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We're delighted to have you join us at Arts University Bournemouth, and hope that your time here will be rewarding, challenging, creative and enjoyable.

Now that you've decided to come and study with us, it's time to start thinking about practical matters, like getting to know the campus, finding any support you might need, setting up home in Bournemouth, and more.

This guide is designed to assist you with your preparations before arriving at AUB, and to make your first weeks as easy as possible.

For more information visit
aub.ac.uk/welcome

aub.ac.uk/welcome

There's more information about your welcome week available online. The information below applies to all students and is in addition to induction activities arranged for your course.

You should plan to be available all week.

Online enrolment

aub.ac.uk/online-enrolment

Before you arrive you'll need to complete your online enrolment through the AUB applicant portal. You'll need a photo for your ID card, and photos or scans of your ID documents to upload.

Make sure you bring the ID you upload with you to Bournemouth in case we need to see the original documents.

UK students

- Full valid passport
- Photo ID (e.g. driving licence) **plus** either correspondence from Student Loans Company/Student Finance England or original birth/adoption certificate. Driving licence alone will not be accepted.

EU, EEA and Swiss students | settled or pre-settled status

- Photograph or scan of your full valid passport
- Your Immigration status "Share Code"

Visa students

- Full valid passport
- Visa documentation

In-person enrolment

During your first few days, you'll need to attend an enrolment session where we'll check your details and complete your enrolment.

Arrival

Your arrival time and meeting point is included in the online Welcome Week information for your course.

Student ID card

Once your enrolment is completed at in-person enrolment, you'll then be able to collect your student ID card. This will also be your library card for the duration of your course.

IT induction

Once you've completed online enrolment you'll be sent an email with instructions to set up your AUB username and password. This new login will allow you to access a range of new services.

myAUB

myAUB is an online portal and smartphone app that gives students access to email, calendar information, learning environments, software training and details such as your timetable and course blog.

Your AUB email account

All students are provided with a Microsoft Office365 email account which uses your student number as the email address with your name as the alias, e.g. Sally Smith = 12345678@my.aub.ac.uk. This email address is the primary way we will keep in touch with you whilst you're studying with us.

Cloud Storage

You're provided with access to 1Tb of cloud storage using Microsoft OneDrive, accessible via myAUB. This is available across all devices and enables the ability to sync files from laptop to mobile, to maintain access to files between university and home.

Timetables

Timetables will be made available via your myAUB calendar after your enrolment has been confirmed. More details about when and where you can find your timetable will be available on your course Welcome webpage.

Getting to campus

aub.ac.uk/sustainability

AUB is proud to have achieved a Platinum Ecocampus award, as well as Fairtrade certification, and we have a commitment to reach Carbon Net Zero by 2030. Sustainability is very important to us, and in how we work.

We encourage you to come to the campus using the most sustainable means available to you.

Cycling

AUB offers over 350 cycle racks, as well as on campus bike pump and repair tools. You can get a discount at many local bike shops, with your student ID.

Public Transport

UniBUS service

unibuses.co.uk

twitter @myunibuses

This bus service runs on weekdays during term times providing services to Poole, Bournemouth and the surrounding areas.

Car parking

Getting around in Bournemouth and Poole is easy, and we recommend that you don't bring a car.

There is no parking available at our halls or in the local area, and there is no parking for students on campus during the day with the exception of blue badge holders. The campus car park will however be open for student access from 15.30 to 07.00 every day and at weekends.

AUB:360

360.aub.ac.uk

You can also visit our creative campus online with our AUB:360 campus tour.

Here you can explore the on-site surroundings, take a trip to Bournemouth town centre and see what's on offer further afield along the Jurassic Coast.



What's on campus

Places to eat

aub.ac.uk/food

instagram @AUBfood

We know that you need delicious, healthy, well-priced food when you're in the middle of a brilliant project. We've got plenty of choices all over campus for your dietary needs. All our outlets accept contactless payment, download our app for refuelling throughout the day.

The Library

aub.ac.uk/library

library@aub.ac.uk

instagram @aublibrary

The Library provides an environment in which your ideas will flourish. Resources include books, e-books, journals, DVDs, and online databases. You'll have a course specific Subject Librarian who'll work with you to develop your research skills and use of Library resources.

IT ServiceDesk

servicedesk@aub.ac.uk

The ServiceDesk (located in the Library) offers in-person support to students and staff with computer and mobile devices.

Campus WiFi provision

Our campus-wide wireless network uses the EduRoam service. This allows you access to free wifi at other universities and colleges using EduRoam, just sign in with your AUB login details.

Equipment loans

A range of Mac and PC laptops are available to be loaned through the Library LapSafe. You can also borrow AV equipment such as digital projectors, large format TV screens and Blu-ray players to supplement your course resources.

Uniprint Shop

uniprintuk.com

info@uniprintuk.com

Based on campus, Uniprint is a one-stop shop for our creative community, offering printing, art supplies and more. The shop stocks high quality, industry-standard products such as Daler Rowney, Moleskine and many more.



TheGallery

aub.ac.uk/gallery

twitter @TheGalleryAUB

facebook @TheGalleryAUB

TheGallery showcases work by contemporary artists, designers and architects from around the world. In addition to our permanent spaces, TheGallery hosts one-off projects and events, forging important links with arts organisations like Bournemouth Symphony Orchestra and Pavilion Dance South West.

Museum of Design in Plastics

modip.ac.uk

modip@aub.ac.uk

twitter @MoDiPAUB

facebook @AUBMoDiP

The Museum of Design in Plastics (MoDiP) offers an opportunity for object based study, to develop your primary research skills and to be inspired. Visit us upstairs in the Library.

University Music

bournemouth.ac.uk/students/things-do/music

musicadmin@bournemouth.ac.uk

twitter @unimusicbmth

facebook @UniversityMusicBmth

University Music is a collaboration between AUB and Bournemouth University. There are groups to suit all musical tastes and abilities, whether you want to sing in a choir, play in a band, take lessons or just listen to excellent music. Membership is free to students.

Short, evening and Saturday courses

aub.ac.uk/shortcourses

shortcourses@aub.ac.uk

twitter @shortcoursesAUB

facebook @shortcoursesAUB

Whether it's about enhancing your creativity, mastering a new skill, or indulging in a subject you have a passion for, our evening and Saturday courses give you the confidence to express your creativity.





Staying safe

Universities' police team

AUB works in partnership with Dorset police to fund the Universities' Neighbourhood Police Team – two police officers dedicated to policing AUB and Bournemouth University. You can contact the Universities' Safer Neighbourhood Team on **101**. In an emergency dial **999**.

First Aid

First Aid assistance on campus can be obtained by telephoning **01202 363728** or contacting Reception.

Health and safety

During your time at AUB, your course might demand the use of hazardous substances, like solvents and paints, or the operation and use of metal or woodworking machinery. It's vitally important that you comply with guidance provided on safety procedures.

It's important that you inform your course tutors of any medical condition that may affect your health whilst at university, or any medication that may affect your safety in the studios and workshops.



Setting up home

studentadvice@aub.ac.uk
aub.ac.uk/accommodation
aubstudentpad.co.uk
twitter @AUBSupport
facebook @AccommodationAUB

Finding somewhere to live

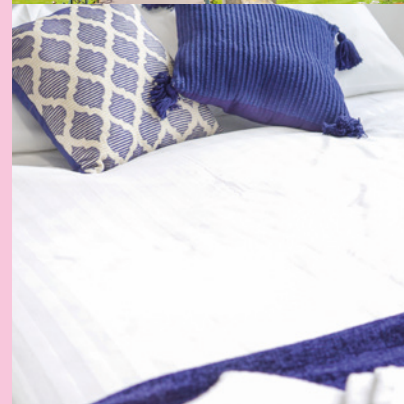
If you haven't yet sorted your accommodation, don't panic! Our AUB accommodation team are on hand to help you find university or private accommodation.

Council tax exemption

If you're a full-time student, you'll be exempt from council tax for the duration of your course. If you live in the Bournemouth, Christchurch and Poole Council area, we'll tell the council that you're an AUB student. If you live elsewhere, you can access an exemption letter through eVision on myAUB after completing online enrolment. You'll be liable for council tax after the end date of your course, and please be aware this could be before the end of your tenancy agreement.

Insurance

Wherever you live it's important to arrange for possessions insurance. If your parents have contents insurance then they might be able to extend it to cover your possessions while you're at university. Make sure you understand what is covered and what isn't and whether your policy includes an "excess" fee that you have to pay towards any claim. If you have a bike then make sure that's covered or take out extra bike insurance.



Paying your fees

income@aub.ac.uk

Your Offer Letter and the AUB applicant portal contain details about your fees and how to pay them. Contact the Income team with any questions.

Extra help

studentadvice@aub.ac.uk

twitter@AUBSupport

We'll try and support you by helping you access any financial support that may be available to you. If you need help to manage your money, you can make an appointment with Student Services who can help you plan your budget or manage any debt.

Emergency short-term loans

If your student loan payments are delayed, we may be able to lend you some money in the meantime. If you're in urgent need of immediate cash AUB can provide you with a small emergency short-term loan.

AUB Access and Participation

Full-time English BA students in receipt of the full maintenance loan may be eligible for bicycle / bus vouchers, support for educational visits and hardship payments. If you're under 25 and have been in care for at least 3 months during GCSE or subsequent studies, you're eligible for a bursary. The Access and Participation team will contact you to let you know what you're entitled to. If you think you may be eligible but haven't been contacted, email **studentadvice@aub.ac.uk**

Foundation funds

An income-assessed bursary may be available for Foundation students who are living away from home for the duration of their studies. Funding may also be available to go towards travel or childcare costs, free meals, or to help those in financial difficulty.

Emergency hardship fund

If you're in financial hardship due to unforeseen circumstances (for example, change in economic circumstances), we may be able to provide a one-off payment to support you. You'll be asked to provide evidence of your unexpected change of circumstance and must be able to demonstrate financial need.

Confirmation of Study

If you're an international student you may need a Confirmation of Study letter to release funding from your sponsor. You can find this on eVision through myAUB. If you need a specific form or letter to confirm your status as a student then contact **studentrecords@aub.ac.uk**

Setting up a bank account

If you're a UK student, you can set up a student bank account before you arrive. Depending on which bank you want to join you'll need either your AS12 letter from UCAS Track or your UCAS status code sent to you in an email by UCAS. Students who applied directly and non-UK students can get a letter from Student Records – **studentrecords@aub.ac.uk** – addressed to a specific bank to confirm their attendance.

Finding part-time work

aub.ac.uk/about-us/employability

aub.ac.uk/job

careers@aub.ac.uk

facebook @careersAUB

If you're looking to earn some extra money whilst you study, the AUB Careers and Enterprise service runs the AUB Futures career hub which includes details of local part-time jobs suitable for students. Work experience and internship opportunities are also advertised, together with graduate vacancies.

Student Ambassadors

aub.ac.uk/studentambassadors

If you're interested in doing some part-time work at the University, apply to become a Student Ambassador. They work with our Marketing team at open days, UCAS fairs and recruitment events. Students will be emailed when recruitment opens with details on how to apply.



aub.ac.uk/studentcharter

The University has a Student Code of Conduct, which sets out how AUB expects you to contribute to the creative community at AUB.

Your rights and responsibilities:

Equality and Diversity

All members of the University's community including staff, students, visitors and contractors have a responsibility to treat others fairly and respectfully regardless of the characteristics which may define their identity. These include the legally protected characteristics which are: Age, Disability, Gender reassignment, Marriage and Civil partnership, Pregnancy and maternity, Race, Religion or belief (including lack of belief), Sex and Sexual orientation.

The University has committed to provide a working and learning environment founded on dignity, respect and equity where discrimination of any kind is treated with the utmost seriousness.

We want everyone at AUB to help create an environment that encourages inclusion, and positive attitudes to difference. AUB aims to ensure that all students, staff and wider stakeholders do not experience unfair discrimination, have a full opportunity to participate in the AUB community, and have the chance to fulfil their potential.

How does it affect me?

You have the responsibility to treat others fairly and respectfully at all times. Remember that beliefs you take for granted may not be shared by everyone.

We're committed to providing a positive experience for our students and believe that abusive behaviours are never acceptable. If you witness or experience an incident of discrimination, bullying or harassment, the University has support systems in place to deal with issues swiftly and appropriately.

Our online support tool enables anyone to report concerns anonymously, make a formal complaint, and/or receive support. For more information visit **reportandsupport.aub.ac.uk**

Complaints

If you feel that you have been treated unfairly, or that we have failed to fulfil our responsibilities to you, you have the right to make a formal complaint. Most situations can be resolved informally, but if you have been unable to resolve an issue, there is a formal way of pursuing your complaint through AUB's complaints procedure.

The complaints procedure is separate from the academic appeals policy. It can be used to deal with issues relating to the service you receive from the University, or if you feel you're not being treated fairly in any way. Specifically, it can be used where AUB has not followed its own stated policies and procedures.

Every complaint is treated confidentially unless there is a serious breach of law and/or a person is considered to be in danger in a way that necessitates direct action. This is a discrete procedure and your grades will not be affected in any way by making a complaint.

AUB's complaints procedure, and a complaints form, is available from Student Services or can be downloaded from the Viewpoint portal. For more information or to discuss your concerns confidentially please email **complaint@aub.ac.uk**

Support and getting help

aub.ac.uk/studentsservices
studentadvice@aub.ac.uk

Medical care

aub.ac.uk/medicalcare

It's important that you look after your health during your time at AUB. Before you start your course, please ensure that you're vaccinated against coronavirus, meningitis and mumps. Make sure you register with a local GP and dentist when you arrive in Bournemouth. AUB works in partnership with the local Village Surgery. You can register with the surgery at campusdoctor.co.uk/aub

Help with health costs

If you're a full-time UK student up to 19 years of age or are in receipt of certain benefits (such as income support) you're entitled to help with health costs, provided you've filled out the appropriate (HC1) form – available from Student Services.

Wellbeing

wellbeing@aub.ac.uk

Adapting to student life can be very challenging. AUB has a Wellbeing team who can offer practical support and guidance if you're experiencing difficulties and are not sure who to turn to, or if you're worried about the welfare of a friend or housemate. The Wellbeing service is available in daily drop-in sessions to provide confidential support and advice on a range of issues including stress, depression, anxiety, drug and alcohol problems, and eating disorders. You can book an online appointment with the Wellbeing team via the Bookings tab in myAUB.

You can also visit our University Retreat, a drop-in mental health support centre for students. The Retreat offers a welcoming, safe space for any student needing face-to-face support. You don't need an appointment; simply turn up.

Counselling

counselling@aub.ac.uk

The AUB Counselling Service is accredited by the British Association of Counselling and Psychotherapy (BACP). We have a team of professionally qualified male and female counsellors offering individual therapeutic appointments. We can refer you to our partner agency if you require a therapist from a specific faith or ethnic background, or a language other than English. Visit the Bookings tab in my AUB to book an appointment.



Faith and Reflection

aub.ac.uk/faith

The Faith and Reflection Centre is available to support students of all faiths and of none, and is located upstairs in Talbot House. There is a quiet room set aside for those wishing to reflect, an Islamic Prayer room with washing facilities, and a Kosher kitchen.

Support for International and European students

international@aub.ac.uk

If you're a European or International student and need advice on visas or aspects of living in the UK (such as opening a bank account) the International Office can offer advice and guidance.

English for Academic Purposes (EAP)

aub.ac.uk/academic-support

If English is an additional language for you, AUB has an EAP lecturer to help you develop the language and study skills you'll need to succeed in your academic coursework. You can attend 1-1 or group tutorials to upgrade essential academic skills related to reading, writing, listening and speaking in English. You can book a tutorial via the Bookings tab in myAUB.

Study Skills Support

aub.ac.uk/studyskills

Starting a new course can be daunting – you'll be studying at a higher level which may be very different to what you're used to. We provide dedicated pages on the Viewpoint portal and a series of free workshops to help you adjust to your new course. Our Study Skills service is open to all students, and can offer 1-1 or group support to help develop your academic skills. You can book a tutorial via the Bookings tab in myAUB.

Careers advice and guidance

**aub.ac.uk/about-us/employability | aub.ac.uk/job
careers@aub.ac.uk | [facebook @careersAUB](https://www.facebook.com/careersAUB)**

The AUB Futures – Careers and Enterprise service offers impartial and confidential advice and support to help you explore and develop your career ideas and manage your future career successfully. We run a programme of presentations and courses throughout the year, covering subjects as diverse as “teaching for a career” to “starting your own business in the creative arts”.



Disabled Students

disability@aub.ac.uk
aub.ac.uk/disability

'Disability' includes neurodiverse conditions such as dyslexia and ADHD, as well as physical disabilities and unseen conditions such as epilepsy and diabetes, or mental health difficulties.

Support for neurodiverse students

We're not able to offer diagnostic services for ADHD or ASD and we recommend seeking advice from your GP for this. First year students can complete an online screening test to identify any risk of dyslexia.

Support for disabled students

If you have any concerns or questions about how your disability may affect your studies, or would like information about available support, our Disability Adviser can help.

Disability Disclosure

We encourage you to tell us about any disability so that we can support you during your time at AUB. Any information you tell us about your disability will be treated in confidence and will only be shared with your permission. You can disclose a disability at any point during your studies via eVision in myAUB.

Physical Access to AUB

The campus is wheelchair accessible, with automatic doors, lifts and toilets suitable for wheelchair users. Access to certain studios and departments may be limited, however we will endeavour to schedule classes and tutorials in accessible spaces. Free parking is available for students with a blue badge parking permit.

If you have asthma or breathing difficulties, the atmosphere within some workshop areas may aggravate your condition and you should discuss with your doctor prior to being exposed to these hazards.

Disabled Students' Allowances (DSA)

If you're a UK BA or postgraduate student, DSA can provide funding to help cover any extra costs you may have when studying your course.





Welcome to Arts University Bournemouth!

Hey there! It's the Students' Union president and vice president here wishing you the best start to your AUB journey. We've been in your position, having recently graduated and joined the Students' Union. It's our job to ensure your voice is heard and you have the best experience possible during your time with us.

We plan to work closely with students this year, ensuring we continue to offer support and guidance as you study, live and work in Bournemouth. We're working on bringing some exciting opportunities for students like you to actively make changes around campus. We're always open to new ideas. AUB is ready for you to leave your mark!

You can find us in the Students' Union office opposite student services, but I'm sure you'll see us around campus and in the main courtyard where our team works super hard on cool events such as Yard Party and monthly market days!

Welcome to AUB, see you soon!

Ed Earl (they/them)

Students' Union President

Hannah Malone (she/her)

Students' Union Vice President

aubsu.co.uk

twitter @aubsu

instagram @aubsu

facebook @aubsu



About AUBSU

What does AUBSU do?

AUBSU is here to support you and represent you whilst you're at AUB.

We're run by students, for students; our Executive Committee is made up of two full-time paid Sabbatical Officers and a group of part-time voluntary Executive Officers, elected by the student body in our annual elections.

When you enrol at AUB, you automatically become a member of AUB Students' Union and can vote or run in these elections. Neat, huh?

AUBSU also runs a range of clubs, societies and networks.

The Students' Union has its very own student media, collectively called BUMF. A lovely bunch of students run the magazine, website and a gallery space on campus for students to exhibit their work and collaborate on projects. Check them out and find out how you can get involved by following BUMF on Instagram [@bumfmedia](https://www.instagram.com/bumfmedia)

Freshers' Week

Each year the Students' Union holds a series of events at the beginning of term for new (and existing) students. The wide range of events are a great chance to meet new faces, learn new things and settle into life at AUB – you might even make some lifelong friends!

AUBSU Freshers' events will only be available on the AUBSU website aubsu.co.uk

We'll be getting ready for all our new pals to arrive throughout summer and will begin announcing our line-up of events in July.

'The BUG'

The BUG (Bournemouth Underground Gallery) provides a dedicated space on campus for students from all courses to exhibit their work and gain first-hand experience with exhibition curation. The space is available all year round for students to propose exhibitions and events with an additional opportunity to join the team and help shape the space.



AUBSU Get Involved

Clubs, Societies and Networks

If you're looking for something good to get involved in, this is the best place to start! Clubs and Societies are run and created entirely by students and supported by AUBSU, and are open for everyone to join.

If you're interested in joining one of our wonderful groups, visit **aubsu.co.uk** and have a look at the list of Clubs, Societies and Networks. Come and chat to us in the Students' Union office, or send us a message:

studentunion@aub.ac.uk

Green Society

Our wonderful Green Society focus on environmental issues that affect students and the wider community. AUBSU has been awarded for its green efforts, which include tree planting (1,000 trees in one day!), campaigns against disposable coffee cups, a Zero Waste Market, Go Green Week, and Fairtrade Fortnight.

If you want to get involved in all things green to save the planet, chat to our Green Society on Instagram **[aubsu.greensociety](https://www.instagram.com/aubsu.greensociety)**

RAG

If you want to do something incredible for others, whilst also doing something incredible for yourself, then join our RAG Team. They've run Open Mic Nights, held club nights, and even got lost in aid of charity. They're always looking for new folks to help them out, so pop them a message on Instagram **[@aubsu_rag](https://www.instagram.com/aubsu_rag)**

Volunteering

Volunteering is as good for you as it is for the people that you help. You'll develop skills, gain confidence and have some amazing experiences. There's a whole range of causes to help too, so whether you're passionate about the environment or are a real people person, you'll be able to make a difference. There are loads of local charities that need help. They'll be uploading volunteering opportunities on our volunteering module, so make sure you register and check in to see what's available.

To get involved, just visit the Level Up page of our website: **aubsu.co.uk**

Course Reps

Course Reps are a group of students who act as the voice of all the other students on their course in their year. There are two Course Reps for each year of each course. They are the crucial link between students, the University and the Students' Union.

You can talk to your Course Rep about anything to do with your course, positive or negative. If you don't know who your Course Rep is and you want to contact them you can speak to your course tutor or email the Students' Union on **studentunion@aub.ac.uk** and request their contact details.

Becoming a Course Rep

Course Reps are democratically elected by their cohort in elections held in October every year. If you're interested in becoming a course rep then pop us an email, or speak to your Course Leader to register your interest.

As a Course Rep, you get to develop a lot of skills that make you ultra-employable: communication, negotiation, collating information, identifying priorities, the list goes on. Not only that, but you also get to meet lots of interesting people on both a personal and professional level.

Course Reps commit themselves to only two meetings a term, which are just about an hour long (and often feature pizza). The rest of their job is made up of communicating with students to gain feedback; sometimes it's through an informal chat, and sometimes it's more formal and involves surveys and online polls.

Getting Involved

Our part-time Executive Officers are elected by students in our annual elections and form the Executive Committee. AUBSU's Executive Committee often has voluntary positions open for new students; our part-time Executive Officers are elected by the student body in annually run elections. Sometimes, those spaces are filled in the By-Elections in October – a smaller version of the March elections – where new students have the chance to get involved with their SU and representing AUB students.

The Executive Committee represents various groups of students. These Officers create their own manifesto of ideas they want to implement at AUB, and then get the full support of the SU to make it happen.

If you want to get involved, drop us a line at: **studentunion@aub.ac.uk**

AUBSU Quick Guide to Bournemouth

Top Things to do

There are plenty of things to see in Bournemouth so we won't bore you with a long list or spoil any surprises, but here are some of our local faves:

1. Bournemouth Emerging Arts Fringe

gotbeaf.co.uk

Our AUB students and Alumni are frequently involved in organising, exhibiting and promoting Bournemouth's biggest arts festival, giving them valuable knowledge and experience. If you're sticking around in the summer, you won't be able to miss the diverse art exhibitions around Bournemouth.

2. Open Air Walks in the Park

There's plenty of green spaces around here, if you know where to look. Getting outside in the fresh air is good for wellbeing, as well as finding your way around Bournemouth. You could even check out the Bournemouth Selfie Wall Trail, which features work from AUB alumni. If you're not based in the centre of town, the various Chineses of Bournemouth can provide you a bit of an escape from four walls. Don't know what a Chinese is? I mean... neither do we really... They're pretty, though.

3. Jimmy's Iced Coffee

If you want to see more work from AUB Alumni, visit the iced coffee section next time you're at Tesco (or ordering online). Jimmy's Iced Coffee is based in Bournemouth and also in our hearts, fuelling our love for those good energy beans since 2010.

4. Mary Shelley's Grave

If you'd like a spookier experience, why not visit the creator of Frankenstein herself? If you need some inspiration from beyond the grave with your latest creative writing project, or even your next makeup designs, pop down to St Peter's Church in Bournemouth and get into the "spirit" of things.

5. Watch an Edgar Wright movie

Wait, what? What's that got to do with Bournemouth? Edgar Wright (of Scott Pilgrim vs The World fame) studied at AUB. He even came back to chat to us about his experience here. BUMF (our wonderful student media team) recorded an interview with him and published it here: bumfmedia.co.uk/edgar-wright-interview/ Oh, and while you're at it, you can check out the rest of BUMF too!

6. Murals about town

If you've wandered around Bournemouth you've probably spotted the colourful murals that adorn our sunny high-streets. But did you know that much of the artwork has links to the AUB community? Check out the creations at 60 Million Postcards, Mad Cucumber and beyond.



Useful dates and contacts

Term dates

aub.ac.uk/term-dates

Useful contacts:

If you have any questions before you arrive at AUB please use the details below to contact us.

Admissions

admissions@aub.ac.uk

01202 363225

Any questions about your application or offer, to let us know in advance if you'll be unable to start your course on time, or to let us know about any changes to your plans to study at AUB.

Student Services

studentadvice@aub.ac.uk

01202 363780

Any questions about accommodation, funding or life at AUB, or to access any of the support services.

International Office

international@aub.ac.uk

01202 363233

Any queries about visas, English language support and International Orientation.

Finance Office

income@aub.ac.uk

01202 363356

To talk to someone about paying your tuition fees.

Student Records

studentrecords@aub.ac.uk

01202 363383

Help with online enrolment and the documents and ID required to complete enrolment, and for questions about your AUB ID card.

ServiceDesk

servicedesk@aub.ac.uk

01202 363333

For help with your username and password and myAUB access.

AUBSU

studentunion@aub.ac.uk

01202 363345

Information about Freshers' activities and events.

Arts University Bournemouth
Wallisdown, Poole
Dorset BH12 5HH

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