Key dates

Registration for International (and, optionally, EU students) undergraduate students: Thursday 11th September

Registration for International (and, optionally, EU students) MSc students: Wednesday 17th September

Registration/Induction Week for all other students: Monday 22nd September
This Welcome Pack is designed to provide you with all the important information that you will need prior to starting your course at the RVC. Please take the time to read it through carefully.

More detailed information will be available on our internal RVC Learn site and the College website from early September (please see enclosed leaflet for details). This will include more about what it’s like to live in London and study at the RVC, detailed information about your first week and ‘Frequently Asked Questions’ pages.

Information about how to log onto RVC Learn is enclosed with this Welcome Pack. The information will be continually updated so make sure that you keep looking!

The first week of term begins on Monday 22nd September. You will need to arrive at the College by this date (International students attending our pre-sessional course will be starting earlier).

We look forward to meeting you!
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Welcome from the Principal

Welcome to the Royal Veterinary College where I hope you will enjoy an exceptional start towards your chosen career. Based on a proud heritage, the College continues to innovate across its courses and boasts opportunities in every aspect of veterinary science, practice and support. Our teaching staff members are outstanding and bring a blend of learning shaped by their own research interests and modelled by our studies in veterinary education.

The College campuses provide excellent facilities and equipment and offer access to both the UK’s largest city – a multi-cultural world centre – and a beautiful rural environment. At the Royal Veterinary College, you will be part of the largest UK community dedicated to leading the veterinary professions. I hope that you embrace the opportunities that this provides and contribute all your talents to our common vision.

With all best wishes,

[Signature]

Professor Stuart W J Reid
Principal
Getting to the RVC

Camden Campus
For further directions please see
www.rvc.ac.uk/About/campuses/CamdenTravel.cfm

Hawkshead Campus
For further directions please see
www.rvc.ac.uk/About/campuses/HawksheadTravel.cfm
Moving into your accommodation

You are advised to arrive in time to move into your accommodation before your enrolment on Monday 22\textsuperscript{nd} September 2014.

Moving in arrangements will vary depending on where you are staying.

- If you are in accommodation at the Hawkshead Campus, you will be sent separate information detailing times and dates for moving in.
- If you are in University of London Intercollegiate Halls, you will be sent separate information direct from the Reservations Office explaining all the relevant details.
- If you are in Mary Brancker House please call the Hall directly on +44 (0) 20 7485 7687.
- If you are in College Grove you should aim to arrive between 10:30am and 3:00pm on Friday 19\textsuperscript{th} September or between 10:00am and 1:00pm on Saturday 20\textsuperscript{th} September. Please report to the Reception Desk in the Camden foyer when you arrive. You will then be met by a member of the Accommodation Team.
- If you have any queries, you can contact the Accommodation Office on +44 (0) 1707 666809 / 666943 / 666940. Do not plan to arrive outside these hours. Please note parking is very limited.
- If you are in private rented accommodation and are not sure about the contract or need further advice and assistance, contact the University of London’s Housing Service: www.housing.london.ac.uk. You will also be able to view lists of potential properties to rent.
- Advice about looking for housing in London – how to go about it and the pitfalls to avoid – can be found on the London Student Housing Guide website: www.studenthousing.lon.ac.uk

This will guide you through the process of planning your search, inspecting properties, signing the contract and paying deposits.
You need to make sure you are here for the first day of term, Monday 22nd September.

A special programme of events is arranged for you by the College and the Students’ Union. The week is dedicated to settling in and doing all the necessary things like enrol at the College, pay your fees, get your library and ID cards, meet your tutors and find out about the courses, open a bank account, register with the doctor, make friends, familiarise yourselves with London and generally get to grips with the reality of being at the RVC at last!

Be aware that some courses (Accelerated BVetMed and Postgraduate) will have some teaching already timetabled in for that week, so do check whether you have classes on the timetable when it comes out.

You will be able to see a detailed programme of events on the RVC website and the online induction site from early September.

International/EU students should note that there are additional pre-sessional/Orientation programmes for you to attend from Thursday 11th September onwards. Each course has a different programme and number of days and you will be sent the details of them separately from this information. A London Bus Tour, International Student Orientation sessions, introduction to studying in the UK and social events are offered. This gives you a chance to settle in, get over jet lag, arrange bank accounts etc before the main Induction week.

International students can also request to be met on arrival at the airport by a current student. This is arranged by the Advice Centre Manager, Fiona Nouri.

If you have any queries about your first week or the meeting service, please contact Fiona directly at fnouri@rvc.ac.uk or call +44 (0) 20 7468 5037.

We look forward to meeting you!
Dear Student,

On behalf of the Students’ Union (SU) congratulations and welcome to the RVC.

Moving away from home is one thing, but for some of you, moving to a different country is a completely different ball game!...From info on how to get the best out of one of the greatest capital cities in the world, where to find that one luxury that you can’t track down in the local supermarket, those days when you could do with a cup of tea and a biscuit (or real coffee and a cookie), and representing you as a voice whenever you need to shout louder... throughout your time at the RVC the SU will be here for you! We are your link to the folk that run the College day to day and here to make sure that your student experience is as enjoyable as possible!

**RVC student life**

The workload can get quite intense due to the nature of the degrees available here, but as the SU we ensure that we work hard and play hard. Being part of the University of London (UoL) means we get the best of all the facilities available across London and our students are invited to all student events across the city. As a member of the RVC it is the perfect opportunity to spread your wings!

All clubs and societies welcome people of all abilities, from first timers to the very experienced! Our teams compete in leagues against some of the largest universities and colleges around London (and beat many of them – especially the Medics!).

After matches, clubs go on ‘socials’, which normally consist of a meal in London and then meeting up with other clubs and societies, before going onto a bar or club. It’s all organised by the SU, and you won’t get a better or cheaper night in London, no matter how hard you try!

Camden Campus boasts a brand new gym with FREE membership and the Haxby Bar, while up at the Hawkshead Campus we have our own sports fields, pavilion, tennis courts, gym, SU building with games room and sofas – all of which are free of charge.

The Hawkshead Campus also has the Buttery Bar, which has been open for over 50 years!
The RVC community
However, for me the main thing that sets the RVC apart from all other vet schools and universities in the UK is the real community feel, where everyone looks out for each other. There are very few places where the bond between students is greater.

There is a real community spirit that extends from students to staff and even alumni of the college – the RVC look after their own! There are not many universities where you can walk around campus and be greeted with smiles from so many familiar faces.

At the RVC you will not only receive a fantastic education from the highest qualified specialists in the field, but you will have an amazing journey along the way!

RVC Freshers Week
Freshers week will be the perfect time for you to make new friends and explore the RVC as well as the rest of London. Look out for your Freshers Angels and Devils, students that are dedicated to your every need. You won’t miss them in their highly fashionable (and most probably figure-hugging) t-shirts!!

There are lots of events on our webpage and the most up to date news will always be on our Facebook pages, so look them up.

I look forward to meeting many of you in what will be a truly epic Freshers week!

Alex Hirst
Students’ Union President 2014-15
You will need to enrol to officially become a student at the RVC. You will be invited to pre-enrol online in mid-September. There will be scheduled sessions in your first week to complete enrolment, and you should make sure you attend with all the required documents. You won’t be able to get a student ID card, any student loans, bursaries (if applicable) or apply for student travel cards or council tax* discounts until after you have enrolled. You also won’t be able to access the RVC Learn virtual learning tool (where course materials and online assessments are hosted).

* Council tax is a capital tax on property imposed by local authorities; based on the estimated value of the property and the number of people living in it. Residences occupied exclusively by full-time students are exempt.

For all courses you will need to bring an official document (both original and photocopy to be submitted) to confirm your identity. Only a birth certificate, passport or UK driving licence is acceptable and international students must bring their passport to enrolment. International students must also bring their original qualification certificates and original English Language certificates (if applicable) to enrolment. The College reserves the right to request original, official evidence of academic qualifications at any time.

For the following courses you will also need to bring an additional copy of your identity document for the purposes of enrolment with the RCVS along with your completed RCVS Application to enrol as a student veterinary nurse. The application will be emailed to you. Please also bring a cheque for the registration fee (£169) made payable to The Royal Veterinary College.

- BSc Veterinary Nursing (D313)
- FdSc Veterinary Nursing (D310)

For all courses, you must bring payment or proof of funding to cover your tuition fees:

- You must bring a completed Tuition Fee Payment Form (from this booklet) indicating how your fees will be paid and:
  - If you have secured a tuition fee loan, you must bring the University or College Payment Advice from Student Finance England (or other assessing body) as proof. If you have not received the Payment Advice, bring proof you have applied for a tuition fee loan (letter acknowledging application) or
  - If you are self-financing, you must complete the payment details on the Tuition Fee Payment Form
or
• If you are sponsored by an employer or private organisation, you must bring proof of sponsorship
or
• If you are a student from the United States intending to pay for your tuition fees via a Direct Loan, you must bring your award letter (Notification of Student Loan) to complete enrolment.

If you do not provide payment, proof of tuition fee loan, or sponsorship you will not be enrolled. You will have until 5pm, Friday 3rd October 2014 to complete enrolment or you must withdraw. If late payments are accepted they will incur penalty charges (see Tuition Fee Policy).
Visit the RVC’s Virtual Learning Environment and taster course:

https://learn.rvc.ac.uk

Username: rvconline
Password: labrador

Select **Home** to navigate back to this welcome page from the taster course.

Select **My Courses** to go to our taster course, **RVC Induction Online**, which includes induction material, video guides and Q&A.

If you have any problems using **RVC Induction Online** – Don’t Panic! Send an email to learn@rvc.ac.uk with your name and information and we will be happy to help! Enjoy exploring **RVC Induction Online**!
Sample the RVC’s Online Courses

Our students have developed a series of online courses which provide a taster of what it is like to study at the RVC.

These free courses include:

- Guide to Studying at the RVC
- Introduction to Animal Husbandry
- Introduction to Anatomy
- Introduction to Cells and Tissues
- Multiple Choice Questions
Tuition Fee Payment Authority Form 2014/15

This form must be returned to Finance Dept, Camden on the date of enrolment.

STUDENT INFORMATION
Surname
First Name
Course & Year
Student ID (if known)

Term Time Address (if known):

SLC/SPONSOR PAID TUITION FEES
How much is your Local Authority/Student Loan Company or other sponsor paying towards your fees?
£
Please attach copy of student support notification / letter* from sponsor confirming commitment to pay.

SELF PAYMENT BY CHEQUE
I wish to pay my fee in full/two equal instalments (Please attach Cheque) Please enter amount of cheque
£

SELF PAYMENT BY BANK TRANSFER
I confirm I have transferred into the RVC’s bank account £ in respect of my tuition fees one / two* instalments
Transaction reference (please quote your full name and student ID number when making any payments)

SELF PAYMENT BY CREDIT/DEBIT CARD
Name of Account / Card holder(s)
Address of Account / Card holder(s)
Daytime tel number
Email
Date
Address of Account / Card holder(s)
Postcode
Signature of Account holder(s)

CREDIT / DEBIT CARD
Credit/Debit Card No. (Excluding American Express & Diners Club)
Last three digits on the back of the card

Expiry Date Switch Issue Number Security No

Card Authority
I authorise you to charge my card a total of £ in one/two* instalment(s) of £ when due.

DECLARATION:
I have read the RVC Tuition Fee Policy and confirm that I have adequate funds available to meet both the tuition fees and maintenance costs for the forthcoming year of my course. I understand that failure to provide evidence of a Student Loan or sponsorship will result in me being liable for the tuition fee in full, and that late penalty charges may be charged in the event of not making payment within the deadline. I also understand that non-payment of fees will necessitate withdrawal from the College.

Signature: Date:

*delete as appropriate

21 Information for New Students 2014
Tuition Fees

Conditions of Payment

This form must be completed by all students and returned to Finance Department each academic year. If the full fee is being paid directly by the Student Loan Company (students need to apply each year) or another the external sponsor, you must still complete the necessary section, date and sign the declaration. Your student support notification or letter from sponsor must also be attached to the completed form. Please contact the Finance Department (#5136) if you have any queries about how to pay your fees.

Tuition fee deadline
1st Instalment due date: 10 October 2014
2nd Instalment due date: 23rd January 2015.

Payment by Cheque
If you are a self financed student then you have the option to pay your tuition fee in one or two instalments (full tuition fee divided into 2 equal amounts). Please make cheques payable to the Royal Veterinary College and quote your full name and 7 digit student ID number on the reverse of the cheque.

For sponsors who wish to pay by Cheque, this must be for the full year’s tuition fee, as no instalment option is available.

Payment by Visa/MasterCard/Maestro/Switch
The Royal Veterinary College accepts payments made by Visa, MasterCard, Maestro or Switch. The College cannot accept payment by American Express or Diners Club. Please notify the Finance Department if your card expires or is re-issued for any reason.

The 1st instalment will be processed during the enrolment period. The 2nd instalment will automatically be taken from mid to end of January 2015. After the 2nd instalment is taken, your card details will be destroyed.

Payment by Bank Transfer
Fees can be transferred directly into the Royal Veterinary College’s bank account via telephone or internet banking. Please ensure all payments are accompanied with the full transaction reference which is made up of the student’s full name and 7 digit student ID number.

Account Name: Royal Veterinary College
Bank Name: Royal Bank of Scotland
Account Number: 23134074
Sort Code: 16-00-15
Bank Address: PO Box 66892, London, E1W 9FR

IBAN: GB48RBOS16001523134074
BIC: RBOSGB2L

The Royal Veterinary College retains the right to impose a penalty fee of £200 to your account if you fail to pay the required fee by the due date.

Any cheques or credit card payments which are rejected on processing will incur an additional administration fee of £25.

If you default on your financial agreement with us and ask to pay that debt in instalments, we will charge you 5% of the outstanding debt to arrange a debt repayment plan.

Debtors will not be re-enrolled as students and we will use external agencies to recover debts. We reserve the right to exclude students who do not meet their financial obligation.

Tuition fee invoice and statement
Invoices will only be issued on request. A statement will be issued in December as a reminder of the remaining balance on your student account. If you are paying by Bank transfer or by Cheque, please make arrangements to pay the amount indicated on the statements by 23rd January 2015.

Deposit: Where student deposits have been paid before enrolment, the deposit held will be deducted from the final payment of the outstanding tuition fee.
UK/EU students
If you are expecting to receive a student loan/financial aid after enrolment, you may find the following FAQs useful:

**I have a University or College Payment Advice from the SFE (Student Finance England), or my relevant assessing body, should I bring it to enrolment?**
Yes, you must show this to the Finance Department representative at enrolment to complete enrolment.

**How long will my enrolment take to be processed?**
When you have completed enrolment we will update your status to ‘Enrolled’. This normally happens within 24 hours. We update SFE daily with any new enrolments (or registrations, as they call it).

**How will I receive my loan payments?**
You will need to provide the SFE with your bank account details and payments will be made directly into your personal bank account.

**When will I receive my loan?**
Once you have enrolled we notify SFE electronically and payment is made 4 or 5 working days later.

**When is the earliest I can get my loan?**
The payment cannot be made before the official start of term. This date is shown on your payment schedule (as expected payment date); remember payment is by BACS transfer and will take another 4/5 working days to appear in your account.
What do I do if I haven’t received my loan?

Step 1: Make sure you are enrolled. All students will receive confirmation that they are enrolled, or not, when attending enrolment sessions or enrolling online. You can check online, in person during office opening hours (9.00am-4.00pm) or by email to studentrecords@rvc.ac.uk.

Step 2: If you have not received a Support Notification Letter telling you how much loan you will receive, contact Student Finance England (SFE). Check they have approved your application, and when they sent your details to Student Finance England (SFE).

Step 3: Ring Student Finance and verify they have your bank details, and your loan is approved.

Step 4: If there appears to be a problem contact the Student Finance Manager Fola Oloyede on 01707 666931 or in person (NOT by email). If necessary we will check on your behalf.

Contact points for student loan queries:
Eligibility for student finance: Contact Student Finance England www.gov.uk/student-finance with any queries about what types of students finance you qualify for. Alternatively they can be contacted on 0845 300 5090.

If you would like help with paying your fees you should apply to the following:
• Home UK Students can apply to Student Finance England, Student Finance Wales or Student Finance Northern Ireland for student loans and a range of bursaries and grants. Students from Scotland will need to apply to the Student Awards Agency for Scotland, as follows
  • Student Finance England www.gov.uk/student-finance
  • Student Finance Wales www.studentfinancewales.co.uk
  • Student Finance Northern Ireland www.studentfinanceni.co.uk
  • Student Awards Agency for Scotland www.saas.gov.uk

EU students can apply to Student Finance Services European Team on +44 (0)141 243 3570 or email EU_Team@slc.ac.uk
Am I eligible for a Bursary? And if so, when will I receive it and how much will it be?

Bursary payments will be paid twice a year, one in December and one in March via BACS transfer into your own bank account. You will receive a letter detailing your entitlement and payment date in due course. Eligibility to the bursary is calculated by Student Finance England (or your assessing body if different) as part of your application for financial support.

For indicative amounts of bursaries, please see www.rvc.ac.uk/Money/ProspectiveStudents/Index.cfm

How can I eliminate any possible delay on receiving my bursary?

You will need to ensure that you and your sponsors have provided the assessing body with consent to share your financial information with the University in order that a bursary can be paid. A very common delay is caused by not giving the correct tuition fees amount on your application form, so please ensure the assessing body has the correct tuition fees for 2014/15 (£9,000). You can call Student Finance to amend this amount.
Incidental Costs

Transport Student Discount Card
Students can apply for a Transport for London Student Discount card. This costs £10 (payable by debit or credit card) and confers 30% savings on weekly, monthly and longer period tickets, but NOT single tickets, daily tickets or pre-pay credit. More details can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk).

Apply online at [www.tfl.gov.uk](http://www.tfl.gov.uk). Students wishing to apply will need to complete the application, make payment and provide a passport sized photo after enrolment.

Incidental Costs
A table of incidental costs (amounts are guidelines only) that you should anticipate is included overleaf. Make sure to also check the Equipment section to find out which items you need before arriving (some are offered at discount within RVC through the Student Union Shop).
<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
<th>Compulsory/Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>In first year budget approx £200 for BVetMed. Varies for other courses</td>
<td>Optional (details available when you start your course. Books can also be purchased second hand from the previous years students)</td>
</tr>
<tr>
<td>Laptop computer (see IT section for further details)</td>
<td>From approx £220 new</td>
<td>Optional (computers are available on-site)</td>
</tr>
<tr>
<td>Computer Printing</td>
<td>Approx 5p per sheet b/w and 50p per sheet in colour</td>
<td>Optional but likely</td>
</tr>
<tr>
<td>Inter Library Loans</td>
<td>Varies. Suggest budget for £50 in final year</td>
<td>Optional</td>
</tr>
<tr>
<td>Replacement ID Cards</td>
<td>Approx £10</td>
<td>Required if original card is lost</td>
</tr>
<tr>
<td>RCVS (Royal College of Veterinary Surgeons) fees</td>
<td>Does not need to be paid until graduation. The 2014 registration fees are £299 for BVetMed and £112 for Vet Nurses.</td>
<td>Compulsory for BVetMed and Vet Nursing only</td>
</tr>
<tr>
<td>Inter campus/RVC farm travel (provided or individually arranged)</td>
<td>Approx £6 return journey by public transport with a student travel card.</td>
<td>Compulsory for BVetMed. Not required for Nursing/BsC Courses.</td>
</tr>
<tr>
<td>Travel to placements/Extra-Mural Studies</td>
<td>Could vary depending on location of placement/mode of transport. Getting a student travel card will minimize costs.</td>
<td>Compulsory for Veterinary Nursing and BVetMed</td>
</tr>
<tr>
<td>Rent (Halls or private landlord)</td>
<td>£5000 pa approx (varies with accommodation)</td>
<td>Required unless living at home.</td>
</tr>
<tr>
<td>Property and travel insurance (see below)</td>
<td>£150 approx</td>
<td>Optional but highly advisable.</td>
</tr>
</tbody>
</table>

Remember you should also budget for food, entertainment, and travelling home or around the area. See the ‘Budgeting’ section on UCAS for some advice: [www.ucas.com/how-it-all-works/student-finance/managing-money/figuring-out-budget](http://www.ucas.com/how-it-all-works/student-finance/managing-money/figuring-out-budget)
Insurance

Personal Belongings
The College would like to make it clear that responsibility for students’ personal belongings rests solely with the students themselves, even when those belongings are in College buildings.

As in all buildings used by large numbers of people, there is unfortunately the possibility of theft of belongings within the College. Students should also bear in mind the risk of theft and fire or other damage at their lodgings.

You are therefore urged to make sure that you have adequate insurance cover, either by extending the policy on your parental home contents (if this is possible) to provide cover for your belongings while they are at the College or in your lodgings, or by taking out a separate policy to meet your own requirements.

Personal Injury
During your time at university you will want to take part in a wide variety of activities typical of student life. Bearing in mind the possible threat to your future professional career if you were to sustain some disabling injury during the next five years, you may wish to consider arranging insurance cover for personal accident/injury. The College has in place a scheme agreed with the British Veterinary Association for group student membership for RVC students. This provides some cover for personal accident/injury. Further details will be available at enrolment.
You will need to buy some of your own equipment for our courses. Most items can be ordered through the Student Union (SU) Shop in advance, ready for you to collect when you come to College in September. You will be given more information on what books you may need to buy when you start your studies.

Below you will find an easy guide to what you will need for the first year of your course:

**D100 BVetMed**  
*(including Accelerated year)*

**D102 BVetMed with Intercalated BSc year**

Refer to Student Union shop information for a full list of equipment and protective clothing you will need during your course.

**D190 Gateway programme**

For your first year you will need one white lab coat for practicals, a boiler suit, Wellington boots, coveralls or a set of waterproofs. These can be ordered from the SU Shop – refer to Student Union shop information.

**C100, C101 BSc Biological Sciences**  
**D300, D301 BSc Bioveterinary Sciences**

You require one white lab coat for practicals. If you do not have one already, this can be ordered from the SU Shop – refer to Student Union shop information.

**D310 Foundation Veterinary Nursing**  
**D313 BSc Veterinary Nursing**

For details of uniform, equipment and books, see the “Further Information” sheet sent to you with your term dates. If you have lost this please contact admissions@rvc.ac.uk with your details. If you need to purchase a white lab coat, you can do so through the SU shop.
Congratulations on obtaining your place at the RVC.

The SU Shop carries items that you may need for your course at the RVC. This includes items that you will need for your studies at College, and those that you will need for your placements off-site. We strive to sell products at the lowest possible price as we operate solely for the benefit of RVC students. The shop is based on the Hawkshead Campus (in Hawkshead House), but also has a branch on-site in Camden.

Below is a list of suggested items that you may need whilst at the RVC. If you would like to pre-order these items before you arrive, and have them posted to you or alternatively collect them during Freshers Fair in your first week of term, please see the order details at the end of this letter. Alternatively, we operate an order and collection service throughout the year. All of our order details are listed at the end of this letter. The deadline for orders for the start of term is August 29th, after that we cannot guarantee they will be available in Freshers week.

**BVetMed (including Accelerated & Intercalated BSc year) & Gateway students:**

When working with animals on-site and especially out in the community on extra mural studies (EMS work experience), the College expects you to look smart and be wearing the correct safety clothing. The shop stocks the items that the College suggests you should wear.

**Large Animals:**

- **Boiler suit**
  - Having two of these is sensible – they will get messy
  - Can pick your preference of short or long sleeve

- **Steel toe cap wellies**
  - Steel toe wellies are recommended for large animal practicals and your AHEMS farm placements. They are also required for some exams.

- **Waterproof trousers and top set**
  - We suggest the parlour suit that has short elasticated sleeves. These are required for some large animal practicals and are useful for lambing and dairy AHEMS placements.

- **Stethoscope**
  - See note overleaf about stethoscopes
Small Animals and Lab Classes:
• 2 lab coats
  – One for messy dissections which will get stained
  – One for histology practicals and examinations

You will need these items in your practical classes during your first term so we would suggest you order them before you get here so that they are ready to pick up at the Freshers Fair. In particular, labcoats are required in the first couple of weeks and we are unable to guarantee we will have stock available if orders are not placed before the deadline.

Stethoscopes
We sell a range of stethoscopes. These are not required for the preclinical years of the course (more so in the clinical years) as the college does have ones you can borrow for practicals and exams. However, it is handy to have your own to be able to practice on the college animals before practical exams; plus, the earlier you learn to use one the better! You can even get your stethoscope engraved free of charge.

*For Accelerated BVetMed students it is advised you purchase your own stethoscope straight away, as you will use it in your first year at the end of the second term.

We also stock items needed for the clinical years (3,4,5) such as: Suture kits, pen torches, thermometers, dog leads, patella percussion hammers, scrub sets, artery forceps and ophthalmic lenses.

Biological/Bioveterinary Sciences (including BVetMed with Intercalated BSc year) Students:
You will just need a white lab coat for your lab practicals.

Vet Nurses:
This year we are hoping to stock the nurses’ uniforms (please check the website), however, we already have the rest of the things you may need for your practicals and placements:

• White lab coat
• Thermometer
• Artery Forceps
• Dog slip lead
The RVC Student Union Shop
Freshers Information and Order Forms (continued)

Order information:

Website Orders:
We strongly recommend you place your order through the SU shop website as soon as possible before the deadline below. All items can be found on the RVCSU website: http://su.rvc.ac.uk/shop where you can find all our stock, modelled by our very own students! All orders can be placed through the website with payment by all major Credit/Debit cards. You can choose to collect your order in person at the Freshers Fair or alternatively you can choose to have them posted to you in the UK before the start of term where practical, fees will apply. The deadline for orders for the start of term is August 29th, after that we cannot guarantee they will be available in Freshers week.

If you have any queries regarding any of the products please contact us at sushop@rvc.ac.uk. See you at the start of term.

The website address is http://su.rvc.ac.uk/shop
Support for Students: Advice Centre

Welcome to the RVC Advice Centre!

We are here to offer advice, information and advocacy to students and prospective RVC students. As a team we are here to help you make your time at the University a success.

The main areas we can help you with are*:
Dyslexia/Dyspraxia, long-term health conditions and disability-related enquiries: your first point of contact should be the Disability Adviser (DA) at disability@rvc.ac.uk. The DA can assist with dyslexia screenings/reports, general advice about managing long-term health conditions, DSA applications (‘Disabled Student Allowances’ for home students) and offer advice and guidance for international students. A mentoring service is also available via the DSA.

Financial or welfare-related enquiries: Not sure about budgeting for the course, don’t understand how all the loans, grants or bursaries work? Your first point of contact should be the Money and Welfare Adviser at moneymatters@rvc.ac.uk

Counselling: student life and professional training can be both exciting and stressful. Counselling is a free confidential service to help you with any emotional or psychological difficulties that may prevent you from making the most of your time while you are here. Contact rvccounselling@herts.ac.uk for queries or appointments.

Pastoral care, regardless of religious belief or none: confidential independent listening and support is offered by the College Chaplain, Revd. Pippa Turner. She is happy to be referred to on any matter of a welfare or religious nature, and can be contacted at chaplain@rvc.ac.uk

Private rented accommodation issues: contact University of London Housing Unit for advice on contract checking, excellent guidance for first time renters in the private accommodation sector and lists of accommodation available at: www.housing.london.ac.uk

Other support available when you are here: dedicated careers advice from the University of London (www.careers.lon.ac.uk), dedicated Learning Development team to help improve/learn new strategies for coping with our courses (learningcm@rvc.ac.uk) and dedicated General Advisers at both campuses. We also work closely with the academic and pastoral tutor system.

*If you try to contact one of us and we are away this summer please try Fiona Nouri, Advice Centre Manager, who co-ordinates the Advice Centre and has overall concern for students’ life outside of academia. Her contact details are: fnouri@rvc.ac.uk or tel +44 (0) 20 7468 5037; leave a message and your phone number, including the international code, if necessary.
Dyslexia and other Specific Learning Differences (SpLDs), long-term (mental) health conditions and disabilities

When you begin your course at the College, you may think it best, or have been told by teachers, parents or colleagues, not to disclose any health condition, dyslexia, other specific learning difference, or disability. The changes in teaching and learning styles, assessment and the College environment may mean, however, that you could benefit from some support even if it has not been necessary before. It is important that you access support and advice at the earliest opportunity in order that you can reach your academic potential. Please be aware that declaring a disability on entry to the College does not mean support will automatically be put in place. You still need to make contact with the Advice Centre and provide appropriate (medical) evidence.

Any information you tell us will be dealt with sensitively and in confidence. The College has a dedicated Disability Adviser. The Disability Adviser can answer any questions or concerns you may have. The contact details are:

Email: disability@rvc.ac.uk
Tel: +44 (0) 20 7468 1180
[internally, extension 5410]
Mob: +44 (0) 7595 203 143

Another reason for coming forward is that you may be able to access additional financial support (see section below), one-to-one tuition and special exam arrangements. If there is anything else that you feel is essential to assist you on the course because of a long term health condition or disability, please contact the Disability Adviser to discuss this.
Financial Welfare

**UK students**

Students with dyslexia and other specific learning differences, long-term health conditions and/or disabilities may be eligible for the Disabled Students’ Allowance (DSA). This is a government funded financial package to assist with any extra costs of equipment or support that arise from studying at the College with a disability. Depending on the disability you might be assessed as needing:

- A computer with specialist software to help plan essays and proof-read your work
- A digital recorder for lectures, to assist with notetaking
- One-to-one tuition, to work with you on essay styles, reading and research strategies and other learning aids

The Disabled Students’ Allowance (DSA) is available only for home-domiciled students, from Student Finance England (or the regional authority, for those living in Northern Ireland, Scotland or Wales) and relevant Research Councils for Postgraduates. More information is available at:

[www.gov.uk/disabled-students-allowances-dsas](http://www.gov.uk/disabled-students-allowances-dsas)

If you are eligible you should apply for the DSA as soon as possible. Do not wait until you start your course if you know already you are eligible, as the process can take a few months. You can apply at any point during your course but it would be best to have your DSA and support in place from the start of the academic year.

**International Students**

International students (including EU students) are not eligible for the DSA. The College, however, provides some support directly for international students with disabilities. Contact the Disability Adviser as early as possible if you need support because of a disability.
Special Exam Arrangements (SEAs)

In order to obtain extra time for exams, students need to complete an application form and provide current written evidence of their requirements in advance of the annual deadlines that are laid out by the Exam Office. In the case of the majority of disabilities and health conditions, documentation must be current, on headed paper, and from a medical professional. It is essential that you apply for SEAs well in advance of the deadlines in order that arrangements can be secured for the following exam period.

For dyslexia or other specific learning differences, including dyspraxia and dyscalculia, the documentation should be an up-to-date (within the last three years) diagnostic assessment from an Educational Psychologist. If that report was done when you were under 16 years of age it is likely to have been based on child scores. In which case you may get temporary special examination arrangements to allow you time to update your report to an adult-based one.

If you need to update your diagnostic report, contact the Disability Adviser, who can put you in touch with recommended Educational Psychologists. In some cases, the College may be able to provide some help towards the costs of the reassessment.

The Special Examination Arrangements Application Form (SEA1) can be obtained from the Disability Adviser, online or from the Exams office once you are here.

Students with dyslexia and other SpLDs can often become more efficient and get the grades they deserve with the assistance of a specialist tutor to provide advice and guidance on areas like structuring essays, revision techniques, reading and research strategies.

The Disabled Students’ Allowance can fund the cost of external tuition. The RVC has links with external tutors and also several who work on-site at both campuses.

For non-disability specific support with your learning at the RVC you also can contact the College’s Learning Development Team: learningcm@rvc.ac.uk
Diagnosing Dyslexia and other Specific Learning Differences

If you think you might be dyslexic or dyspraxic but are unsure what to do about this, you should speak to staff at the Advice Centre who can provide a screening, and if appropriate, a referral to recommended Educational Psychologists. Some of the costs of diagnostic testing may be met by the College, so do contact us if you are unsure.

Some common symptoms of a learning difference are:

- Difficulty taking lecture notes and holding information in your short-term memory
- A consistent difference between your exam performance and written assignments
- Problems absorbing written information when reading or doing research
- Problems with time management and organisation
- Limiting your written vocabulary to words that you know are ‘safe’ spellings
- Finding it hard to limit your ideas when answering essay questions
- Dyspraxic adults often display similar issues to dyslexics, plus problems with balance, clumsiness, visual memory issues, etc.

If you experience these symptoms, contact the Disability Adviser via disability@rvc.ac.uk, to discuss things further.
Welcome to the Royal Veterinary College

We hope that you settle in well and have a great time while you’re here. Below is some information on a range of student health related matters that you will find useful to keep you positive and healthy during your studies. Further information on these and other health and safety issues will be provided during your Induction into the College.

**Pre Study Health Questionnaire – mandatory**

Your enrolment at the College is subject to Health Clearance. IOM Consulting Ltd are the Occupational Health Providers for the Royal Veterinary College. You will have received an email from IOM providing you with a link to an online questionnaire and a Pin Number which you will need to log on to access the questionnaire. The front page of the questionnaire will already be completed with the details that you have provided us with on your application form. You do not need to complete any of the other fields.

Please make sure that you complete the questionnaire as soon as you can as otherwise your enrolment may be delayed.

**Registering with a local GP**

If, like many students, you spend more weeks of the year at your college address than your family’s address, you need to register with a local GP as soon as possible. That way you can receive emergency care if you need it and access health services quickly and easily while you’re at college. In addition, students are advised to be immunised against meningitis C and mumps before starting their studies. Veterinary Medicine students are also advised to be immunised against Tuberculosis (TB). If you haven’t already been immunised against meningitis C, mumps, or TB, you can arrange to be vaccinated by your doctor. To find out the nearest NHS services in the area go to:  
www.nhs.uk/servicedirectories/Pages/serviceSearch.aspx

**Student Health**

The following link provides some useful help and advice on student health matters that will assist you to stay as well as possible during your studies and to take control of your health.

www.nhs.uk/LiveWell/Studenthealth/Pages/Studenthealthhome.aspx

**Help with Health Costs**

Most NHS treatment is free, although there can be charges for some things and the HC 11 is a document produced by the NHS that outlines what assistance is available to students with health costs.

Introduction
The College operates a combined Library and Information Services Division (LISD) in order to best support students and staff in their studies, research and day to day IT and information based activities.

A joint IT and Library enquiry desk operates in the Learning Resources Centre at each campus so that a range of student enquiries can be dealt with and assistance provided from one convenient location.

LISD facilities available to students
On enrolling with The Royal Veterinary College each student is set up with their own computer/library account giving access to the extensive range of services and facilities offered by the Library & Information Services Division.

These include:
• Access to around 175 student use desktop computers at each campus
• A range of library ‘short loan’ equipment including laptops, netbooks and tablets
• Access to multiple copies of all textbooks
• Over 11,000 specialist veterinary full text and print journals
• Access to over 5,000 ebooks via our custom SCOUT (Search Content OUT!) discovery tool
• Downloadable texts of useful veterinary titles via QR codes
• Cross campus wi-fi networks covering Learning Resource Centres, cafes and Campus Halls
• eduroam wi-fi configuration allowing network access at other participating institutions
• 24 hour access to computer and printer facilities in Learning Resource Centres
• Online access to all relevant research databases
• An annual allocation of printer credit
• Copying and scanning facilities
• Offsite access to a number of IT and Library resources including most databases and journals
• An RVC email address with remote access to the account via the ‘webmail’ service
Library & Information Services Division

(continued)

- Secure portal for off campus access to resources and file access
- RVC app available for mobile devices
- Bookshop offering discounts to students
- Personal network space for saving coursework related documents and files, backed up each night to ensure security and data integrity
- Access to online learning content and course related materials via the RVC’s own ‘Learn’ Virtual Learning Environment which holds course notes, lecture recordings and other useful materials
- 24 hour book renewal online, email and phone
- Technical advice and support from the LISD Helpdesk team by phone, email or personal consultation
- Regular laptop/mobile device ‘clinics’ to assist with various configuration and general IT problems
- Bookable library skills and reference training sessions
- ‘Out of Hours’ IT support service available evenings, overnight, weekends and Bank Holidays.

Support for personal PCs, laptops and smart devices
To assist students in their studies, the College offers students full ‘eduroam’ wireless access to the network for compatible (802.11g/n) laptop or other devices, allowing mobile access to resources such as email, Internet/Intranet and timetable information from most locations across Camden and Hawkshead campuses. Along with instructions to self-configure equipment for wi-fi access, copies of the College’s recommended anti-virus software package are also downloadable for student use as all computers using the College network must have fully functioning and updating anti-virus software installed. Further advice and assistance on the wi-fi network and associated configuration of hardware and software can be obtained from the Helpdesk or LISD webpages.

If assistance in getting on to the RVC network is needed, a bookable service for the configuration of equipment will be offered by the LISD Helpdesk at the start of the academic year in addition to the regular laptop/smart device ‘clinics’ that operate during term time. Before undertaking configuration work we do require that computers are fairly recent in their hardware/software specification, will boot up without errors and run in stable manner.
Halls of Residences located ‘on campus’ offer direct access to the College high speed network link via both a fixed network port in each room and the College’s wi-fi network allowing smartphones and tablets to roam fully throughout the campus. Full details of the services available in Halls will be available before the start of term or alternatively, contact our Customer Service Managers who are available to advise students on any Library or IT related issues.

Please note: Internet access and network support for student accommodation located off-campus (including Mary Brancker House) is the responsibility of the independent providers of these services who have their own terms and conditions and tariffs: see your tenancy/accommodation agreement for details.

Compatibility and purchasing advice

The IT network of The Royal Veterinary College is based primarily around Microsoft technologies, therefore, Windows based devices offer greatest compatibility and support from LISD. Student use computers in the College will be running Windows 7 and Office 2013 during the 2014-15 academic year.

In a key IT project being implemented over the Summer (2014), the College will be introducing features of Microsoft’s Office 365 and Student Advantage programmes for students which will benefit Windows, Apple and Android device users; the Student Advantage programme will allow students with an RVC email account to download of a fully licensed copy of Office 365 ProPlus for Windows and Mac computers users and downloads of Office Mobile apps for iPhone and Android users. More details of the terms and download instructions for this service will be posted on our Intranet pages after project delivery during the summer.

Please note: Computers using Microsoft’s XP operating system have been phased out from use at the College following Microsoft’s discontinuation of its support of the platform (April 2014) so that Windows 7 or 8 should now be used in place of XP. If in any doubt, please contact the LISD Helpdesk and our Customer Service Managers for further advice on these issues.
Please note: all computers and network devices used at the RVC must have up to date anti-virus packages running regardless of device type or operating system version.

**Getting started**

Before arriving you will be sent your username and password for the RVC network and Library systems (the same credentials will work for nearly all the College’s systems) so that you may then access the additional information and advice available on the ‘Learn’ virtual learning environment and the LISD section of the RVC Intranet. Once the RVC user account and email address is available, access to the Office 365 and Student Advantage packages will also be possible, with instructions posted on our website for access to downloads and other features of those services (see also corresponding platform App stores for further details).

We would advise all new users to familiarise themselves with the terms and conditions posted on our webpages which govern use of the College’s IT systems and infrastructure and that of its network provider (JANET) in order to ensure that data security advice and other regulations such as copyright rules are met.
**LISD contact details**

An IT Helpdesk service operates for the benefit of both students and staff 8am-5pm Monday to Friday providing support and advice on the IT and AV systems used throughout the College, contactable by phone and email. LISD also operate a staffed ‘Out of Hours’ Helpdesk telephone service, available on the normal Helpdesk number between 5pm-8am weekdays and also 24 hours a day at weekends and Bank Holidays:

- **LISD Helpdesk enquires:** helpdesk@rvc.ac.uk
- **IT telephone support:** +44 (0) 20 7468 5181
- **Out of hours:** +44 (0) 20 7468 5181
  and hold until the ‘welcome’ message is heard.

*(This service operates 17:00 – 08:00 on weekdays, 24hrs on weekends and Bank Holidays).*

Library assistance is available from the enquiry desk located in the Learning Resource Centre at each campus or can also be contacted by phone and email via:

- **General library enquiries:** library@rvc.ac.uk
- **Book renewal by phone:** +44 (0) 20 7468 5180
- **Bookshop enquires:** bookshop@rvc.ac.uk

Staff of the Library & Information Services Division look forward to meeting all new students and providing assistance on the wide range of services that will be encountered.
IT Helpdesk contact details

A helpdesk service operates for the benefit of both staff and students Monday-Friday 8am-5pm providing support and advice on the IT and AV systems used throughout the College, contactable by phone on +44 (0) 20 7468 5181 or by email at helpdesk@rvc.ac.uk

LISD operate a staffed ‘Out of Hours’ Helpdesk telephone service, available on the normal Helpdesk number.

Dial x5181 (or +44 (0) 20 7468 5181) and hold until the Helpdesk operator answers. This service operates 17:00-08:00 on weekdays, 24hrs on weekends and bank holidays.

Please do not hesitate in contacting the LISD Helpdesk on IT or Audio-Visual matters, whether enquiries are of a basic or complex nature.

Library facilities available to students

On enrolling with The Royal Veterinary College, each student is set up with a Library account and an Athens account giving access to the extensive range of services and facilities offered by the Library & Information Services Division. These include:

- Multiple copies of all textbooks
- All relevant research databases
- In excess of 9,000 full text and print journals
- Remote access to most databases and journals
- Bookshop offering discounts to students
- 24 hour book renewal online, by email or phone

Library contact details

Library support is available from an enquiry desk located in the Learning Resource Centre at each campus. For general enquiries email: library@rvc.ac.uk for bookshop enquiries bookshop@rvc.ac.uk

Books can be renewed 24 hours by phone +44 (0) 20 7468 5180, by email library@rvc.ac.uk or online via the opac http://library.rvc.ac.uk
The work of the College

The teaching, scientific and clinical work of members of the College will be devoted to the advancement of knowledge and the alleviation of suffering. In so doing, it will contribute to the health and wellbeing of society and the environment. We will seek to achieve quality and innovation in all our activities and in this endeavour we will strive to:

• Work ethically and with integrity.
• Not take any action which would be detrimental, irresponsible or unreasonable in the view of society.
• Seek to sustain our contribution to the wellbeing of animals, society and the environment through our research and the development of our staff, our students, and our graduates.
• Gain the respect of others as an organisation through our professional integrity and leadership.

In support of the work of the College all of its members will:

• Aim for excellence in all our educational endeavours
• Demonstrate a caring attitude and high ethical standards towards animals and people.
• Ensure our continual development as independent, self-sufficient learners.
• Be diligent and proactive in our studies and research, being responsible for our own development.
• Respect the learning environment of others, ensuring quiet and respectful behaviour in taught sessions and spaces set aside for independent learning and research.
• Be proactive in enquiry and provide information in a spirit of openness.
• Value diversity across disciplines, cultures and expertise.
• Be explicit and straightforward, compassionate, courteous and respectful in dealings with fellow members of the College, clients and visitors.
• Respect the College’s physical environment and property.
• Be mindful at all times of the reputation of the College, representing RVC and its Students’ Union honestly and fairly outside of the College.
• Be proactive in seeking information and disseminate information appropriately and courteously.

• Act with integrity, honesty, and informed courage of conviction.
• Accept responsibility for our actions.
• Show fairness, professional impartiality and diligence.
• Be committed to, and exercise responsibility for, our own personal, academic and professional development.
• Accept and take due account of feedback, given in whatever form.
• Be alert to our own and other’s physical and mental health and development needs and take appropriate remedial action.
• Maintain awareness of and observe published rules and procedures.
• Maintain awareness of and use systems of representation to inform College deliberations and decisions.
• Act professionally in raising any complaints through the appropriate procedures.
Code for Students

The following is the Code for Students. You will be asked to sign a statement at enrolment to say that you have read this Code and that you will abide by College Regulations. If you want to read all of the College Regulations they are available at www.rvc.ac.uk/FOI.

Some of the Regulations will be updated and amended over the summer and throughout your course. This is normal university practice, since we need to keep up to date with new innovations in our subjects and changes in national regulations.

**Code of Professional Standards**

Statement of Expectations of RVC in respect of the professional and vocational conduct of students:

All programmes at the Royal Veterinary College operate in a context of care for, and work with animals. This demands that students adopt a high degree of responsibility and professionalism during their studies:

The ‘Day one competencies’ of the RCVS require that students undertake self-audit of their suitability for practice. The QAA benchmark statements for Veterinary Sciences point to the need for a ‘high standard of professional behaviour’. Similarly, the statements for Biosciences indicate an ‘appreciation of the need for ethical standards on professional codes of conduct’.

Therefore, all undergraduate and postgraduate students and clinical research scholars of the RVC are expected to always conduct themselves in a responsive, responsible and professional manner. In so doing, being courteous, tolerant, compassionate and respectful to colleagues and College staff and to respect the learning environment*. Students are also expected to be alert to, and address, any of their own possible health or learning difficulties.

The RVC provides services for students to obtain professional advice and support should any event cause them to seek assistance or request assessment of a health or learning difficulty. Further guidance on professional conduct is available from tutors and the Royal College of Veterinary Surgeons.
In addition students are expected to exercise responsibility for their own academic progress ensuring that they read guidance provided. For BVetMed students this requires that they are proactive in securing placements for extra mural studies and take appropriate action in response to feedback concerning their progress. The RVC seeks to engender in its students the expectation that learning will continue throughout their career.

It is expected that students will not provide false or misleading information during any process, or in respect of clinical records.

*Respect for the learning environment includes:
- Having appropriate and quiet behaviour in lectures, seminars and the library
- Having appropriately attentive behaviour in laboratories, directed learning rooms and the clinical skills centre
- Being punctual for all classes
- Switching mobile phones off, except in social areas of the College (such as refectories)
- Not eating or drinking in lecture halls, classrooms, laboratories or the libraries
- Being mindful of own and others’ health and safety at all times
- Not engaging in any harassment or bullying of colleagues.

Student and leaver surveys
Student Data Collection Notice

Your contact details may be passed to survey contractors to carry out the National Student Survey (NSS) and surveys of student finances, on behalf of some of the organisations listed below under Purpose 1. These organisations and their contractors will use your details only for that purpose, and will then delete them.

About six months after you graduate, we will contact you to ask you to fill in the Higher Education Statistics Agency (HESA) ‘Destinations of Leavers from HE’ questionnaire. You may also be contacted as part of an audit to check that we have undertaken this survey properly. We will not give your contact details to HESA.

You may also be included in longitudinal surveys of leavers in the years after you graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey. That organisation will use your details only for that purpose, and will then delete them.

If you do not want to take part in any of these surveys, please let us know.
Submission of your information to HESA

Every year we will send some of the information we hold about you to HESA (“your HESA information”). HESA collects, and is responsible for, the database in which your HESA information is stored. HESA uses this information in its own right, for example to publish statistics about students in higher education. HESA may link information we have provided to other related datasets such as UCAS, NSS, Individual Learner Record and Student Loan Company data (“linked data”). All uses of your HESA information and linked data must comply with the Data Protection Act 1998.

HESA is a registered charity and operates on a not-for-profit basis. It may charge other organisations to whom it provides services and information.

Sensitive information

If you give us information about your disability status, ethnicity, sexual orientation, gender reassignment or religion these may be included in your HESA information and used to assist with monitoring equality of opportunity and eliminating unlawful discrimination in accordance with the Equality Act. Some other sensitive information is used to enable research into the provision of fair access to higher education, for example information as to whether you are a care leaver.

If you are enrolled at a higher education provider in England regulated by the Higher Education Funding Council for England your HESA information will include details of any financial support you may receive from us.

Your sensitive information will not be used to make decisions about you.

Your HESA information including linked data is used for four broad purposes:
Purpose 1 – Public functions

Education statistics and data

Your HESA information is used by some organisations to help carry out public functions connected with education in the UK. These organisations are data controllers in common of your HESA information under the terms of the Data Protection Act.

Such organisations may include:

- Department for Business, Innovation and Skills
- Welsh Government
- Scottish Government
- Department for Employment and Learning, Northern Ireland
- Higher Education Funding Council for England
- Higher Education Funding Council for Wales
- Scottish Further and Higher Education Funding Council
- Department for Education
- Research Councils
- Skills Funding Agency
- National College for Teaching and Leadership
- National Health Service (including Health Education England)
- General Medical Council
- Office For Fair Access
- The Quality Assurance Agency for Higher Education and any successor bodies.

These organisations may link your HESA information with other information they or other organisations hold. For example:

- The Department for Education and the Department for Business Innovation and Skills link your HESA information to the National Pupil Database and the Individual Learner Record.
- Your HESA information is linked to information from the Student Loan Company by the HE Funding Councils.
- Your HESA information may also be linked to tax information or employment information.

Linked data is used for research into education and its outcomes.
Other uses
Your HESA information may also be used by some organisations to help carry out public functions that are not connected with education. Such uses may include the following:

• Measurement of population levels and migration by the Office for National Statistics, National Records of Scotland and the Northern Ireland Statistics and Research Agency
• Monitoring of public expenditure by the National Audit Office
• Monitoring of the accuracy of electoral registers by Electoral Registration Officials.

Purpose 2 – Administrative uses
Fraud detection and prevention – Your HESA information may be used to audit claims to public funding and student finance, and to detect and prevent fraud.

Your HESA information will not be used to make decisions about you other than for those uses outlined under Purpose 2.

Purpose 3 – HESA publications
HESA uses the HESA Student Record to produce statistical publications. These include some National Statistics publications and online management information services. HESA will take precautions to ensure that individuals are not identified from the data which are processed for Purpose 3.

Purpose 4 – Equal opportunity, research, journalism and other processing in which there is a legitimate interest
HESA and the other data controllers listed under Purpose 1 may also supply data to third parties where there is a legitimate interest in doing so. Examples of use for this purpose include:

• Equal opportunities monitoring
• Research – This may be academic research, commercial research or other statistical research where this is in the public interest
• Journalism - Where the relevant publication would be in the public interest e.g. league tables
• Provision of information to students and prospective students
Users to whom data may be supplied for Purpose 4 include:

• Higher education sector bodies
• Higher education providers
• Academic researchers and students
• Commercial organisations (e.g. recruitment firms, housing providers, graduate employers)
• Unions
• Non-governmental organisations and charities
• Local, regional and national government bodies
• Journalists

Information supplied by HESA to third parties is supplied under contracts which require that individuals shall not be identified from the supplied information. A copy of HESA’s current agreement for the supply of information is available at [www.hesa.ac.uk/bds-details#e](http://www.hesa.ac.uk/bds-details#e).

HESA student information (linked to the National Pupil Database and/or Individual Learner Record held by DfE) may be supplied by HESA through DfE to researchers. A copy of the Agreement for the supply of linked data is available at [www.gov.uk/government/collections/national-pupil-database](http://www.gov.uk/government/collections/national-pupil-database)
Student Data Collection Notice (continued)

The HESA Initial Teacher Training Record (“ITT”)
If you are on an ITT course at a higher education provider in England, HESA will collect additional information about you and provide this to The National College for Teaching and Leadership (NCTL).

NCTL is an executive agency of the Department for Education (DfE) and for the purposes of the Data Protection Act 1998 DfE and HESA are data controllers in common of the ITT record. NCTL will process your personal data for the administration and monitoring of initial teacher training schemes, including the allocation of Teacher Reference Numbers. NCTL may share personal data with us, its partners and contractors, including employers, employment agencies, Ofsted, Capita Teachers’ Pensions and the Department for Business, Innovation and Skills (BIS), for this purpose and may link it to other sources of information about you.

About the HESA student collection notice
The HESA Student Collection Notice is regularly reviewed. The most up to date version can be found at www.hesa.ac.uk/fpn. Minor updates to the Student Collection Notice (including organisation name changes and clarification of previously specified purposes) may be made at any time. Major updates (such as a new purpose or administrative use) will be made no more than once per year.

Your rights
Under the Data Protection Act 1998 you have rights of access to the data HESA holds about you. You will have to pay a small fee for this. For further information about data protection and your HESA information please see www.hesa.ac.uk/dataprot or email data.protection@hesa.ac.uk
This policy covers all tuition fees for the Royal Veterinary College (RVC) including both modular and non-modular courses. It is effective from June 2014 and covers Home and Overseas students, Undergraduate and Postgraduate courses and research degrees.

It is RVC policy to charge and collect on all fees owing for courses. Fees are approved by the RVC Council (its governing body) and variations to fees for individual students may only be approved by the RVC Principal or his nominee. You will be advised of the tuition fees due, and the due date, as part of the online enrolment process.

The appropriate procedures for payment of fees, collection of outstanding fees, withdrawals and calculation of fees due / fee refunds are included within this policy and associated appendices;

Appendix A – Payment of fees
Appendix B – Penalties and collection of outstanding fees
Appendix C – Withdrawals
Appendix D – Calculation of refund or fees due on withdrawal

The RVC Regulations regarding Fees and Debt are shown below (Extract from the General Regulations for Students)

4.1 Tuition fees are payable in full at the time of enrolment or in two equal instalments (the 1st instalment at the time of enrolment, the 2nd in January 2015). Students whose fees are not paid for them by the SLC or similar agency must make appropriate arrangements to ensure prompt payment of fees at the due date.

4.2 The College reserves the right to increase tuition fees at the start of any session, having first given reasonable notice.

4.3 The College shall publish annually its tuition fee payment schedules and refunds policy.

4.4 Fees for RVC residences are payable within fourteen days of the start of each term or date of invoice.

4.5 Other fees or fines imposed by the College shall be countable against a student’s debt unless paid promptly.

4.6 A student who is in debt to the College or the University for any reason, will not be permitted to progress to the next academic year or to receive their degree.

4.7 A student who is in debt to the College or University may have his or her registration terminated, at the discretion of the Principal.

Contact
In the event of tuition fee queries, students should contact Zuleika Longstaff (zlongstaff@rvc.ac.uk) in Student Records, Academic Registry.
Home & EU Undergraduate Students

If you are paying some or all of your tuition fees, a Fee Payment Authority form must be returned to Finance Department by the due date indicating how the payment will be made (form available from Rover or Finance Department).

Any fees, where not funded by a tuition fee loan or sponsorship, can be paid in the following ways:

**In full in one instalment**

**In two instalments**

(amount split equally)

Payment can be made in advance or at enrolment. For self-financing students (full or part time), the Tuition Fee Payment form must be returned to the Finance Department indicating how payment will be made.

Payment can be made by cheque, bank transfer or credit card. Payments will be processed by the College as follows, without exception:

- 1st instalment: by 10th October 2014
- 2nd instalment: by 23rd January 2015

Any cheques or credit card payments which are rejected on processing will incur an additional administration fee of £25.

If sponsored by an external organisation, proof of sponsorship must be submitted

- at enrolment for new students
- to the Finance Department, for continuing students, by the start of the academic year.

If you have applied for a tuition fee loan from Student Finance England (or regional equivalent) you must provide proof of your tuition fee loan or proof of application. Until this is provided to the Finance Department, you remain liable for the full tuition fee.
New Students
If you do not provide
• proof of a tuition fee loan,
• proof of sponsorship, or
• proof of having made a late application for a tuition fee loan
You may only complete enrolment by paying the first instalment (50%) of the tuition fee for the year. This will be refunded if you subsequently provide proof of tuition fee loan or sponsorship. You will have until 5pm, Friday 10th October 2014, to complete enrolment or you must withdraw.

Continuing Students
If you do not provide
• proof of a tuition fee loan or grant,
• proof of sponsorship, or
• proof of having made a late application for a tuition fee loan
You must pay the first instalment (50%) of the tuition fee for the year. This will be refunded if you subsequently provide proof of tuition fee loan or sponsorship. You will have until 5pm, Friday 10th October 2014, to provide proof of funding or pay the first instalment. Penalties will be charged on late payments.

International Students
You will be notified by Academic Registry of the amount of fees due and the currency of payment.

Before enrolling, you must be able to demonstrate sufficient funds to cover your tuition fee, research expenses* (such as bench fees) and living expenses for the duration of your studies at the RVC. This will be required by the UK Immigration Authority.

*Sponsored Students
Where you are to be financially supported by an external organisation, the RVC would expect to receive, by the day of enrolment, confirmation in writing from your sponsor that they agree to pay the RVC subject to these terms and conditions. Until this is provided to Student Records, Academic Registry, you remain liable for the full tuition fee.

Students in receipt of US Federal Direct Loans
Students with Direct Loans will normally have their tuition fees taken from the loan disbursements. We will receive the loan directly, deduct a portion for the tuition fee and release the remainder to you from each disbursement.
If the loan will not cover the tuition fees for the academic year, the outstanding amount must be paid in full, by 10th October 2014, to complete enrolment.

If the application for the loan has not been completed by 10th October 2014, the first instalment of the tuition fee (50%) must be paid to complete enrolment.

Please check the Financial Aid information on the RVC website for details of disbursements and payments taken for tuition fees.

Self-funded students
If you are paying some or all of your tuition fees, a Fee Payment Authority form must be returned to Finance Department by the due date indicating how the payment will be made (form available from Rover or Finance Department).

Fees can be paid in the following ways:

- **In full in one instalment**
- **In two instalments** (amount split equally)

Payment can be made by cheque, bank transfer, direct debit or credit card. Payments will be processed by the College as follows, without exception:

- 1st instalment: by 10th October 2014
- 2nd instalment: by 23rd January 2015

Any cheques or credit card payments which are rejected on processing will incur an additional administration fee of £25.
Home & EU Postgraduate Students

**Sponsored Students**

Where you are to be financially supported by an external organisation, the RVC would expect to receive, by the day of enrolment, confirmation in writing from this sponsor that they agree to pay the RVC subject to these terms and conditions. Until this is provided to Student Records, Academic Registry, you remain liable for the full tuition fee.

If you are being funded by a Research Council we will be notified directly by the Research Office, so you do not need to provide proof of sponsorship.

**Self-funded students**

If you are paying some or all of your tuition fees, a Fee Payment Authority form must be returned to Finance Department by the due date indicating how the payment will be made (form available from Rover or Finance Department).

Fees can be paid in the following ways:

**In full in one instalment**

**In two instalments (amount split equally)**

Payment can be made by cheque, bank transfer or credit card. Payments will be processed by the College as follows, without exception:

- 1st instalment: by 10th October 2014
- 2nd instalment: by 23rd January 2015

Any cheques or credit card payments which are rejected on processing will incur an additional administration fee of £25.
Appendix A (continued)

Graduate Diploma in Professional and Clinical Veterinary Nursing (GDVN)

**Continuing Students**
If you are self-financing (in full or part), a Fee Payment Authority form must be returned to the Finance Department by the due date.

If sponsored by an external organisation or an internal RVC department (such as QMH), proof of sponsorship must be returned to Student Records, Academic Registry, by the end of the second week of your first module.

Students must confirm with the teaching department which modules they are taking. Fees are due upon commencement of the module.

Before attending any module, the necessary module selection forms must be completed and returned to the appropriate department.

**New Students**
You will be required to submit a completed Tuition Fee Payment Authority form and/or sponsor form by the start of the course, but are advised to return these items by 20th May 2014 to avoid delays to enrolment. These will be forwarded on to Academic Registry or the Finance Department as appropriate. Until a completed sponsorship form is provided, you remain liable for the full tuition fee.

If the forms are not supplied by the start of the course your enrolment will not be completed, but you remain liable.

Payment can be made by cheque, bank transfer or debit/credit card.

Any cheques or credit card payments which are rejected on processing will incur an additional administration fee of £25.
Appendix B
Penalties and collection of outstanding Fees

Home, EU and International students
The Royal Veterinary College retains the right to impose a late penalty charge of £200 for any fees not paid.

Any student with outstanding balances to the College will not be allowed to proceed to the next year of the course and will be required to withdraw from the College.

If any fees or charges are still unpaid at the time when a student enters for the last examination necessary to qualify for the award of a degree/diploma, the award will not be confirmed, and no certificate will be issued, until the debt has been paid in full.

The College retains the right to pursue the outstanding debt through a third party collection agency and the English Courts. Any additional fees associated with this will be payable by the student.

Graduate Diploma in Professional and Clinical Veterinary Nursing (GDVN)
Any student with outstanding balances to the College will not be allowed to proceed to the next module of the course and may be required to withdraw from the College.

If any fees or charges are still unpaid at the time when a student enters for the last examination necessary to qualify for the award of the diploma, the award will not be confirmed, and no certificate will be issued, until the debt has been paid in full.

The College retains the right to pursue the outstanding debt through a third party collection agency and the English Courts. Any additional fees associated with this will be payable by the student.
Appendix C
Withdrawals

Home & EU Undergraduate students

In the event of a student withdrawing from their course, it is the student’s responsibility to notify Student Records, Academic Registry in writing and to complete a withdrawal form. Any refunds (where applicable) will not be processed prior to this.

Attendance at the RVC will cease the day the Student Records, Academic Registry receives formal notification. If no notification is received, the date of withdrawal will be deemed to be the last day of the term during which withdrawal occurred. The amount of tuition fee due to the College will be calculated based on the number of weeks in attendance as a proportion of the total course weeks.

Appendix D sets out, for students funded by the SLC, how tuition fees due will be calculated, depending on the time of the year. Because of the SLC liability points and the way the RVC receives fees from the SLC, there may be periods where fees become due from the student. Any such fees due must be paid within 14 days of the student being notified the amount due.

Refunds will be made to self-funded students on a pro-rata basis of attendance in the event that this is lower than the amount paid to date. Students should contact the Finance Department to request the refund after they have received email confirmation from Student Records, Academic Registry, that their withdrawal has been processed.

International students

In the event of a student withdrawing from their course, it is the student’s responsibility to notify the Student Records, Academic Registry in writing and to complete a withdrawal form. Any refunds (where applicable) will not be processed prior to this.

Attendance at the RVC will cease the day the Student Records, Academic Registry receives formal notification. If no notification is received, the date of withdrawal will be deemed to be the last day of the term during which withdrawal occurred. The amount of tuition fee due to the College will be calculated based on the number of weeks in attendance as a proportion of the total course weeks. Any fees due must be paid within 14 days of the student being notified of the amount due.
Refunds will be made to self-funded students on a pro-rata basis of attendance in the event that this is lower than the amount paid to date. Students should contact the Finance Department to request the refund after they have received email confirmation from Student Records, Academic Registry, that their withdrawal has been processed.

For students in receipt of U.S. Direct Loans, the period of study is calculated as the number of days completed from the first day of the autumn term to the date of withdrawal. This is expressed as a % of the total days in the academic year. The period of study calculation is used to determine whether any Direct Loan funds received need to be returned to the loan provider. It should be noted that it may be the student’s responsibility to return any over-entitlement to the loan provider. Any subsequent Direct Loans received by the RVC will be immediately returned to the loan provider.

Any deposits payable will be non-refundable in the event that the student does not subsequently take up their place on the course, unless there are extenuating circumstances and at the discretion of the Director of Finance.

Graduate Diploma in Professional and Clinical Veterinary Nursing (GDVN)

In the event of a student withdrawing from a module, it is the student’s responsibility to notify the Student Records, Academic Registry in writing and to complete a withdrawal form. Any refunds (where applicable) will not be processed prior to this.

A full refund will be payable if the student does not attend the module.

If the student withdraws during the first half of the module, a payment equal to 50% of the fee will be refunded.

If the student withdraws after attending more than half of the module, no refund will be allowable.

Students should contact the Finance Department to request the refund after they have received email confirmation from Student Records, Academic Registry, that their withdrawal has been processed.
Appendix D
Calculation of Refund

Calculation of Refund/Fees Due on Withdrawal for Self-funded and Sponsored Students

A: Total amount paid to date by student/sponsor
B: No of weeks in attendance**
C: Total weeks of the course in the Academic Year
D: Annual Tuition Fee

A positive amount is the amount of refund due. A negative amount is the amount of fees due upon withdrawal.

** Assumed to be the date Students Records Registry received notification of intent to withdraw. If no formal notification received by Students Records Registry, it will be assumed to be the last day of the term during which withdrawal occurred.

Once notified by Academic Registry of the amount due to them, students must contact the Finance Department to arrange payment of refunds.

<table>
<thead>
<tr>
<th>Withdrawal Date</th>
<th>Calculation of total fees due</th>
<th>SLC payment received by the College (% of total annual fee)</th>
<th>Student liability (% of total annual fee)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 17th October 2014</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Between 18th October 2014 and 6th February 2015*</td>
<td>Up to 50%</td>
<td>25%</td>
<td>Up to 25%</td>
</tr>
<tr>
<td>Between 7th February 2015 and 8th May 2015</td>
<td>Between 51% and 80%</td>
<td>50%</td>
<td>Up to 30%</td>
</tr>
<tr>
<td>9th May 2015 onwards</td>
<td>Between 81% and 100%</td>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Students withdrawing before 17th October 2014 will not be liable to pay any fees upon withdrawal.

Students withdrawing after 8th May 2015 are not required to pay any fees to the RVC as it will have received full payment from SLC.

Students withdrawing between 18th October 2014 and 8th May 2015 may be liable to pay fees upon withdrawal. The following calculation will be applied.
A: Total amount received to date from SLC  
B: No of weeks in attendance  
C: Total weeks of the course in the Academic Year  
D: Annual Tuition Fee

A negative amount is the amount of fees due upon withdrawal

**Examples of Students Required to Pay Fees Upon Withdrawal**

**Example 1**  
- Student enrolls on BVetMed Year 1 and is charged £9,000 for the academic year.  
- Student withdraws at the end of the Autumn Term, having completed 12 of 37 scheduled weeks for the academic year.  
- Fees due for the year re-calculated as £2,919.  
- Fees received from SLC £2,250 (25%)  
- Student owes £669 in fees

**Example 2**  
- Student enrolls on Bioveterinary Science Year 2 and is charged £9,000 for the academic year.  
- Student withdraws at the end of the Spring Term, having completed 22 of 32 scheduled weeks for the academic year.  
- Fees due for the year re-calculated as £6,188.  
- Fees received from SLC £4,500 (50%)  
- Student owes £1,688 in fees
Information on the RVC and life as a student in London

RVC Student Union website
su.rvc.ac.uk

RVC main website
www.rvc.ac.uk

The Facebook page for the group New Faces at the RVC
www.facebook.com/groups/5120625127

Time Out London Listing events going on in the capital
www.timeout.com/london

International Student House, a place for International Students to come together
www.ish.org.uk

Student Central
www.student-central.com

Veterinary Information Network, a world-wide online community and resource centre that students can join for free
www.vin.com