What you should do when you first arrive

There are 5 steps that you must take before you are fully registered on your course.

1. **Student IT Account**

   Open a student IT Account within one month of starting your course. To do this, you will need your Language Centre student ID number (5007****) and your date of birth (DD/MM/YYYY). This will give you a ‘user name’ and you will have to create a password for your account. Use the link: [https://www.abdn.ac.uk/it/account-registration/](https://www.abdn.ac.uk/it/account-registration/)

2. **E-register**

   Use the link to complete eRegistration: [https://www.abdn.ac.uk/infohub/study/student-registration-548.php](https://www.abdn.ac.uk/infohub/study/student-registration-548.php)

   As a Language Centre student, do the following once you have logged in:

   - In section 1, the Personal Details, answer 1, 4, 6 and 7
   - In section 2, course of study details, enter English Language where it asks for Qualifications on entry to university
   - In section 3, IT section. This should already be complete if you had done task 1
   - In section 4, the Finance Section, please read the statement and click on ‘agree’
   - Once successfully completed, the black and white shield will be in full colour

   As long as you complete e-registration (all four sections), you can go back in to it via your student hub to add or change some of the details when you have started your course.

3. **Visa checks**

   Due to UK Visas and Immigration (UKVI) requirements, the university is obliged to check your visa and passport soon after you arrive. This takes place at the InfoHub and cannot be done until e-registration is complete. On Monday 7th October, you will be assigned a specific time to do this.

   **Please bring the following photocopies from your passport with you:**

   - photo ID page
   - all pages with a stamp
   - all pages with visa information
   - all pages with any other information

4. **Student ID Cards**

   Once you have completed your e-registration, you need to upload a passport style photo for your Student ID card by Thursday 3 October, 14:00 GMT: [www.abdn.ac.uk/photoupload](http://www.abdn.ac.uk/photoupload).

   Your card will be ready on Monday 7 October.

   *If you have not uploaded a photo prior to arriving, you will not receive your Student ID card. You will be able to upload a photo after arriving, but your Student ID card will not be available until 24 hours after the photo upload, from the InfoHub.*
5. Course payment

Self-funded students: We ask you to pay the balance of your fees by October 2019. You can pay by debit or credit card or cheque at the Language Centre administration office which is room G30 on the ground floor of the Regent Building. Office hours for payments are 09:30-16:30. If we have not received full payment you will no longer be eligible to attend classes. If you have a problem with payment of the course fees, please arrange to see the Director as soon as possible.

Sponsored students: We require your sponsor letter before you start the course. Until we receive one, the invoice will be in your name. We will be invoicing mid-semester. This means that if we do not have your sponsor letter, then you will be invoiced personally for the fees.

Computing services

Please note, we will use your Aberdeen e-mail account to send you important information. Therefore it is extremely important that you check this account regularly.

For all types of help with computers and portable devices please contact the computing help desks through:

E-mail: servicedesk@abdn.ac.uk

In person: see the IT services website for locations and times and also for useful information and guides http://www.abdn.ac.uk/it/student/help/

Opening a bank account

You are advised to open a bank account as soon as possible after your arrival. Do not carry large amounts of cash around with you. You should either try to open a bank account immediately or pay tuition fees immediately.

Opening a bank account is not always easy, but the following information should help you. Banks will often not allow you to open a current (student) account until your credit record can be checked. You should be allowed to open a savings account where you can deposit money.

To open a bank account you will need:

- Your passport
- University offer letter or ID card
- Accommodation contract
- Sponsor’s letter (if you have an official sponsor - not family members)
- A bank letter from the InfoHub (Letter of Introduction for UK Banking Facilities)

For further information on opening a bank account, please visit the British Bankers' Association website: https://www.bba.org.uk/publication/leaflets/international-students/

It is important to keep your bank statements for visa extension applications. You will need your most recent bank statement when you apply for your visa extension. The statements should be original, formal statements. Print-outs and internet bank statements will not be accepted.
Police Registration

Nationals of certain countries are required to register with the police within 7 days of their arrival. This requirement may be noted in your passport or on your Biometric Residence Permit (BRP) and sometimes only on the letter you received with the visa - bring this letter with you.

A Police Registration Certificate is valid until the expiry date of your visa ('Leave to enter/remain') and should be renewed every time an extension of stay (visa extension) is granted. You must also inform the police within 7 days if you change address or within 8 days if any of the information recorded on the certificate (immigration conditions, passport details, name, marital status, occupation, college or university) changes.

DOCUMENTS REQUIRED
You will need the following documents to register with the police:

- £34 registration fee - cash only
- Passport
- Biometric Residence Permit (if you have been issued with one)
- 2 x recent passport-sized photograph
- Certificate of Acceptance or student ID card from the University
- Proof of Aberdeen address (for example, accommodation contract, tenancy agreement, or invoice/bill with your address on). Students (and their dependants) should register in person at the Aberdeen City Division of Police Scotland on Queen Street in Aberdeen city centre. You must make an appointment to register.

Appointments can only be made by e-mailing the Nationality Department at SCDovroaberdeen@scotland.pnn.police.uk. Police Registration is a condition of your visa, so you must attend your appointment. Full details can be found at: https://www.gov.uk/register-with-the-police.

Accommodation

For full information about the range of university Accommodation available, see:
http://www.abdn.ac.uk/accommodation/prospective-students/catered-halls-43.php

For tips and advice about private rented accommodation, see:
http://www.abdn.ac.uk/accommodation/prospective-students/other-accommodation-63.php

Health Care

Due to recent changes in the provision of health services for International Students, please check these websites for information:
http://www.abdn.ac.uk/study/international/visa-information.php

To find details about the Immigration Health Surcharge, click on Visa Information and FAQs, then on the tab which says: How much does the visa cost?
https://www.gov.uk/healthcare-immigration-application
Medical advice

If your medical complaint is relatively minor, local pharmacies are able to give advice. Medical pharmacies display a green cross in their window. The nearest pharmacy to the Language Centre is situated on King Street opposite Tesco (next to the university playing field). There is also one near the roundabout at St Machar Drive which is open over lunchtime.

If your medical complaint is more serious or persistent, you should see a doctor. You need to register with a doctor before they will make an appointment for you.

If you have a medical emergency which is **serious**, you should go to the accident and emergency department of the hospital. If you are unable to go there by taxi because, for example, you are unconscious, a friend should call 999 (this is the emergency number) and ask for an ambulance. It should be stressed that the hospital is for extreme emergencies. You may have to wait hours if your condition is not serious.
Course Content

**Learning outcomes: Speaking and Listening**

*Students will be able to:*
- demonstrate understanding of extended lecture-style speech through appropriate note-taking
- demonstrate that they are able to effectively participate as a team member
- briefly orally summarize the main points of a written or spoken text using their own words
- give opinions on non-specialist topics and justify those opinions
- produce extended speech that is coherent and well developed

**Learning outcomes: Writing**

*Students will be able to:*
- identify and summarize the main ideas from a non-academic text
- cite their sources accurately
- organize and structure a paragraph in which they develop and support a central theme
- demonstrate the effective use of cohesive devices which contribute to the clarity and logic of their writing
- structure a longer piece of writing in such a way that they are able to meet the demand of the task set
- demonstrate understanding of arguments and concepts through the application of those ideas to a given task
- demonstrate a basic level of criticality through analysis of a problem and evaluation of potential solutions

**Learning Outcomes: Reading**

*Students will be able to:*
- identify main points within text
- demonstrate an ability to read extensively
- develop reading strategies that support reading for a purpose
- incorporate ideas found in texts to support their writing

**Learning Outcomes: Presentations**

*Students will be able to:*
- deliver a short well-organized presentation which is appropriate for the audience and the time allocated
- design clear slides that support the spoken message
- cite sources appropriately

**Sample timetable**

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 – 9:50</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
</tr>
<tr>
<td>9:50 – 10:00</td>
<td>Break</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00 – 10:50</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
</tr>
<tr>
<td>10:50 – 11:10</td>
<td>Break</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:10 – 12:00</td>
<td>Extended essay</td>
<td>Extended essay</td>
<td>Extended essay</td>
<td>Extended essay</td>
<td>Extended essay</td>
</tr>
<tr>
<td>12:00 – 12:10</td>
<td>Break</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:10 – 13:00</td>
<td>Group work &amp; Seminar skills</td>
<td>Group work &amp; Seminar skills</td>
<td>Group work &amp; Seminar skills</td>
<td>Group work &amp; Seminar skills</td>
<td>Group work &amp; Seminar skills</td>
</tr>
</tbody>
</table>
Attendance

Attendance of all classes is compulsory and you should ask your teacher for approval for any planned absences before the event. Typical pre-planned absences are:

- Isolated and unavoidable administrative tasks such as workmen, landlords etc.
- Meeting with your embassy concerning sponsorship
- Childcare issues
- Hospital / doctor’s appointments

These types of event are seen as one-off and usually should not result in more than 3 days’ missed classes. You should not book routine administrative tasks during class time (for example bank appointments or meetings with landlords).

Absence due to illness
Where possible, you should inform your class tutor via an e-mail, or through a message from a classmate. Your teacher will not mark you as absent but as ‘sick’.

If you miss class through illness, you should complete the medical self-assessment form which can be found on MyAberdeen. You should complete this form and hand it to your tutor on your return to class.

If you have a more serious illness and have missed classes for 5 consecutive days, you will be asked to provide some medical confirmation of your illness. You will also be asked for medical confirmation if you have missed class due to illness on 5 separate occasions.

If you cannot provide any evidence (doctor’s note, note from pharmacy) your teacher will warn you that the next time that you miss class due to illness, you will be marked as absent.

Repeated late arrival to class
It is important to attend class on time. If you are repeatedly late for class, your teacher will give you 2 warnings. After this your teacher will mark you absent if you are late.

Visa Regulations and attendance
Under regulations for Tier 4 visas the Language Centre is obliged to inform UK Visa and Immigration if a student fails to attend 10 consecutive classes. This might include a student leaving the course early or going home in the middle of the course without prior consent.

Registers will be taken at every class and each week students should sign the Tier 4 sheets that are placed outside the Language Centre office - failure to do so could jeopardize your visa.
Assessment

There are 2 elements to the assessment; a continuous assessment and a class mark. For some students there will also be a listening and speaking exam (see below).

Continuous assessment

Submitting Assessed tasks
All assessed tasks must be submitted electronically to turnitin.co.uk. You will be shown how to do this in the first week. All assessed tasks must be Word-processed and double-spaced.

Late submission of assessed tasks
1. You will lose a mark if you submit an assessed task late. So for example, if your tutor gives you a mark of 14, a mark of 13 will be recorded
2. Your tutor will not correct an assessed task that is more than 3 days late unless you have been given prior permission.

Plagiarism and copying from the internet
If there is a suspicion that you have copied large parts of your text from the internet or another student, this is seen as plagiarism and is not acceptable. In the first instance of plagiarism your will be asked to rewrite your work and remove the plagiarised passages. Repeated occurrences of plagiarism will result in marks equivalent to a fail being recorded. If there is any doubt, students will be asked to explain their written work in an interview. Should there still be lack of consensus, you will be asked to write under exam conditions.

Class mark
Your teachers will award you a mark for the work you do in class. This will be based on attendance, participation and the amount of effort you make in class.

Portfolios
You are required to keep all your assessed writing tasks, outlines, and teachers comments together in a portfolio. In addition, your teacher will give you mini tasks to do in class which must also be included.

Assessment summary

10 week course

<table>
<thead>
<tr>
<th>Continuous Assessment</th>
<th>% of Final Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessed writing task 1</td>
<td>5</td>
</tr>
<tr>
<td>Assessed writing task 2</td>
<td>5</td>
</tr>
<tr>
<td>Assessed writing task 3</td>
<td>5</td>
</tr>
<tr>
<td>Assessed Writing task 4</td>
<td>15</td>
</tr>
<tr>
<td>Group Presentation</td>
<td>10</td>
</tr>
<tr>
<td>Individual Presentation</td>
<td>10</td>
</tr>
</tbody>
</table>
Students who have entered the course with an IELTS score below 5.5 in any skill
Will be given three opportunities to demonstrate that they have met the UKVI individual skills requirements of 5.5.

- The writing and speaking tests will be similar to the IELTs exam.
- Listening and reading exams will be administered online.
- You will be given three opportunities to evidence your level at the required 5.5 level. Once you have done this, you will not have to sit the exam again.

Passing the course and obtaining an unconditional offer

To pass the course you need to obtain the following overall score:

- Overall average of D2
- No element of extended writing tasks should be below D3
- Scores of D3 indicate a borderline pass. In such cases students will be allowed to continue but departments will be informed. An agreed program of support will be put in place

You will receive notification of whether you have passed the course through MyAberdeen. Your academic department and registry will also be informed if you have met the language requirements.

What should I do if I pass?
If you have provided all documentation required in your degree offer letter, you will be sent a new CAS number via e-mail. The international student advisors will guide you through the process of renewing your visa. You will be able to collect your certificate from the Language Centre Reception from the beginning of September.

What can I do if I fail the course?
The Language Centre has a duty to you and to the University. We want to be sure that you have the language and study skills to study effectively at the University of Aberdeen. Research at other institutions indicates that students with poor language and study skills suffer an unacceptable level of stress trying to keep up with their studies and many eventually drop out. We are therefore very strict about English language entry requirements and we will not admit students who are below the required level. Once we have issued the results we are unable to:

- Change the results
- Offer a resit

If you fail the course the following options are open to you - please consider them carefully. Language Centre staff are unable to offer you any other options than those offered below:

1. Try to sit an IELTS, Pearson, or TOEFL test and meet the requirements for direct entry.

For available IELTS Tests see: [http://www.ielts.org/](http://www.ielts.org/)


For TOEFL: [https://www.ets.org/toefl/ibt/register/](https://www.ets.org/toefl/ibt/register/)
2. **Some courses in the University of Aberdeen have a January start.**  
   You may be able to defer your offer until January and spend more time studying English. See below for lists of courses that start in January:
   
   [http://www.abdn.ac.uk/study/postgraduate/january.php](http://www.abdn.ac.uk/study/postgraduate/january.php)

3. **You can repeat the Pre-Sessional course that you have just completed.**  
   We offer the same 10 week and 5 week courses between October and December. Please note that we would not be able to extend your Tier 4 visa. You would have to return home and apply for a short-term study visa to study on the course a second time.

4. **You can apply to other institutions for their masters’ programmes or for pre-masters’ programmes.**  
   Some institutions have lower language requirements.

5. **You can return home and consider your options.**

Please do not come to the Language Centre and ask for the following:
- to change the results
- to see your end-of-course exam marks
- to take a resit

**Complaints Procedure**
We take complaints and criticisms seriously. If you are unhappy with any aspect of the course, please talk to someone as soon as possible. If you feel unable to talk about your complaint to one of the tutors, please make an appointment to see:

Julie Bray: Office G07 [j.bray@abdn.ac.uk](mailto:j.bray@abdn.ac.uk)
Alison McBoyle: Office G06 [a.mcboyle@abdn.ac.uk](mailto:a.mcboyle@abdn.ac.uk)

**Who should I see if I have a problem?**
If you are having problems with your class, you should speak to your teacher first of all. If you feel unable to do so or there is anything else that is concerning or worrying you, Julie (G07) or Alison (G06) are happy to talk to you confidentially. If you feel that you would like to talk to someone outside the Language Centre, the International Student Advisors are able to give confidential help.
Where you can find information

**Infohub**
This is a good starting point to find a wide range of information. See their website or visit them in the AUSA building:
www.abdn.ac.uk/infohub/

For more information, also see:
http://abdn.ac.uk/infohub/new-students/index.php/

**Student Recruitment and Admissions Service**
Tel: +44 (0)1224 272090
E-mail: sras@abdn.ac.uk
Web: http://www.abdn.ac.uk/study/international/

**Student Advice and Support Office**
E-mail: student.advice@abdn.ac.uk
Web: http://www.abdn.ac.uk/study/postgraduate/student-support.php

**Students’ Association**
Web: https://www.ausa.org.uk/

**The Students’ Union Building**
Web: https://www.abdn.ac.uk/about/campus/the-hub-94.php

**Schools and Institutes**
Web: https://www.abdn.ac.uk/about/schools-institutes/index.php

**Business School**
Web: www.abdn.ac.uk/business/

**International Centre**
Web: http://www.abdn.ac.uk/infohub/life/international-centre.php

**University of Aberdeen Campus Security**
Tel: +44 (0)1224 273939 (24 hour)

Other Useful Contacts in Aberdeen

**Grampian Police**
Tel: 0845 600 5700

**Emergency Services**
Fire, Police, Ambulance: 999
Non-emergency 101

**Tourist Information Centre**
Tel: +44 (0)1224 632727

**Emergency contact - Hillhead**
Tel: 01224 274002

**The Language Centre**
Tel: 01224 272537/272538

**National Health Service (NHS)**
Tel: 111 – for when you need medical help fast, but it is not an emergency
Information resources on the web

Guide to life in Aberdeen
https://www.lonelyplanet.com/scotland/central-scotland/aberdeen

Information for new students
http://www.abdn.ac.uk/newstudents/

Information about visas
http://www.abdn.ac.uk/international/visa-information.php

Learners' Toolkit
http://www.abdn.ac.uk/toolkit/