

# FOR OVERSEAS STUDENTS

## PRE-ARRIVAL GUIDE



[intadvice@aub.ac.uk](mailto:intadvice@aub.ac.uk) | [aub.ac.uk/international](http://aub.ac.uk/international)

# Welcome to AUB

We are delighted that you will be studying with us at AUB and we would like to offer you a warm welcome to our creative community. We have students from over 60 different countries undertaking our courses, the internationally diverse background of our students is an important part in shaping the vibrant, collaborative ethos we have here on our campus.

Our campus and facilities will open again for the start of the 2020/21 academic year, and we can't wait to have you with us! As we are all adjusting to living and studying within the global Covid-19 situation, life on campus might look a little different this term. We appreciate that you may have many questions or concerns about your personal safety and welfare whilst in Bournemouth and studying with us.

Please be assured that the well being of our students remains our highest priority - we have implemented a number of special measures to ensure your safety and wellbeing during your time with us, which are detailed within this document.

You can read about our **Commitment to Students** - we would also recommend you regularly visit our website where we will be sharing the latest updates regarding Covid-19 and any additional measures we may plan or implement that affect the campus, your teaching or accommodation.

***aub.ac.uk***

We are looking forward to you joining AUB and have created this Pre-Arrival Guide to give you all the information we think you will need to help you prepare for your arrival in the UK and at AUB.

We have an experienced International team who are on hand to advise and support you during your time at AUB. If you have any questions or need more information after reading this guide, please do contact our **Student Experience Officer**, Georgina Morrin, who will be happy to help you.

We look forward to meeting you soon!



Georgina Morrin  
Student Experience Officer

***intadvice@aub.ac.uk***  
***+44 (0) 1202 363 713***



- [01 Checklist](#)
- [03 Visas and Immigration](#)
- [04 Arriving in the UK](#)
- [07 Delayed Term Dates & Late Arrivals](#)
- [08 Accommodation](#)
- [11 Orientation](#)
- [12 Travel and Transport](#)
- [13 Your Health](#)
- [15 Who to Contact](#)

### **Top tip**

To make the most of this Guide, you can click on highlighted words for more information. You can also quickly search for key words using your search tool.

# Checklist - Before you travel

Here are some things you may need to think about before leaving for the UK.

## **Your visa**

Check the visa requirements and allow yourself plenty of time to prepare your documents and submit your application so that you can arrive at AUB for the start of your course. Visit **our visa page** for further information about visas.

## **Finance**

Make sure you have enough funds to cover your tuition fees, accommodation costs and living expenses for the duration of your course.

## **Orientation**

Make sure you have registered to attend orientation via your **'MyApplication'**.

## **Money for the first few weeks**

It can take several weeks to open a UK bank account, so you will need to bring enough money to cover your initial expenses.

## **Enrolment**

Visit your **'MyApplication'** to start the online enrolment process at AUB.

## **Tuition fee payments**

Make arrangements to ensure that you will be able to pay your tuition fees and advance payment (if necessary) by the appropriate date. Visit our **fees page** for further details.

## **Your accommodation**

If you plan to stay in University accommodation, make sure you apply and pay the booking fee.

If you will be looking for private accommodation on arrival, organise somewhere to stay while you search.

## **Specific support**

Make sure you complete the online disability disclosure in the **'MyApplication'** portal before your course starts, or in 'MyAUB' at any point during your course. Visit **our dedicated page** for more information.

## **Passenger Locator Form**

Before your arrival in the UK, you must complete a **passenger locator form**. (see **page 04**)

## **Insurance**

Make arrangements to take out insurance for your personal belongings. This can be done on arrival, but you may want to take out travel insurance to cover you for your journey and the first few days in Bournemouth. Check whether you require health insurance to cover the cost of any medical treatment you might need during your stay in the UK (see **page 14**).

## **Your official documents**

Take photocopies of your important documents (passport, visa, etc) in case you lose them in transit or while in the UK, and keep these copies in a safe place.

## **Clothing**

The weather in the UK is very variable and September to March can be particularly cold, so make sure you pack clothes that are suitable for all seasons, especially the winter.

# Checklist - When you arrive

Here are some things you need to do when you arrive in the UK and during your first few weeks at AUB.

## On arrival

Contact your family and friends at home, so they know you have arrived safely.

Find out where your local supermarket is and buy food.

Make sure you have the essentials for your new home (kitchen equipment, bedding).

Collect your Biometric Residence Permit (BRP) card, if applicable. (see **page 06**)

## During your first week

### **Enrolment**

Ensure you have completed the online enrolment process in your **'MyApplication'**.

If you are a non-EU / EEA student, provide the University with a copy of your passport, visa and qualification (as listed on your CAS).

Make arrangements to pay your tuition fees.

Collect your AUB student ID card.

### **Welcome Week**

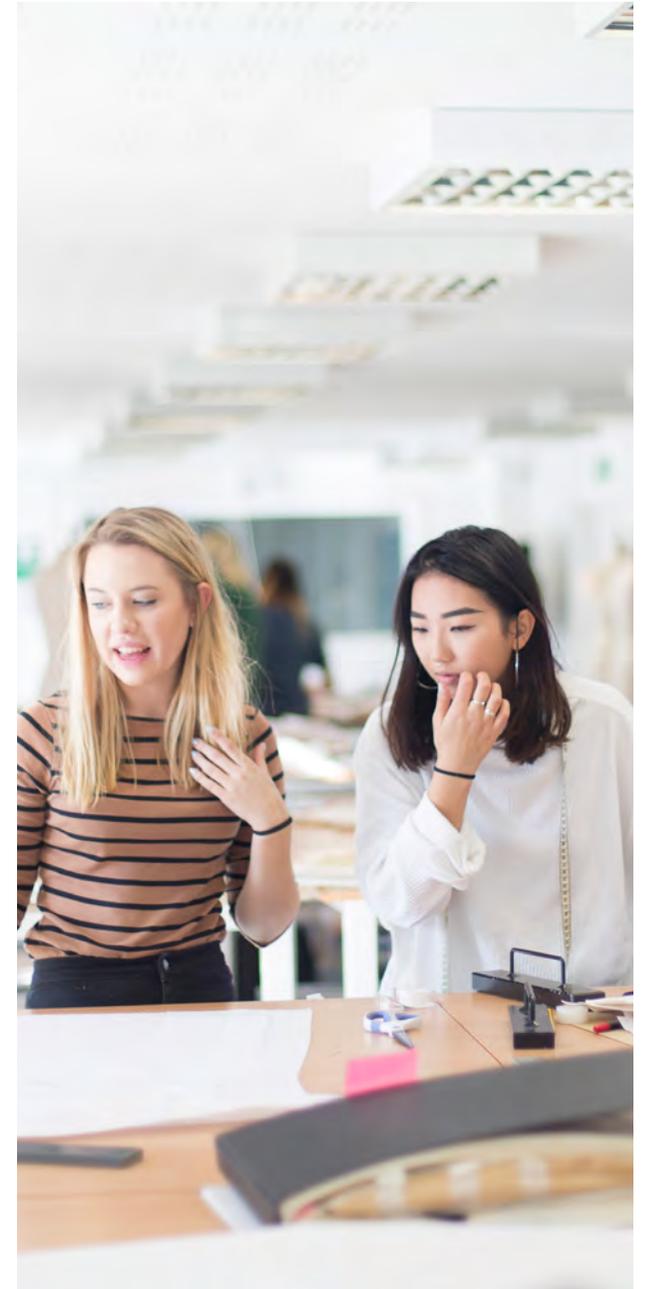
Check out the **Students' Union** to learn more about what the Students' Union has to offer.

Find out how to travel to / from your accommodation to the University campus where your classes will be taught (see **page 12**).

Register with the police (this is a requirement for certain nationalities after you arrive in the UK, and will be detailed on your letter from UK Visas and Immigration (UKVI) once your embassy grants your visa) (see page 06).

Open a UK bank account, once you have enrolled onto your course you can request a letter from Student Advice to use to open your bank account.

Register with a doctor (see **page 13**).



# Visas and Immigration

## Passport

We recommend that you check that your passport is not due to expire during your course at AUB. If your passport expires whilst you are in the UK, you will usually need to make two journeys to your embassy in London. It is much easier to update your passport in your home country before you travel, or outside of term-time.

## Tier 4 (general) visa

Some students will need to apply for a Tier 4 (General) visa before they travel to the UK to start their course at AUB. You can check whether you will need a visa on the UK Visas

If you do need a Tier 4 (General) visa, please make sure that you start the application process early and contact the **Student Experience Officer** if you need any help or advice.

Please be aware that you will not be able to study at AUB on a short-term study visa if you are intending to join a Foundation, BA or MA programme, or study a Pre-Sessional English course.

International Foundation Diploma (IFD) students can study on a 6-month short-term study visa.

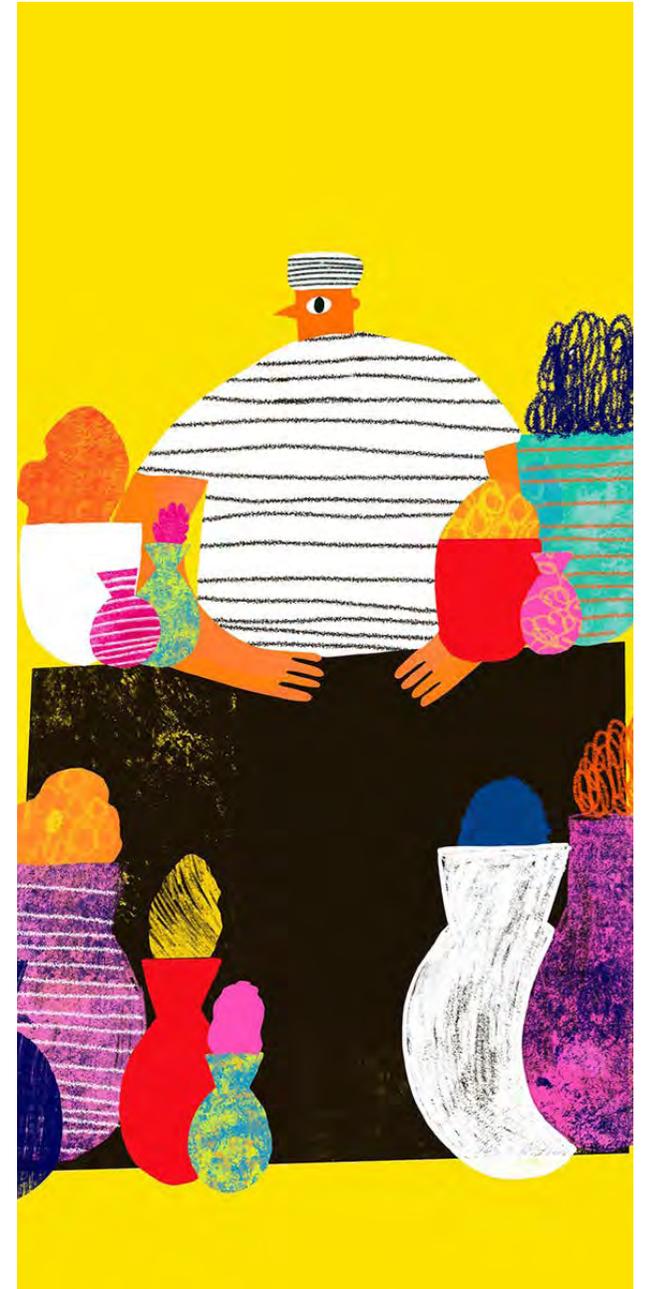
## How to apply for your visa

You will find lots more information about Visas and Immigration on **our website**, including a step-by-step guide to applying for you Tier 4 visa and what documents you will need to prepare, and links to further information.

## EU settlement scheme

The United Kingdom (UK) left the European Union (EU) on 31 January 2020. The EU settlement scheme details the rights EU, EEA and Swiss nationals have to stay in the UK after this date.

You can read more about the scheme here **EU settlement scheme**



# Arriving in the UK

## Before you arrive in the UK

Before your arrival in the UK, you must complete a **passenger locator form**. You cannot submit the form until 48 hours before you are due to arrive in the UK. You must show your completed form on your arrival in England, either by printing a copy, or showing it on your phone.

The Government will use this information to contact you if you or someone you have travelled with develops coronavirus (COVID-19) symptoms. If you need to quarantine (self-isolate) for the first 14 days after you arrive in the UK, the Government will also use the information to check that you are self-isolating.

## Facemasks

The UK has introduced some measures to keep our country, citizens and visitors safe and these include the compulsory wearing of facemasks on all public transport, visiting shops and supermarkets, indoor shopping centres, plus libraries, banks and post offices. We would advise that you read the UK Government's advice before you travel to the UK and ensure you have sufficient facemasks.

## Airports

### **London Airports**

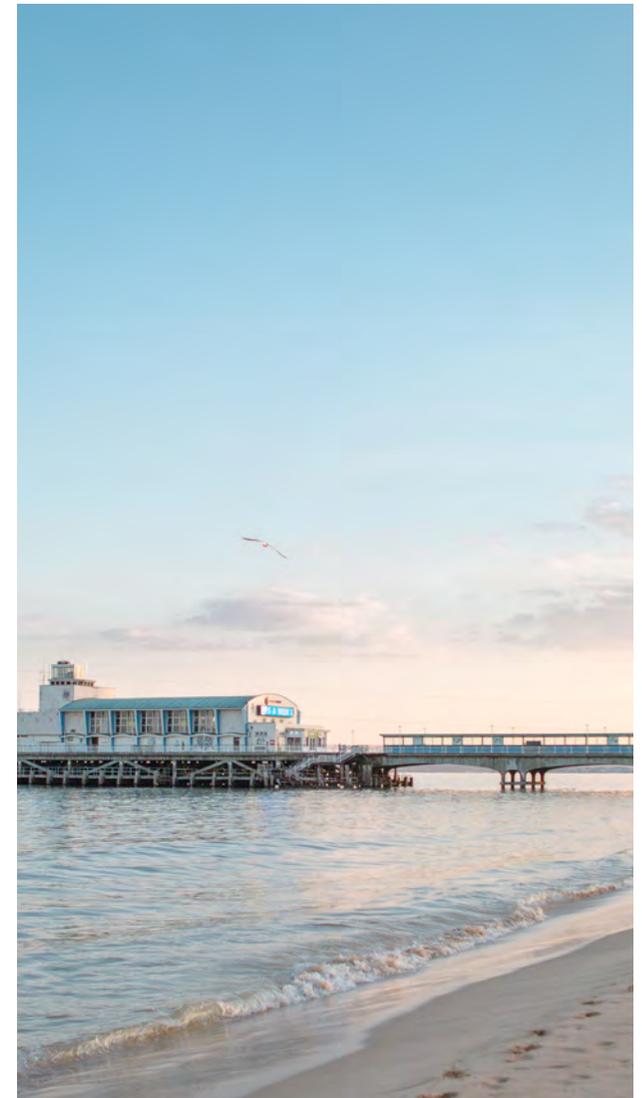
Most international flights arrive and depart in London at Heathrow or Gatwick airport. Stansted and Luton airports are both further away but still have coach services to Bournemouth, although these are usually not direct.

### **Local Airports**

The nearest airports to AUB are Bournemouth (20 minutes by taxi or bus) and Southampton (45 minutes by train), both with scheduled flights to and from a number of airports across Europe. You can find out more about what routes are available by visiting their websites:

### **Bournemouth Airport**

### **Southampton Airport**



Remember to check any restrictions or extra measures, such as wearing a face mask, with the airline you are travelling with.

## Border control & immigration

**If you need a visa** to study in the UK, you will be issued with a 30 – day entry vignette (sticker) in your passport, which will permit you to enter the UK.

We recommend that you carry supporting documentation with you, so you can provide it to Immigration if it is requested. This is a list of what you will need:

- A print out of your Confirmation of Acceptance (CAS) email, including CAS number and the details of your course
- Your TB certificate (if applicable)
- A recent bank statement
- Details of where you will be staying

**If you do not need a visa to study in the UK** we recommend that you bring your AUB acceptance letter and course information with you to present to immigration, in case you are asked for this information on your arrival in the UK.

### **If you need to quarantine/self-isolate**

Some travellers to the UK are required to quarantine on arrival, the rules may change at short notice, so we advise you regularly check the **UK Travel Corridors** information on the UK Government's website. The information is regularly updated, and is the best source to check if you need to quarantine on arrival.

## Travelling from the airport to Bournemouth

All full fee paying International students will be able to pre-book a FREE taxi that will collect you from Heathrow or Gatwick airports and take you directly to your accommodation. You will receive an email notification shortly with information on how to book your taxi via your **'MyApplication'** Portal.

Having booked your taxi via your 'MyApplication' portal, you will receive instructions via email from the taxi company and a driver will meet you at the airport at the allotted time for transfer to Bournemouth.

### **Travelling via Train/Coach**

If you are not able to pre-book a taxi or are travelling from somewhere else within the UK, the cheapest option for getting to Bournemouth would be via the many train and coach services available across the UK.

To book your transport visit:

**National Rail, National Express, Mega Bus.**

There is a taxi rank at Bournemouth Train and Coach Station, so you will easily be able to continue on to your accommodation when you arrive in Bournemouth.



Please remember it is compulsory to wear a face mask when travelling in the UK via train, taxi or bus/coach unless you have an underlying medical condition that exempts you from using one.

See our Accommodation page (**page 09**) for details about support that will be available to you if you need to quarantine/self-isolate at our Halls of Residence or in private student accommodation.

## Registering with the police

Some nationalities will need to ‘Register with the Police’ on their arrival in the UK.

If one of the following statements is written on the visa in your passport, on your BRP card, or your visa letter, you will be required to register with the police:

“Police Registration within 7 days of arrival”

**OR**

“Register at once with the police”

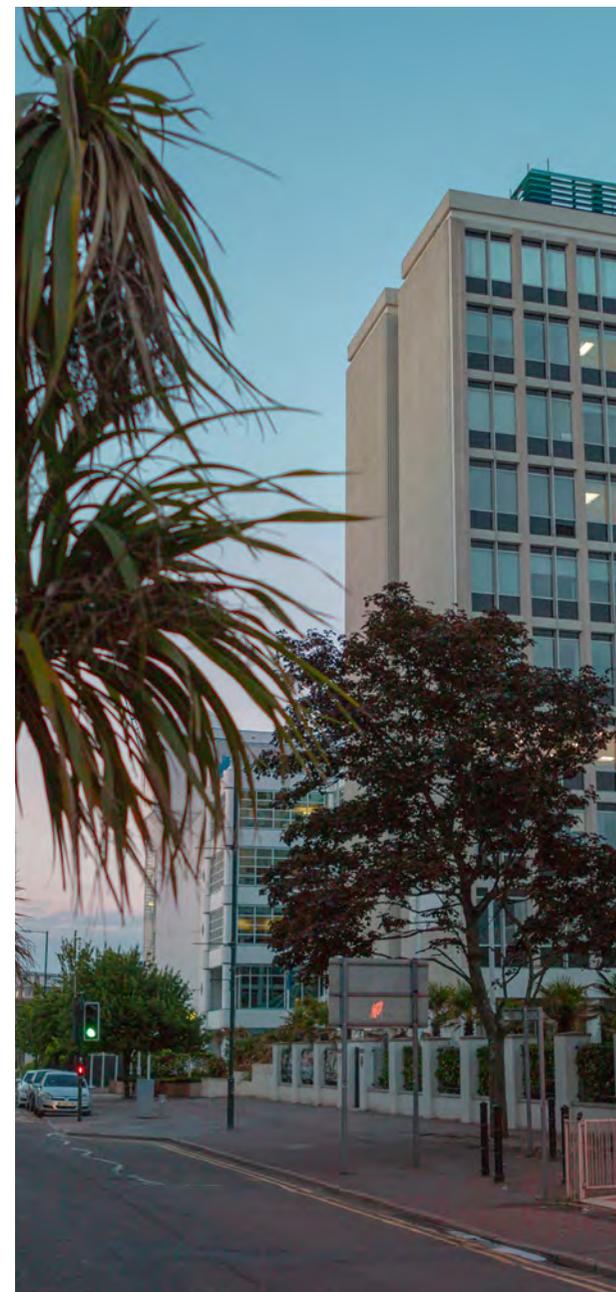
You should register either within 7 days of arriving in the UK or within 7 days of your visa extension being granted in the UK. To register, please take your passport, BRP card, two recent passport-sized photographs of yourself, and a copy of your offer letter detailing your course, to the Foreign National Registration Office at Bournemouth Police Station (open Monday to Wednesday, 09:30am - 12:00pm). You will then be issued with a Police Registration Certificate (PRC). You will also need to tell the police your current UK address, when you arrived in the UK and where you are studying, and pay a £34 registration fee in cash or card.

## Collecting your BRP card

If you need a Tier 4 visa to study in the UK, you will need to collect your Biometric Residence Permit (BRP) card from a local Post Office within 10 days of arriving in the UK.

When you are issued with your 90-day Entry Clearance vignette in your passport, you will have received a letter confirming your visa and telling you which Post Office you will need to collect your BRP card from.

Your BRP card will be your visa for the duration of your course, so please keep this safe.



# Delayed Term Dates and Late Arrivals

## Flexible Course Start Dates

We understand that you may not be able to start your course on time this year, and to allow you more time to prepare, AUB has delayed the start dates of all courses this autumn term, 2020. You should have already received correspondence earlier this summer confirming the new start dates for your course, **you can read about our term dates here.**

	Start dates
Undergraduate	12th October 2020
Postgraduate	15th October 2020
Foundation	14th September 2020

## Late Arrivals

Even with later course start dates this year, we appreciate a few of you might be further delayed, and we want to reassure you this will not be a problem. You can arrive on campus within four weeks of the start of your course.

	Late start dates
Undergraduate	5th November 2020
Postgraduate	15th November 2020
Foundation	08th October 2020

## **Flexible Blended Learning**

If you cannot make the necessary arrangements to start your course on time, we are able to offer you the option to begin your course online, before you travel to AUB, until January 2021.

## **Unable to Start this Year?**

If you are a Foundation Diploma student, you have the option of transferring your application to the January 2021 start date of the **International Foundation Diploma.**

You will still start your undergraduate course at the same time in September 2021, but will have a more intensive and slightly shorter Foundation course. If you are a Postgraduate student, you have the option of transferring your application to the February 2021 start date.



## Who to contact

If you think you may be arriving later than our course start date, please contact our Admissions team to let them know and they will be able to advise and assist you.

**[admissions@aub.ac.uk](mailto:admissions@aub.ac.uk)**

# Accommodation

In most circumstances you will have confirmed and arranged your accommodation by the time you are reading this information – please be aware that you must have firmly accepted an offer to study at AUB before you are able to apply for a room in AUB Halls of Residence.

You can however read some general information about AUB accommodation on our **website**

## **Keeping you safe – extra measures**

All students living in AUB Halls of Residence will have received information on the special Covid-19 measures put in place, which includes health and welfare support, rules and regulations as well as safety and security information.

## **Arriving at Halls**

Halls arrival procedures have been adjusted this year and must be booked in advance and adhered to - however we understand there will be exceptional circumstances e.g. International flights and customs delays. You will receive a **Halls Information Guide** from our Student Services Team, please refer to this or the website for more information. If you do not have a copy of this guide, or you have any questions about your arrival at Halls, please contact our Student Advice team: **[studentadvice@aub.ac.uk](mailto:studentadvice@aub.ac.uk)**



## Supporting you in Halls

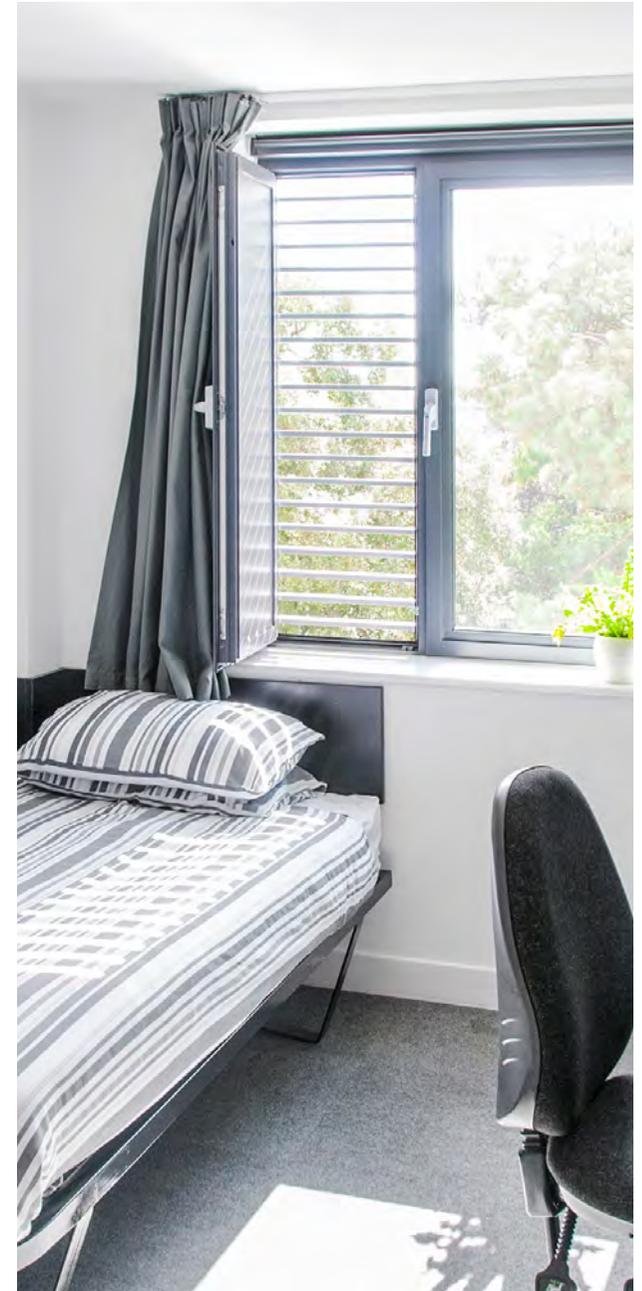
During your time in Halls, our AUB Community Champions will be checking in regularly with you, to offer support and advice where necessary. The AUB Community Champions will work with key staff from Student Services, our International office and the Students Union (AUBSU), as well as Halls management companies and the Universities Police Team to highlight important and helpful information relating to student life, wellbeing and academic studies.

If you have any pressing or urgent matters that the Halls of Residence staff are unable to assist you with, you may also wish to contact the AUB International team during normal office hours for further support, via **+44 (0) 1202 363713**.

### **If you need to quarantine/self-isolate in your accommodation**

For students who will be required to quarantine on arrival in the UK, and for those who may suddenly be required to self-isolate, there will be limited supplies of essential foods in our University Halls of Residence. Students living in private accommodation will be able to receive essential food items if required and can contact student advice to order additional supplies. The AUB facilities team will deliver items to the student address if it is private accommodation. Further information about this service will be emailed to students closer to arrival in the UK.

All students in Halls who are self-isolating will have the option to order groceries online for delivery. For International students who may not have an appropriate bank account set up yet, there will be the option to purchase ASDA supermarket gift cards. These cards are prepaid by AUB and can be used for online shopping at ASDA. The cost will be deducted from your halls deposit. Further information on the ASDA gift card options can be found within your Hall Packs. Please read all this information before you arrive, and if you have any questions please contact our Student



# ACCOMMODATION MAP GUIDE



**AUB CAMPUS**  
**AUB CAMPUS HALLS**

**MADEIRA ROAD**

**SKYLINE**

**OXFORD POINT**

**THE ARTISAN**

TALBOT VILLAGE

ENSBURY PARK  
MOORDOWN

WESTBOURNE

Bournemouth

PALMERSTON  
MEWS

BOSCOMBE

# Orientation

Our Orientation event is for all new International and EU students who arrive at AUB. It is a great way to learn about our university, what support and resources are available to you, the local area and of course being to make friends with fellow new students. Due to Covid-19 safety measures, this year Orientation will be arranged and delivered completely online. Orientation will take place week commencing:

- Foundation 10/11 September 2020
- BA 8/9 October 2020
- MA 15/16 October 2020

Further details will be emailed to students via your 'MyApplication' portal.

## **AUB Students Union**

AUBSU will be planning many fun things for you to participate in during your welcome and Fresher's week and during your time at AUB, and the **What's On page** is a great way to keep up to date with all this information. The AUBSU website has information on clubs and societies, BUMF the student magazine, the small things matter campaign plus so much more, you can find all this information on their various channels, the **AUB website**, **AUBSU website**, **Facebook** and **Instagram**.



# Travel and Transport

## **University Bus Services**

AUB is on several main bus routes, including the Unibus service - a route especially for students. It runs regularly between some of the most popular student areas in Bournemouth and Poole.

More information about the Unibus service can be found on their website: **Unibus**

You can also use Yellow Buses' service numbers 6, 6B and 8. To find out more about Yellow Buses, visit their website: **Yellow Bus**

## **On Foot**

If you live in the areas local to AUB, such as Wallisdown, Winton or Charminster, you may choose to walk to and from the campus, which can take between 10 and 30 minutes.

When walking around Bournemouth, take care when crossing roads and use designated pedestrian crossings; Bournemouth's roads can become very busy with cars and cyclists that won't always stop.

## **By Bike**

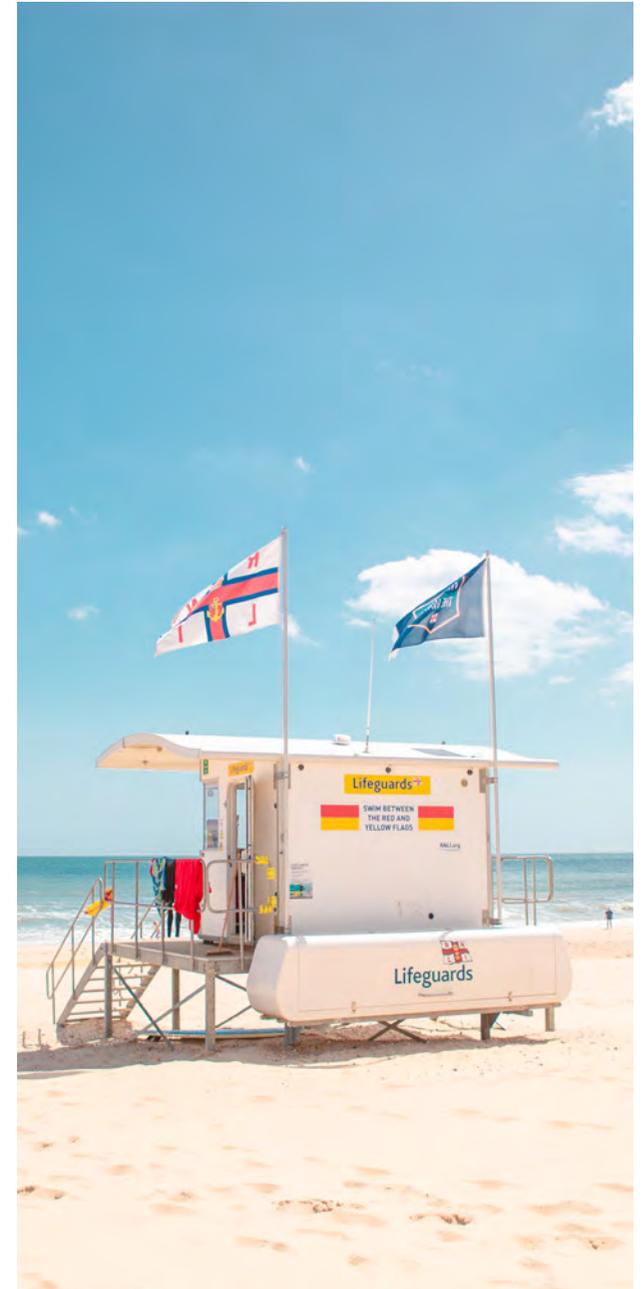
Cycling is a very popular option for students when traveling around Bournemouth and Poole, which has several cycle ways.

There are also a number of covered cycle racks on the AUB campus and throughout Bournemouth and Poole. When possible, always use a designated cycle rack to secure your bike with a D-lock type bike lock and avoid using lamp posts or fences.

You can find more information about the cycling routes on the Bournemouth Borough Council **website**. If you decide you would like to travel by bike, students can enjoy discount from some local bicycle shops and can also get a free high visibility jacket for safety. For more details, please contact the **AUB Students' Union**.

If you choose to cycle when it is dark, it is the law to have a front white light and back red light on your bike; if you do not, the police can stop you and give you a fine. It is also illegal for bikes to use most pavements. We recommend that you read the Highway Code to give you an understanding of the rules of the road and the best way to safely get around by bike. It will also be a good idea to invest in a good cycling helmet and wear it at all times when cycling, to limit injury in the event of an accident.

Here you can find the **Highway Code** on the Gov.uk website.



# Your health

## **The National Health Service (NHS)**

The NHS provides free emergency healthcare to all International students in the UK. Whether you will be entitled to other free healthcare in the UK will depend on whether you have paid the Immigration Health Surcharge as part of a Tier 4 visa application. It will also depend on what country you are from and a number of other factors.

The best place to find up-to-date information about the NHS and what treatment you will be entitled to during your studies can be found on the **UKCISA website**.

If you are not entitled to free healthcare whilst in the UK you will need to take out a medical insurance policy.

## **Registering with a General Practitioner**

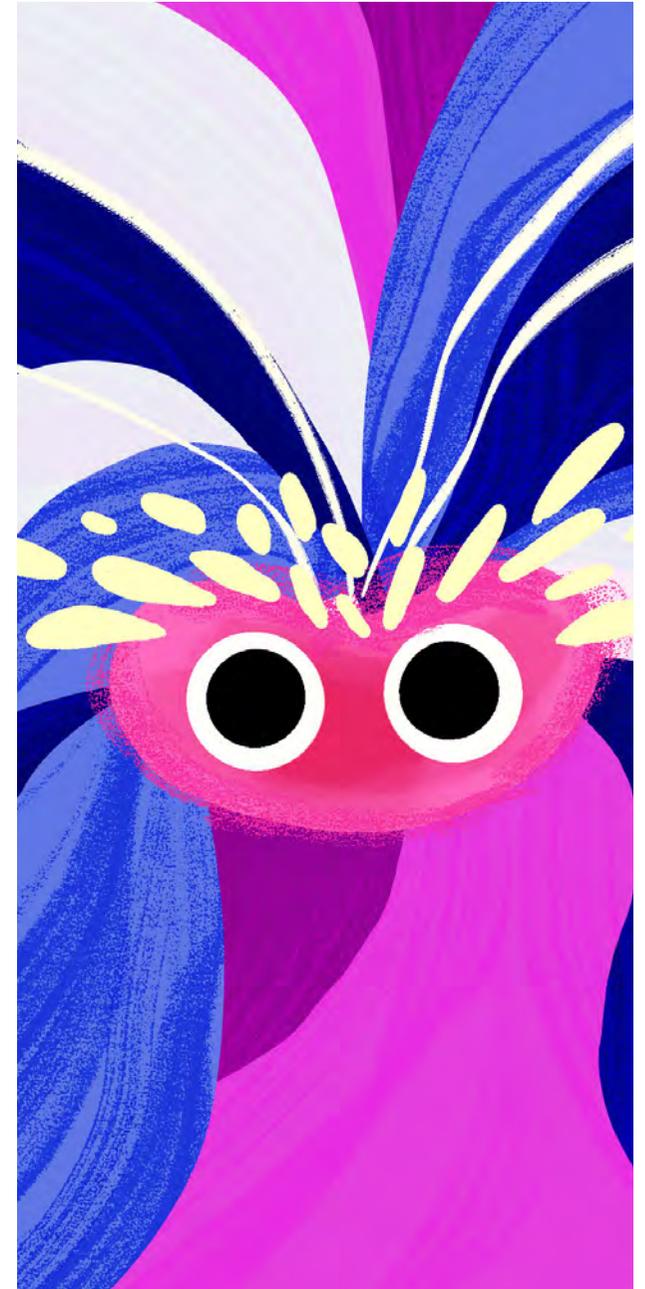
GPs are fully trained doctors who work at a local Medical Centres or Surgeries and are able to diagnose a range of illnesses and conditions, or make referrals to other specialist services. Appointments with a GP under the NHS are usually free. When you arrive in the UK, you should register with a GP as soon as possible – do not wait until you are unwell as you will then have to wait before you can get medical treatment.

This year students will be able to register online via the Campus Doctor app and more details will be provided on how you can do this on your arrival to the UK. You can also visit Student Services on campus who can help you register.

The closest GP Surgery to the AUB campus is the Village Surgery and is less than five minutes' walk away:

**Village Surgery  
Gillett Road  
Talbot Village  
Poole  
Dorset  
BH12 5BF**

**+44 (0) 1202 525252**



## Do I need Medical Insurance?

If you will be studying at AUB on a Tier 4 visa and are required to pay the Immigration Health Surcharge (IHS) as part of the application process, you will be covered for any National Health Service (NHS) medical care you receive whilst in the UK on your Tier 4 visa. You will need to pay for any prescription given to you by a doctor when collected from a pharmacy.

If you are coming to AUB on a Short-term study visa to study in the UK, it is likely that you will need to take out comprehensive medical insurance policy to cover you for both NHS and private medical care in the UK for the length of the stay, including:

- Lost fees if you are unable to complete your course.
- Costs of returning home if a relative is ill.
- Costs of a relative visiting you in the UK if you fall ill.
- Cost of returning to your home country for treatment.

Even if you are entitled to free NHS treatment whilst in the UK, you should consider taking out medical insurance which covers the above additional costs. Moreover, even if you are covered by the NHS for medical treatment, you may find that there are long waiting times for

some services. An insurance policy which gives you access to private medical care could give you much quicker access to the treatment you need. Please note, if you have private health insurance you will still need to be referred by a GP at your local doctor's surgery before you see a specialist.

If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK, as well as looking at options available from UK insurers. Endsleigh Insurance has produced a special health insurance policy for International students and their spouses or civil partners and children in the UK. Details of the policy can be found on the **Endsleigh website**. You may also like to look at **Cover 4 Insurance** who also offers Study Abroad insurance for International students.

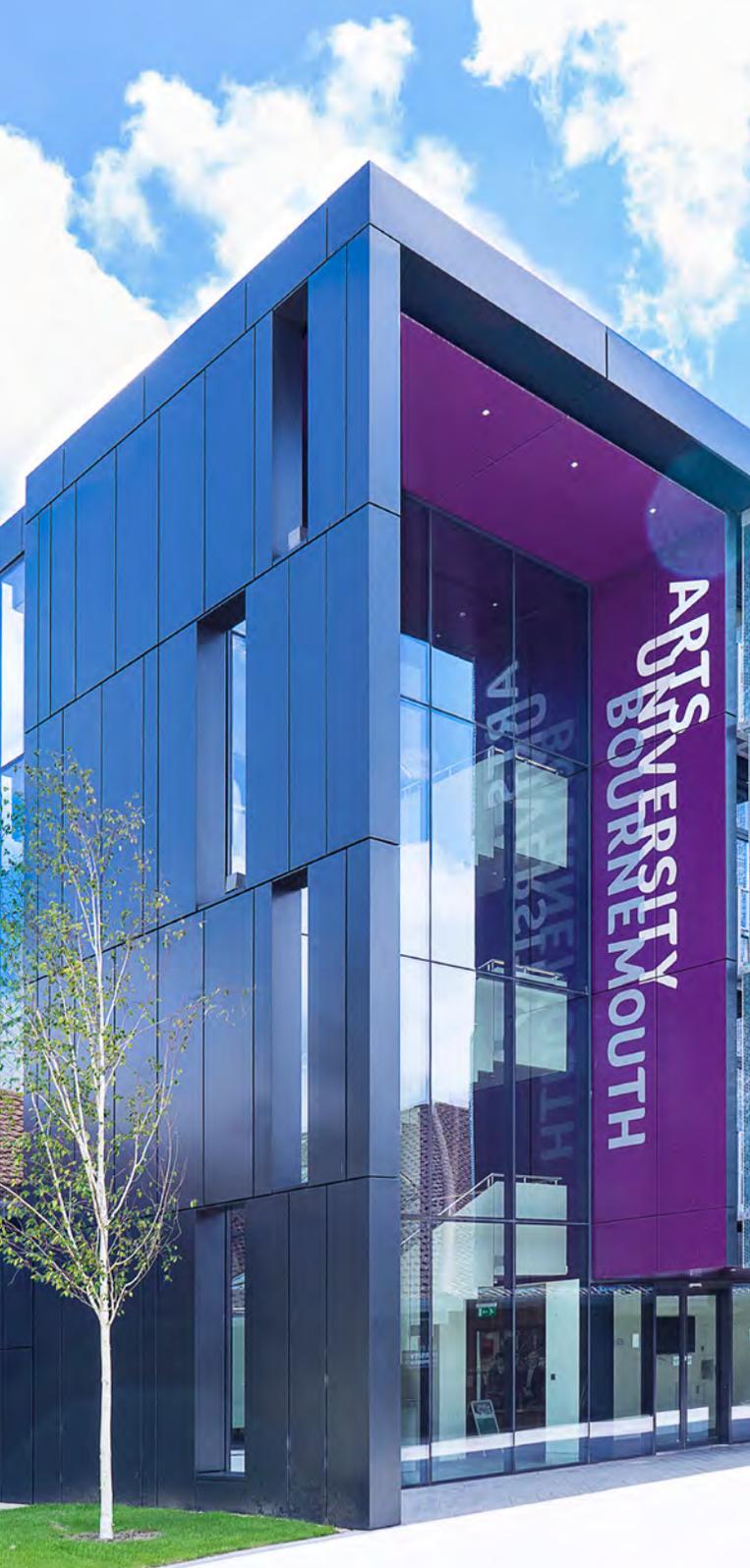
For more information about medical care and cover during your studies, we recommend you read **UKCISA's advice** on how the UK medical system works and how to make sure you are covered.

## Your medical records and vaccinations

Before you travel to the UK, it is useful to obtain a full history of your vaccinations from your doctor at home (including your travel vaccines). This information will be helpful for the doctors surgery at which you register after your arrival in the UK. We recommend that you ask your doctor about having a Meningitis ACWY vaccination and mumps vaccination before you travel. Otherwise, arrange to be immunised at your health centre or GP practice in the UK.

N.B. Students (and their dependants) who are coming to the UK for more than six months, and who are residents of certain countries, will need to have a TB (tuberculosis) test done before they apply for their Tier 4 visa. Further details, and a list of countries requiring tests on the **Gov.uk** website.

Then wait and do not move from your location. The operator may also give you some advice whilst you wait for the emergency services to reach you.



# Who to contact

## **UK Council for International Student Affairs (UKCISA)**

UKCISA operate a telephone advice service for all issues that involve International students. This helpful service is available Monday to Friday from 1.00pm - 4.00pm. To contact the UKCISA, call **+44 (0) 207 788 9214**. Alternatively, you can look on their website.

The **UKCISA website** is full of information for International students, which includes preparing and planning, when you arrive, preparing for the next stage, studying, living, working, fees and Immigration.

## **Here to help**

We hope you have found this information useful in your preparations for studying with us - we are here to help you however we can - please do contact our Student Experience Officer, Georgina Morrin, if you have any other questions or concerns: ***intadvice@aub.ac.uk***.

The International Office looks forward to welcoming you to the Arts University Bournemouth.

Arts University Bournemouth  
International Office  
Wallisdown, Poole  
Dorset  
BH12 5HH  
United Kingdom

Call us  
**+44 (0) 1202 363 713**

Email us  
***intadvice@aub.ac.uk***

Follow Us  
***aub.ac.uk***  
**Facebook**  
**Weibo**  
**Instagram**

There are many different resources and departments at AUB that can help you throughout your studies with any issues to do with your course and personal life. This summary table provides details on where you can find them and what help they can provide you.

<u>WHO?</u>	<u>WHERE?</u>	<u>WHAT?</u>
School of Art, Design and Architecture	West Building, 1st Floor	For students in the School of Art, Design and Architecture: your first point of contact after your course team for matters relating to your course. Email <b><a href="mailto:soada@aub.ac.uk">soada@aub.ac.uk</a></b>
Faith and Reflection	Talbot House, Bournemouth University Talbot Campus	For students of faith (or no faith) You can contact Faith and Reflection on <b>+44 (0) 1202 965 383</b> .
English for Academic Purposes (EAP)	Students Services Building	Provide 1-on-1 support for your English Language and study skills in relation to your course project work. EAP also run regular lunchtime and evening sessions to help improve your study skills in general. Find out more on your 'MyAUB' portal after enrolment or email <b><a href="mailto:eap@aub.ac.uk">eap@aub.ac.uk</a></b>
Finance	South House, Ground Floor	For enquiries about your fees and other payments to AUB, such as for course materials, trips and library fines. Most payments can be made online through the <b>payment gateway</b> or <b>store</b> . Please email <b><a href="mailto:income@aub.ac.uk">income@aub.ac.uk</a></b>
School of Media and Performance	North Building, 2nd Floor	For students in the School of Media and Performance: your first point of contact after your course team for matters relating to your course, (e.g. attendance, marks and units). Email <b><a href="mailto:somp@aub.ac.uk">somp@aub.ac.uk</a></b>
Prep – HE Office	B Block	For Foundation Diploma or IFD students: your first point of contact for matters relating to your course. Email <b><a href="mailto:foundation@aub.ac.uk">foundation@aub.ac.uk</a></b> or call <b>+44 (0) 1202 363 323</b> .
Registry & Planning	South House, Ground Floor	Registry & Planning can provide you with a letter to confirm your study here at AUB and help you complete any official documentation you require. The team will help you with queries about your enrolment, assessment and results; as well as advice on intermission, transfer or withdrawal from your course. Email <b><a href="mailto:studentrecords@aub.ac.uk">studentrecords@aub.ac.uk</a></b>
Short Courses	University House, Ground Floor	Provide short evening and weekend courses to supplement your study on your main course. Find out more on our <b>website</b> or email <b><a href="mailto:shortcourses@aub.ac.uk">shortcourses@aub.ac.uk</a></b> or call <b>+44 (0) 1202 363 222</b> .
Student Services	Student Services Building	For all matters regarding your well-being, mental health and money matters including accommodation. They can offer counselling and support for a broad range of issues so do not be afraid to ask. All matters are dealt with confidentially and impartially. Email <b><a href="mailto:studentadvice@aub.ac.uk">studentadvice@aub.ac.uk</a></b> or call <b>+44 (0) 1202 363 3780</b> , or follow on Twitter <b><a href="https://twitter.com/AUBSupport">@AUBSupport</a></b> .
Students' Union (AUBSU)	Student Services Building	Apply here for an NUS student discount card. Also, if you have any issues or want your voice heard, the SU will represent you and your opinion and search for ways to improve the student experience at AUB. Email <b><a href="mailto:studentunion@aub.ac.uk">studentunion@aub.ac.uk</a></b> or call <b>+44 (0) 1202 363 345</b>