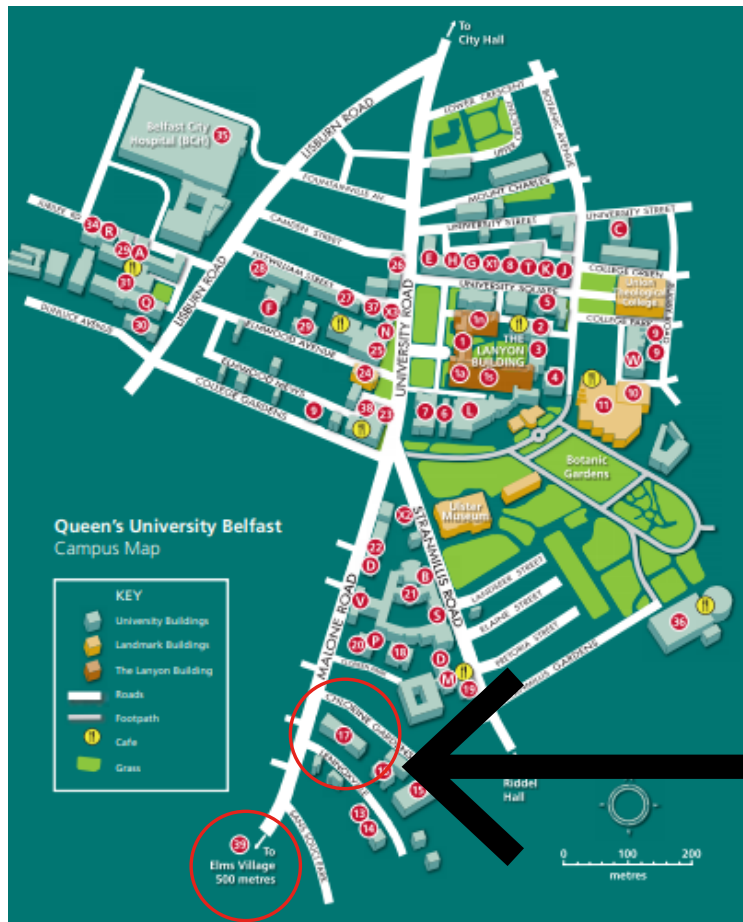


Please note this is not a complete list of what is acceptable or unacceptable. Please always consider if your behaviour or actions will show respect for your teacher and other students.



# 6. The Campus

## 6.1 Queen's University Campus map



No.17 INTO Queen's University

No.39 Elms Village

### CAMPUS MAP KEY

#### School Offices

- A Biological Sciences
- B Chemistry and Chemical Engineering
- C Education
- D Electronics, Electrical Engineering and Computer Science
- E English
- F Geography, Archaeology and Palaeoecology
- G History and Anthropology
- H Languages, Literatures and Performing Arts
- J Law
- K Queen's University Management School
- L Mathematics and Physics
- M Mechanical and Aerospace Engineering
- N Medicine and Dentistry
- P Music and Sonic Arts
- Q Nursing and Midwifery
- R Pharmacy
- S Planning, Architecture and Civil Engineering
- T Politics, International Studies and Philosophy
- V Psychology
- W Sociology, Social Policy and Social Work

### University Faculties

- X1 Arts, Humanities and Social Sciences
- X2 Engineering and Physical Sciences
- X3 Medicine, Health and Life Sciences

### Location

- 3 Academic and Student Affairs Directorate
- 3 Administration Building
- 19 Ashby Building
- 35 Belfast City Hospital
- 22 Bernard Crossland Building
- 23 Bookshop at Queen's
- 1 Canada Room/Council Chamber
- 38 Careers Service
- 33 Centre for Cancer Research and Cell Biology (CCRCB)
- 28 Chrono
- 38 Counselling Service
- 9 Crèche's
- 10 David Bates Building
- 21 David Keir Building
- 1n Development and Alumni Relations

- 38 Disability Services
- 8 Drama and Film Centre at Queen's (inc. The Brian Friel Theatre)
- 30 Dunluce Health Centre
- 39 Elms Village
- 24 Elmwood Hall
- 29 Elmwood Learning and Teaching Centre
- 3 Estates
- 37 Festival Office
- 3 Finance
- 26 Governance
- 15 Great Hall
- 27 Guthrie House (Student Accommodation)
- 5 Harty Room, School of Music
- 3 Human Resources
- 11 Information Services
- 16 Institute of Professional and Legal Studies
- 1n International Office
- 17 INTO at Queen's
- 1 Lanyon Building
- 11 Library at Queen's
- 1n Marketing, Recruitment and Communications
- 10 Mathematics
- 34 McClay Research Centre
- 11 Media Services
- 31 Medical Biology Centre

- 1 Naughton Gallery at Queen's
- 18 Northern Ireland Technology Centre
- 13 Occupational Health
- 2 Peter Froggatt Centre
- 34 Pharmacy
- 36 Physical Education Centre
- 18 QUBIS Ltd
- 8 Queen's Film Theatre
- 1s Registrar
- 1n Research and Regional Services
- 20 Sonic Arts Research Centre
- 6 South Dining Hall
- 38 Student Guidance Centre (SGC)
- 1n Student Plus
- 25 Students' Union
- 14 University Health Centre
- 1a Vice-Chancellor's Office
- 1 Welcome Centre
- 7 Whitla Hall
- 32 Whitla Medical Building

### Off Campus Sites

- ECIT at Titanic Quarter
- Medicine and Dentistry at Royal Victoria Hospital
- Marine Research Centre at Portaferry



# The Campus

## 6.2 The McClay Library

The McClay Library provides access to a wide range of books and journals in support of each subject area. The Library also provides access to a wide range of electronic resources online so that you can access them at home. These resources include electronic journals and books as well as bibliographic databases and full text services. For further information, please visit: [www.qub.ac.uk/lib](http://www.qub.ac.uk/lib) - Here is a link to the Library [Induction Video September 2020](#)



## 6.3 Setting up IT facilities including your email

By watching [this video](#) you will benefit from learning what is available to you, the student.

- Make sure to access [www.qub.ac.uk/qol](http://www.qub.ac.uk/qol)

### WiFi

With your Student Number on the Student Card and the password provided, you can access the University's Wi-Fi throughout the campus. It is very easy to set up on your phones and computers by following the steps below:

1. Select "\_QUB\_WiFi" from the list of available networks
2. Enter your Queen's staff/student number and password - you may be asked to trust or accept a certificate (please do so if prompted)
3. Open Internet Explorer, Google Chrome or Safari, browse to [www.qub.ac.uk](http://www.qub.ac.uk) and complete your sign on (you will need to enter your student number and password)





# The Campus

All important information will be sent to your university email address, and it is extremely important that you check your email account regularly every day for new messages! We recommend that you connect your University email account on your phone using Exchange (iPhone) or Exchange ActiveSync (Android) so that you will not miss any communication from us.

You can set it up following the steps below:



Email Address	<a href="mailto:j.bloggs@qub.ac.uk">j.bloggs@qub.ac.uk</a>
Server	qmail.qub.ac.uk
Domain	Ads
Username	Student Number
Password	enter your QUB password



# The Campus

## 6.4 Ordering food and shopping near the Centre

### Take away food



Just download the Just Eat or Deliveroo app from the app store and enter your postcode to see a wide range of local restaurants available for delivery direct to your address!

### Ordering Groceries

You can also order your groceries online for delivery to your address

Tesco & Sainsbury's are the most popular choices here in Belfast! Here are some instructions on how to order.

- Create an account for your desired supermarket with your contact and address details, this is quick and easy and will allow the supermarket to contact you with updates.
- Book a delivery slot- These range from 8am-11pm
- Add your shopping to your basket
- Check out



### Lunch near the Centre



Centra is the easiest place to get coffee or lunch when in the Centre. There are two within a 5 minute walk from the centre:

- Centra Malone Road - 42-46 Malone Rd, Belfast BT9 5BQ
- Centra Stranmillis - 66-70 Stranmillis Rd, Belfast BT9 5AD

If you need any help or further information, please contact Katriona Doran on Teams or email [Katriona.doran@qub.ac.uk](mailto:Katriona.doran@qub.ac.uk)



# The Campus

## 6.5 Useful Contacts

### University Contacts

INTO Queen's University Belfast	028 9097 6850
INTO Emergency Number	07971 609 572
Queen's Security	028 9097 5099
Queen's Elms Village Reception	028 9097 4525
Queen's Sport (PEC)	028 9068 1126
International Student Support Office (Immigration & Visas)	028 9097 3899
Student Guidance Centre	028 9097 2727
Students' Union	028 9097 3726
University Health Centre	028 9066 4634

### Taxis and Public Transport

FonaCab	028 9033 3333
Value Cabs	028 9080 9080
Translink (Local bus & train service - Timetables & information)	028 9066 6633

### In Emergencies

Out of Hours GP Emergency Number	07972 609572
Police, Fire or Ambulance (Emergency use only) 999	
Police Service Northern Ireland (Non-emergency)	0845 600 8000
Accident & Emergency Department, Royal Victoria Hospital	028 9026 3877
NHS Non-emergency Helpline	111

### International Dialling Codes

From the UK to everywhere: dial 00 followed by the Country Code, Area Code and number. From elsewhere to the UK: dial 00 44 Area Code (minus the first '0') and number.

For examples, if your parents or friends from other country want to call you, they need to dial "0044" + "7465XXXXXX (Your mobile number)".



# 7. Student Support

## 7.1 Student Services

Living and studying abroad is very exciting but it may also be challenging. INTO Queen's is committed to supporting you, so you enjoy your time in Belfast and have the best chance to focus on your studies. We are also here to support you online, we can have 1-1 chats on TEAMS. The different support available to you during your time at INTO Queen's is outlined below.

**STUDENT SERVICES TEAM**



**Áine McComb**  
Head of Student Services

**Pádraig Scollay**  
Student Admissions & Enrolment Manager

**Beverley Quinn**  
Student Services & Accommodation Officer

**John Shum**  
Finance Officer

**Katriona Doran**  
Centre Receptionist

**Cherry Li**  
Chinese Language Support Officer

The Centre has a dedicated Student Services Team that exists to help and support you! Our friendly team is experienced in helping international students, as well as helping you settle in. We can give you information and advice throughout your time at INTO Queen's. Speak to a member of the Student Services team at the Centre's Welcome Desk, and we will do our best to help you! Some of the things we can help with are:

- Welfare support
- Opening a bank account
- Police registration
- Healthcare
- Problems affecting your studies
- Personal concerns
- Working in the UK
- Activities in the University
- Transport/travel
- Settling in
- Shopping
- Support for students with disabilities
- Local activities and events
- Cultural questions
- Working while studying
- Social events and trips



# Student Support

## Social Activities

It is important to have a good balance between your academic studies and your social life whilst at university. This is an evolving situation and staff and students are asked to continue to visit and regularly check the following websites for the latest updates and guidance:

- the University's [FAQs page for students and staff](#)
- the [Public Health Agency website](#)
- [Foreign and Commonwealth Office \(FCO\) website](#)
- [GOV.UK website](#)
- [The World Health Organization](#)

INTO Queen's along with the Students Union and Elms Village Accommodation will organise social events to help you settle into life in the UK. This will be a mixture of online and socially distanced events.

Clubs and Societies within the University is also a great way to get to know other students and make new friends whilst doing something you are interested in.

<https://qubsu.org/ClubsSocieties/HowtoJoinaCluborSociety/>

<https://qubsu.org/AdviceSU/>



# Student Support

## 7.2 Academic Support

Academic Support Can help you with the following:

- Class timetable
- Assessment timetable
- Attendance
- Books and e-books
- Results
- End of Term Reports / Certificates
- General course queries

If in your email please include the following:

- your full name
- your student number
- your programme

It is important that you check your QUB email every day for important course information, e.g. class changes.

Please also email Academic Support if you are sick and cannot attend class or complete assessments.

If you need to request an absence for a serious reason please fill in the form below. This can also be accessed on Brightspace in Support Documents.

Please remember, it is your responsibility to catch up on work missed due to absence



# Student Support

## REQUEST FOR AUTHORISED ABSENCE

This form is to be completed by students who were/will be absent from classes during term time.

1. Authorisation will **NOT** be given without evidence.
2. Where possible you should try to arrange appointments outside of class time.

Family Name:	
Given (First) Name:	
Student Number:	4 _ _ _ _ _
Programme of Study:	

**Evidence must be attached to be considered**

Reason for Absence	Evidence required	Please tick ✓
Serious Illness	Medical note from a doctor	
Health Appointment	Proof of appointment	
Interview with host or other University	Proof of appointment	
Compassionate Leave	Countersigned by Student Services	
Visa/Police Registration	Proof of appointment	
Appointment with Embassy	Proof of appointment	
Travel for Study	Proof of travel	

Please give details of the classes you were/will be absent from:

Teacher	Date	Time	Module

I understand that it is my responsibility to catch up on the work I have missed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# Social Media

Don't forget to follow INTO Queen's on social media!

Our social media account details are outlined below:



Follow us on Instagram

@intoqueensbelfast

Share your pics using #intoqueens



Like us on Facebook

@INTOQueensUniversityBelfast



Follow us on Twitter

@INTO\_Queens

If you have an exciting story, photos or video content to share, please contact Marketing at INTO Queen's:

Email: [intoqubmarketing@qub.ac.uk](mailto:intoqubmarketing@qub.ac.uk)