

Dear Ambassador,

Hello and welcome to the Queen Mary University of London Unibuddy scheme! I hope that you enjoy being part of this exciting online platform.

As a Unibuddy Ambassador, you will represent the face of QMUL to people from all over the world. Through messages, blog posts and group conversations, you will interact with prospective applicants and answer questions relating to a wide range of topics. In doing so, you will bring QMUL to life and provide valuable, honest support and advice on all aspects of your university experience.

Through Unibuddy, you will also have the opportunity to broaden your professional skills by:

- Building and developing an online presence.
- Extending your knowledge of digital media.
- Strengthening your interpersonal skills.
- Honing your written and verbal communication.
- Demonstrating a high level of responsibility, maturity and professionalism in your role.

As the Ambassador Manager, I am here to ensure that you feel confident and well-supported in your Unibuddy role. I will be monitoring your activity and development at all times through the Unibuddy dashboard, and can be contacted at any time via phone (020 7882 3228) or email (a.downes@qmul.ac.uk).

The following guidelines provide key information on QMUL admissions, degree programmes, student life, accommodation, welfare, support, UCAS, clearing and deadlines. There are also example questions and answers covering a wide range of topics – please feel free to copy or adapt these.

What if I don't know the answer?

We do not expect you to know the answer to every single QMUL question, so if you are unsure of how to answer a particular question, or you can't find the relevant information in the guidelines, please do not hesitate to contact myself or the UKSR team at any time.






Good luck and happy chatting!

Amy

Contents –

What will I be doing?.....	3
Key Ambassador information.....	4
Dos and don'ts.....	5
Drafting your responses.....	6
Using the Ambassador dashboard.....	7
Undergraduate admissions questions.....	9
Postgraduate admissions questions.....	10
Entry requirements and offer questions.....	11
Application/personal statement questions.....	13
Degree/course questions.....	14
Foundation Programme questions.....	15
Clearing questions.....	17
Deadline questions.....	18
Accommodation questions.....	19
Welfare, counselling and support questions.....	20
Fees and funding questions.....	22
Common questions.....	23

What will I be doing?

	Providing friendly, informal and unbiased advice to prospective QMUL applicants.
	Answering questions about your course and personal experiences at QMUL.
	Redirecting/signposting prospective applicants to the relevant web pages/individuals/departments.
	Posting short, engaging blog posts about life at QMUL.
	Creating a buzz around QMUL – Sharing your energy, passion and enthusiasm for the University with prospective applicants.

Key Ambassador Information

How will I be paid?

Initially, you will be paid a fixed amount of one hour per week. However, this amount can be increased or decreased according to how much work you do/how much traffic your Unibuddy account receives.

How often am I expected to login, post and answer questions?

As a Unibuddy Ambassador, you are expected to check your account regularly throughout the week. Email alerts will keep you informed of any new/unanswered questions and group discussions. In due course, you will also be able to sign up for text alerts on your mobile.

Please note: once you have received a question, you must respond within 24 hours.

What happens if I receive a difficult question?

If you are faced with a difficult or inappropriate question, it's important that you **contact Amy Downes from the UKSR team immediately (email: a.downes@qmul.ac.uk and phone: 020 7882 3228)**. The UKSR team are here to support you in all aspects of the Unibuddy project and to ensure that the platform is being used safely and responsibly.

If you are unsure of how to answer a particular question, or you are concerned about any aspect of the project, contact Amy Downes via phone or email and she will provide support and guidance on this.

How do I report inappropriate behaviour?

If a prospective applicant behaves inappropriately or offensively, contact Amy Downes immediately. Their communications will be reviewed and they may be blocked and prevented from accessing the Unibuddy site in future.

How will I be monitored and supported?

As the UKSR ambassador manager, Amy Downes will be overseeing all aspects of QMUL Unibuddy activity. Through the Unibuddy dashboard, she can monitor:

- The nature and number of conversations you've had/are having
- How many blogs you've posted
- How many messages you've received from prospects

As the programme develops, the UKSR team will provide regular training and feedback, and there will be opportunities to meet and discuss your experiences on the platform.

Dos and Don'ts:

✓ Do

- ✓ Be a good role model and behave responsibly and maturely at all times, even if you disagree with the comments or questions that are posted.
- ✓ Personalise your feedback/responses – prospective applicants are keen to hear what you think.
- ✓ Spell and grammar check all of your responses in word before posting.
- ✓ Keep regular track of your chat feed and ensure that questions are answered within 24 hours.
- ✓ Report any comments or questions that you deem to be inappropriate/offensive/rude to a member of UKSR staff.
- ✓ Use the Unibuddy guidelines to redirect applicants to the correct web-pages/online information.
- ✓ If you cannot find the relevant information in the guidelines, **always** contact a member of the UKSR team before posting your response.
- ✓ Sign up for email and text alerts from Unibuddy to keep up-to-date with conversations and questions.

✗ Don't

- ✗ Leave a question unanswered for longer than 24 hours.
- ✗ Be rude, dismissive or blunt in your communications with prospective applicants.
- ✗ Engage in non-professional/non-university related conversation with prospective applicants.
- ✗ Exchange personal phone numbers, personal email addresses or local addresses with any prospective student on Unibuddy.
- ✗ Provide misleading information about the University or its courses.
- ✗ Discuss degree programmes, halls of residence, societies or any other aspect of QMUL in a biased or negative way. Whilst it's perfectly acceptable to share your enthusiasm for a particular part of the University, always keep this in context.
- ✗ Meet with any prospective student on a 1:1 basis in private.

Drafting your responses

The aim of Unibuddy is to provide honest, useful and positive information relating to your Queen Mary experience.

Whilst honesty is always the best policy, **think carefully** about how your responses could be interpreted by prospects and their parents/carers. It's important that you maintain a positive, constructive attitude in all of your communications with prospective applicants, and **avoid portraying QMUL or London in an overtly negative way.**

These sample Q&A boxes provide negative and positive examples of how to respond to challenging questions:

Prospect question: "I've heard there is a lot of noisy and messy building work at Queen Mary University of London at the moment – does this ruin the campus?"

Negative answer: "Yeah, there are lots of renovations happening on campus at the moment – it's quite noisy and not very nice to look at, but I spend most of my time in the library or off campus so I don't notice it too much! It's been going on for ages but it should look good when it's finished."

Positive/constructive answer: "Yes, there are some building works on campus at the moment as Queen Mary has invested millions of pounds in developing the campus facilities. The state-of-the-art Graduate Centre recently opened, with incredible views of London and modern teaching spaces. The Queens Building, the Engineering building and the Maths building are also in the final phases of renovation. Although it's a little noisy sometimes, it's cool to see how much the campus is developing and how much has been invested in the buildings! I would recommend coming to a campus tour or open day to see for yourself"

Prospect question: "What are the sporting facilities like at Queen Mary University of London?"

Negative answer: "We have a good gym on campus and there are clubs you can join, but we don't have a sports hall or any outdoor sports areas. Mile End park is nearby though, so you can always have a kick about there with friends!"

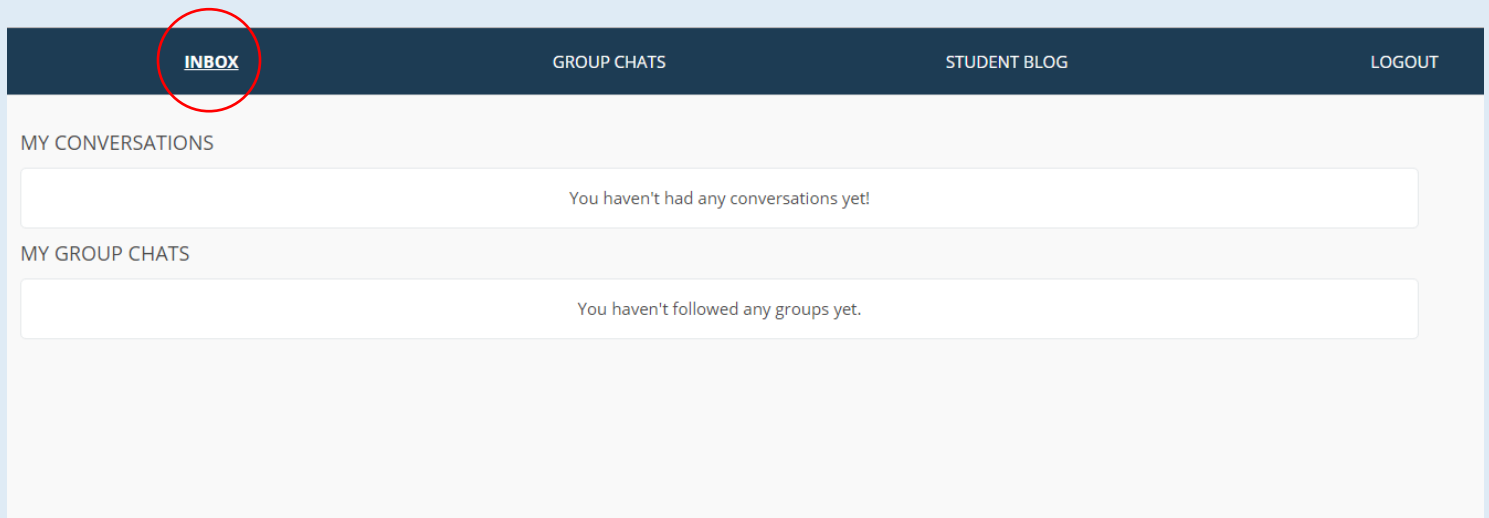
Positive/constructive answer: "We have a large modern gym on campus called QMotion with both mixed and women-only exercise areas. There are a huge range of classes available throughout the week including yoga, circuits, mindfulness, spinning, pilates, boxercise and zumba, and you can also sign up to the QMSU get Active programme which offers 40 sessions per week in a variety of sports from badminton to archery. Unfortunately we don't have pitches or sports hall facilities on campus, but students can access nearby training grounds if they join university leagues in cricket, football, basketball, netball, tennis and squash. We also offer an elite athlete programme, community sports training and club sports on campus."

Using the Ambassador Dashboard

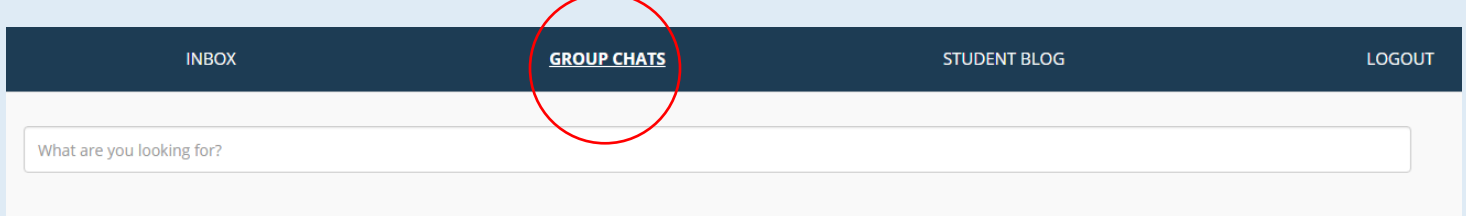
The Ambassador dashboard is very easy to use and has three main sections.

* Currently, you will only be using one of these sections – the Inbox. You will not be required to post blogs or host group chats at this stage. You are only expected to answer questions posted to you within 24 hours.

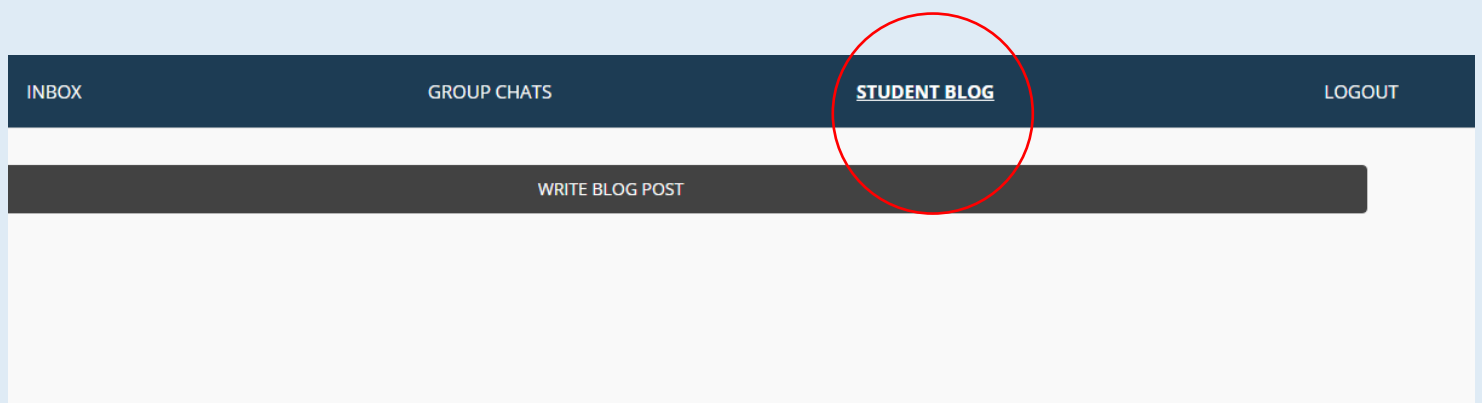
1. To check your conversations and group chats, simply click the 'Inbox' heading:



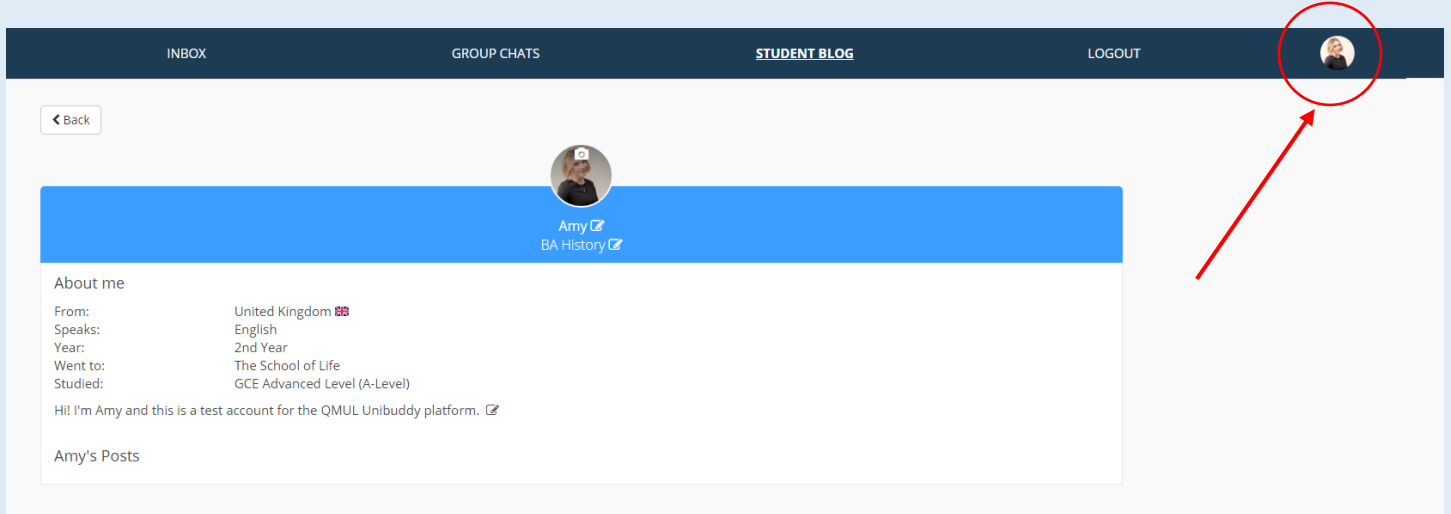
2. To contribute to a group chat, click the 'Group Chats' heading:



3. To write or upload a blog, photo or vlog, click the 'Student Blog' heading and then 'Write blog post':



4. To change your account details including photo, degree etc, click on your photo:

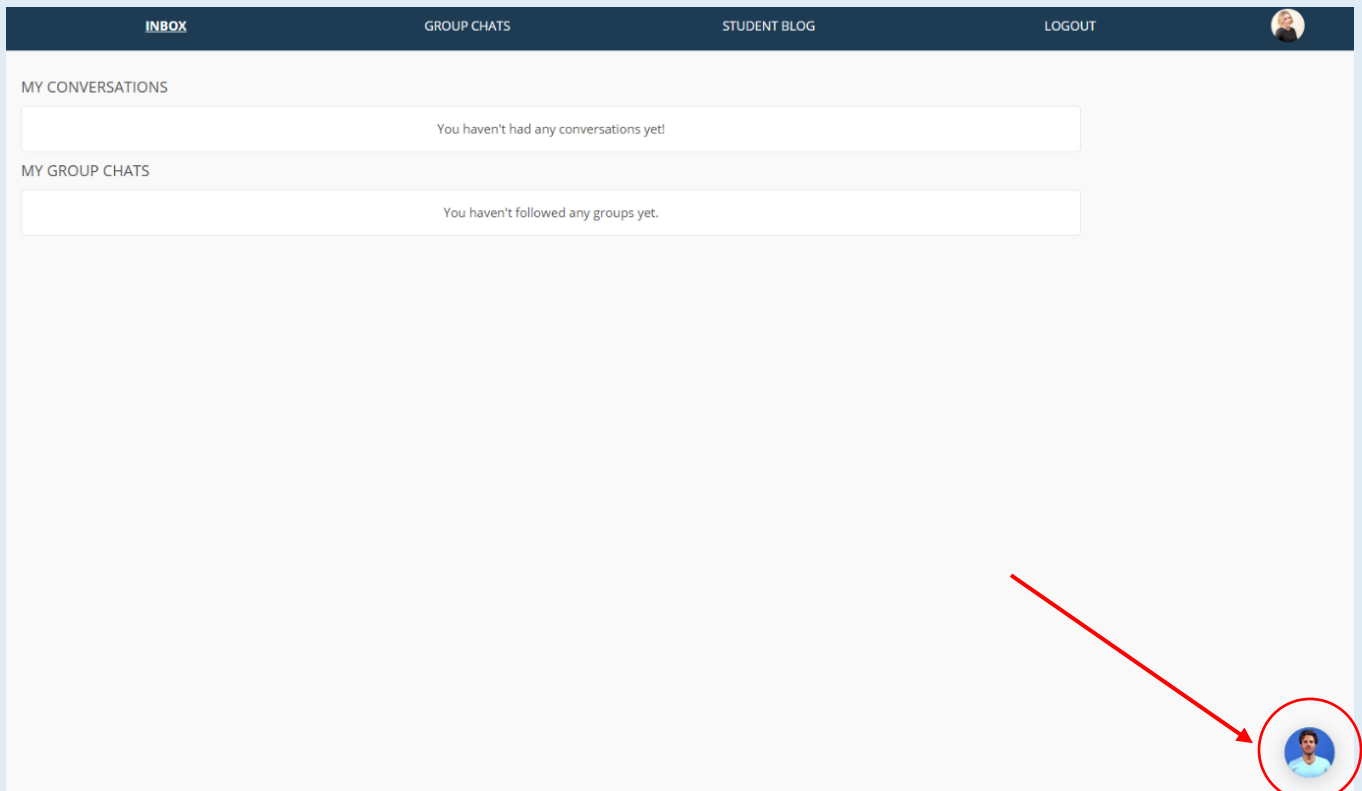


You can edit each section by clicking this symbol:



Need help?

If you have a question for Unibuddy or require help with the ambassador dashboard, you can use the Unibuddy live chat service in the bottom right hand corner of the screen:



Undergraduate Admissions Questions

Q. What are the entry requirements for _____?

You can start your response with something like:

“Hi _____, I’m delighted to hear that you are interested in studying _____ at QMUL”

UNDERGRADUATE: You can search for QMUL undergraduate entry requirements and course information via our online course finder

(<http://search.qmul.ac.uk/s/search.html?collection=queenmary-coursefinder-undergraduate&query=&sort=title>)

The screenshot shows the QMUL Course Finder interface. At the top, there is a navigation bar with tabs for POSTGRADUATE, RESEARCH, INTERNATIONAL, ALUMNI, STUDENT LIFE, and NEWS. Below this is a search bar with the text 'Engl' entered. To the right of the search bar is a 'Search' button. Below the search bar, a list of course results is displayed. The first result is 'English BA (Hons)'. Other results include 'English Literature and Linguistics BA (Hons)', 'English and Film Studies BA (Hons)', 'English and Drama BA (Hons)', 'English Language and Linguistics BA (Hons)', 'English and French BA (Hons)', 'English and German BA (Hons)', 'English and European Law LLB (Hons)', 'English and Hispanic Studies BA (Hons)', and 'English and History BA (Hons)'. To the right of the list, there is a 'Compare (0)' button. Below the list, there is a link to 'View all results for Engl'. The second result is 'Aerospace Engineering MEng (Hons)' with the category 'Engineering' and a 'Compare' button. The third result is 'Aerospace Engineering BEng (Hons)' with the category 'Engineering' and a 'Compare' button.

Postgraduate Admissions Questions

POSTGRADUATE TAUGHT (MSc, MA, MEng): You can search for QMUL taught postgraduate entry requirements and course information via the postgraduate course finder: (<http://search.qmul.ac.uk/s/search.html?collection=queenmary-coursefinder-pg&query=&sort=title>)

The screenshot shows the 'Taught programme finder' interface. At the top, there is a navigation bar with links for POSTGRADUATE, RESEARCH, INTERNATIONAL, ALUMNI, STUDENT LIFE, and NEWS. Below this, the search bar contains the text 'Geo' and a 'Search' button. A dropdown menu is open, listing several programmes: Geography MSc (highlighted in red), Geography MRes, Geography MA, Global Health Geographies MRes, and Global Health Geographies MA. Below the dropdown, there is a 'Compare (0)' button. Further down, two programme cards are visible. The first card is for '(15 month) Gastroenterology MSc' by the Blizard Institute, with a 'Compare' button. The second card is for 'Accounting and Finance MSc' by Business and Management, Economics and Finance, also with a 'Compare' button.

POSTGRADUATE RESEARCH (MRes, PhD): PhD applications are different from taught masters and entry requirements can vary from person to person. PhD applicants should contact their chosen school directly to double-check these entry requirements. **In general they should hold a good first degree and a masters qualification (although this is not always essential).**

Relevant experience within the field may also be taken into account. If English is not their first language, take note of any English language requirements. QMUL's standard requirement for English is IELTS 6.5 or equivalent.

Entry Requirements and Offer Questions

Q. The entry requirements for _____ are AAA. I am predicted A*AB but have ten A*s at GCSE and excellent references. Do you think it's still worth applying for a place? What do you think my chances are?

As a student ambassador it is impossible to know the answer to this question. Decisions regarding undergraduate applications are made by the relevant schools and admissions teams, and vary according to the applicant.

The best thing to do is respond positively, and wish them good luck in applying. Then recommend that the student contacts the school directly. Each school has a dedicated admissions team, whose contact information can be found in the QMUL prospectus and online.

For example, if a student is enquiring about Pure Mathematics, you would provide the following information:

Email address: maths-ug-admissions@qmul.ac.uk

Telephone number: +44 (0)20 7882 5470

Q. What grades did you get into QMUL with? Were they lower than the grades in the prospectus?

Admissions decisions vary according to each applicant and **should never be compared**. If an applicant asks you a question like this, refrain from providing any particular details about personal experiences/your grades/your QMUL offer.

If, for example, you were given an offer or admitted to QMUL with lower grades than those advertised, this could give an applicant false hope or unrealistic expectations of the admissions procedure at QMUL. Instead of sharing personal details about your application to the University, encourage the applicant to focus on achieving the necessary grades. If they are unsuccessful, they may be able to secure a place through Clearing in August 2017.

Q. I applied for _____ at QMUL but didn't get an offer. Is there any other way I can secure a place at the University?

If an applicant has been unsuccessful, they cannot re-apply to QMUL within the same academic year. They would need to wait until the following year to apply again. However, in August (after results day) they may have a chance of securing a place at QMUL through UCAS Clearing. Clearing opens after results day and is specifically targeted at students who have failed to secure a place at their first or insurance universities). Relying on Clearing is risky because places are not guaranteed and only some courses are eligible. If the applicant were to go through Clearing, they could end up on a different course.

For more information on Clearing at QMUL, applicants can visit this part of the website:
<http://www.qmul.ac.uk/clearing/>

Q. Do you know if they accept BTECs for _____ ?

QMUL accepts BTECs for a wide range of degree programmes, but the specific requirements vary from course to course. An A Level qualification is often required in addition to a high BTEC Level 3 Diploma score (D*D*D*). For course-specific BTEC entry requirements, we recommend that you contact the relevant School directly. Contact information for each School can be found via the course finder on the QMUL website.

Q. Does QMUL accept alternative qualifications to A Levels?

Yes, QMUL accepts a wide range of UK, EU and International qualifications. For general information on which qualifications we accept, visit
<http://www.qmul.ac.uk/undergraduate/entry/index.html>.

If the applicant is an international student, they can access country/region specific information on academic requirements via this link:
<http://www.qmul.ac.uk/international/international-students/countries/index.html>

Q. English is not my first language, does QMUL have specific English language requirements?

All applicants to QMUL must show they meet a minimum academic English language standard for admission and to be successful on the course.

The English entry requirements vary according to each degree programme, and are listed here:

<http://www.qmul.ac.uk/international/international-students/englishlanguage/requirements/guidelines/index.html>

IMPORTANT NOTE: In addition to the English entry requirements listed for each programme, applicants must achieve a minimum of IELTS 5.5 or equivalent in each language component of the test. Only the academic IELTS test will be considered to fulfil the requirements.

Have you told them
about our weekly
campus tours?

<http://www.qmul.ac.uk/undergraduate/openday/cant-make-it/campustours/index.html>

Have you told them
about our 2017 UG open
days?

<http://www.qmul.ac.uk/undergraduate/openday>

Application/Personal Statement Questions

Q. What makes a strong personal statement for _____?

This can be hard to answer, but feel free to draw on your own experiences when discussing personal statements. Advise the applicant to contact the School directly for guidance on Schools-specific personal statement advice. There is no golden rule for writing the perfect personal statement, but the areas below are particularly important:

- Interesting and genuine reasons for wanting to study the course.
- Evidenced examples of how you have extended your learning beyond the classroom - i.e. workshops, exhibitions, study groups, trips, extra-curricular reading.
- Justification of why **you** are the right person for this particular course.
- Relevant experience (both professional and academic) that has prepared you well for your course.
- Details of any relevant skills - communication, efficiency, commitment, collaboration.
- Information on your personal and professional aspirations. What are you going to do with your degree?

Some useful websites for personal statement advice include:

Which University Guide: <http://university.which.co.uk/advice/personal-statements/10-things-to-put-in-your-personal-statement>

UCAS:

<https://www.ucas.com/ucas/undergraduate/getting-started/when-apply/writing-ucas-undergraduate-personal-statement>

It can also be useful to read through example personal statements:

Studential have a large bank of examples, which can be accessed via:

<https://www.studential.com/university/applying/UCAS-application-guide/personal-statement-examples>

Q. What makes a strong application for _____?

Again, this is a hard one to answer. We recommend in this instance that the applicant contacts the School directly for advice and guidance. However, feel free to draw on your own application experiences and share these with the applicant. What kinds of work experience and academic experience did you include in your personal statement etc?

Degree/Course Questions

Q: I am interested in English Literature and Drama but I also really enjoy Biology – what sort of degree would you recommend?

It can be difficult to answer a question like this because each person has different preferences and interests. BA and BSc joint honours programmes are quite unusual, and often the applicant will have to choose either an Arts and Humanities degree or a Science-based programme.

You can utilise the QMUL course finder to suggest courses, but it's also worth reminding students that there are lots of opportunities outside of their degree programme to develop their interests. For example, if they decided to study a degree in English and Drama, they could still join the QMUL Biological Sciences Society (<https://www.qmsu.org/groups/biologicalsciences/>) and meet other Biology enthusiasts.

Q. Which degree has better job prospects - English or Business?

This is a tough question with no definitive answer. Although you may feel personally that either English or Business has better career prospects, it's best to avoid speaking about these degree programmes in a biased way.

Instead, remind the applicant that over 80% of careers are unrelated to their degree and professional success is dependent on a wide range of factors. QMUL has an excellent reputation for employability and according to the 2015 DLHE (Destination of Leavers from Higher Education) survey, 94% of our graduates are in employment or further study. What's more, we have a dedicated careers team who support students in all aspects of career development - from finding work experience and graduate jobs to starting their own business, or pursuing further study.

For more information on the Careers service, check out <http://www.careers.qmul.ac.uk>.

Q. Can I study _____ with _____ ?

If you are very familiar with the course offerings at QMUL, or know for certain that we do not offer a particular course, feel free to personalise your response to this question. It's important, however, that you advise the applicant to check the relevant web page to look up their chosen course/combination.

Foundation Programme Questions

Q. What types of Foundation Programmes/Pre-Masters Graduate Diplomas are available at QMUL?

If a student is interested in the QMUL Foundation Programmes, it's useful to ask which subject area they are interested in. We offer a selection of Foundation and Pre Masters programmes to help international, EU and home students gain access to our undergraduate and postgraduate courses:

INTERNATIONAL AND EU STUDENTS:

Undergraduate:

- **International Foundation Programme in Business and Management**
More information and how to apply: <http://sllf.qmul.ac.uk/language-centre/ifpbm/>
- **International Foundation Programme in Humanities and Social Sciences**
More information and how to apply: <http://sllf.qmul.ac.uk/language-centre/ifp/>
- **International Science and Engineering Foundation Programme**
More information and how to apply: <http://sefp.qmul.ac.uk/>
- **Certificate in Clinical Foundation Studies (Malta)**
More information and how to apply:
<http://www.smd.qmul.ac.uk/undergraduate/malta/index.html>

Postgraduate:

- **Graduate Diploma in Humanities and Social Sciences**
More information and how to apply: <http://language-centre.sllf.qmul.ac.uk/language-centre/premasters-hss/>
- **Graduate Diploma in Finance and Economics**
More information and how to apply: <http://language-centre.sllf.qmul.ac.uk/language-centre/premasters-fe/>

UK AND EU STUDENTS:

Undergraduate:

- **Science and Engineering Foundation Programme**
More information and how to apply: <http://www.sefp.qmul.ac.uk/home/index.html>

Q. Would you recommend the QMUL Foundation Programme?

This can be difficult to answer if you do not have any personal experience of a QMUL Foundation Programme. On the whole, Foundation Programmes provide a valuable opportunity to secure a place on a QMUL degree programme. Here are some of the key advantages:

- Students may also apply to other high-ranking British universities including, for example, UCL, King's College London and LSE, and are given support in these applications.
- Students have full access to QMUL campus facilities including the library, careers service, and sports facilities.
- Students are guaranteed a place on an undergraduate degree course at Queen Mary if they meet the progression requirements.
- By choosing to study at a Russell Group university, students will have access to excellent teaching including free additional tuition.
- Students will receive a high level of academic and personal support.
- The programmes are taught by QMUL lecturers, ensuring you get the true university experience.
- Access to all the services and facilities of Queen Mary and the University of London.
- QMUL is well recognised for degree progression to other high ranking British universities and some universities in the USA and Canada.

Have you told them
about our weekly
campus tours?

<http://www.qmul.ac.uk/undergraduate/openday/campus-tours/index.html>

Have you told them
about our 2017 UG open
days?

<http://www.qmul.ac.uk/undergraduate/openday>

Q. Am I guaranteed a place on a QMUL degree programme if I complete one of the Foundation Programmes?

No. In order to progress to a QMUL degree programme, you must meet the progression criteria for your chosen Foundation Programme.

Clearing Questions

Q. When does Clearing open?

Clearing officially opens on the morning of IB (International Baccalaureate) results day. This year, that date falls on Wednesday 5 July 2017. However, the majority of Clearing spaces won't be available until after A Level results day on Thursday 17 August 2017.

Q. Am I guaranteed a place at QMUL if I go through Clearing?

No. Clearing spaces are not guaranteed and operate on a first come first serve basis. Although QMUL have a considerable number of vacancies, it's important that applicants contact the University as soon as possible after opening their results.

Q. Does _____ (Faculty or Academic School) offer places through Clearing?

They may well do, but the majority of Clearing vacancies are only published after A Level results have been released. In the run up to A Level results day, they may want to contact the School directly to enquire as to whether they will be offering Clearing places.

Q. I'm predicted ACC. How likely am I to gain a place at QMUL through Clearing?

As an ambassador we do not expect you to know the answer to this question. Although QMUL are committed to supporting Clearing applicants as best they can, unfortunately we cannot guarantee any Clearing places.

In this instance, recommend that the applicant contact the School directly.

You could also offer the visitor some helpful advice in advance of Clearing. Clearing places are assigned on a first come, first serve basis so it's important that applicants are well prepared.

Recommend that the visitor has the following information to hand when they phone the Clearing hotline:

- Name, UCAS number and Clearing number (if applicable)
- Qualifications
- Name/code of chosen course/s

Q. How many Clearing spaces does QMUL offer each year?

The number of Clearing vacancies changes each year. For more information, visit <http://www.qmul.ac.uk/clearing/index.html>.

Deadline Questions

Q. What is the deadline for applying to QMUL?

PLEASE NOTE – this information is for students applying for 2018 entry.

UNDERGRADUATE APPLICATIONS:

UK: All UK undergraduate applications to QMUL should be made through UCAS by 15 January 2018. However, at their discretion, institutions may consider applications received up until 30 June.

International: Early application is recommended for popular and oversubscribed courses, but many universities and colleges will consider international applications until 30 June 2018.*

*** Please note:** This does not apply to applications for the universities of Oxford and Cambridge, courses in medicine, dentistry, veterinary medicine or veterinary science. The deadline for these courses is **15 October 2017**.

POSTGRADUATE TAUGHT APPLICATIONS (MSc, MA, MEng):

<http://www.qmul.ac.uk/postgraduate/taught/applyfortaughtprogrammes/index.html>

POSTGRADUATE RESEARCH APPLICATIONS (MRes, PhD):

<http://www.qmul.ac.uk/postgraduate/research/applyresearchdegrees/index.html>

Q. What is the deadline for applying for a Scholarship at QMUL?

QMUL offer many different Scholarships across all three faculties and application deadlines vary. For more information on Scholarships follow this link:

<http://www.qmul.ac.uk/international/international-students/feesfinance//>

Q. What is the deadline for Medicine and Dentistry applications at QMUL?

The deadline for Medicine and Dentistry applications at QMUL is 15 October.

UCAS deadlines

UCAS deadlines change from year to year, but you can access the UCAS key dates here:

<https://www.ucas.com/ucas/events/find/scheme/undergraduate/type/key-date>

And you can access UCAS application deadlines here:

<https://www.ucas.com/advisers/getting-started/application-deadlines>

Accommodation Questions

Q. What is the deadline for applying for accommodation at QMUL?

The online housing application process opens in March each year at QMUL. We strongly recommend that students apply as soon as they receive the log in details sent from the Admissions Office, once they firmly accept their place of study here. **Room allocations are made on a 'first come, first serve' basis, after all other eligibility criteria has been met.**

Accommodation Deadlines:

- **New Undergraduate and SEFP students:** Must return their applications **no later than 31 May** of the year of entry. They may submit an application after this date, but it is highly unlikely they will be made an offer, due to the popularity of Queen Mary Halls.
- **New Postgraduate students:** Must return their application **no later than 31 May** of the year of entry. They may submit an application after this date, but it is highly unlikely they will be made an offer, due to the popularity of Queen Mary Halls.
- **Study Abroad/Pre-Masters/International Foundation Programme in Social Sciences and Humanities** and the **International SEFP:** The accommodation application deadline is **31 July** for first semester or full year students and **31 October** for second semester applicants. They may submit an application after this date, but it is highly unlikely they will be made an offer, due to the popularity of Queen Mary Halls.
- **Erasmus exchange students:** Unfortunately, Erasmus exchange students are not eligible for university housing. On request, help can be given in finding alternative accommodation.

For more information on QMUL halls of residence, head to <http://www.residences.qmul.ac.uk/college/application/#newpolicy>

Q. Is priority given to certain students for university accommodation?

Yes, at QMUL priority is given to the following students:

- New Home and Overseas Undergraduate and Foundation applicants
- New Home and Overseas Postgraduate applicants
- New Study Abroad/Associate applicants
- First Year Care Leavers
- Direct applicants into the 2nd or subsequent years of study but new to the University (priority is given to international students and those with agreed partnerships schemes).

Have you told them about our weekly campus tours?
<http://www.qmul.ac.uk/undergraduate/openday/cant-make-it/campustours/index.html>
& our upcoming open days?
<http://www.qmul.ac.uk/undergraduate/openday/>

Welfare, Counselling and Support Questions

Q. What support is available for students with disabilities at QMUL?

QMUL has an extensive range of support services for students with disabilities. We support all students: full-time, part-time, undergraduate, postgraduate, UK and international at all campuses and all sites.

The highly experienced team of staff provide advice, guidance and support in the following areas:

Finding out if you have a specific learning difficulty like dyslexia
Applying for funding through the Disabled Students' Allowance (DSA)
Arranging DSA assessments of need
Special arrangements in examinations
Accessing loaned equipment (e.g. digital recorders)
Specialist one-to-one "study skills" tuition
Providing educational support workers (e.g. note-takers, readers, library assistants)
Mentoring support for students with mental health issues and conditions on the autistic spectrum.

Q. Are there support services available for students with dyslexia?

Yes. The Disability and Dyslexia Service can provide information and advice about a range of support available to students with specific learning difficulties such as [Dyslexia](#) and [Dyspraxia](#).

For more information, head to: <http://www.dds.qmul.ac.uk/dyslexia/index.html>

Q. Is there disabled access to the buildings on campus?

Much of the Mile End campus, including all of the Student Village, has been built within the last twenty-five years and has good accessibility for disabled people. Some of the older buildings are more problematic, although QMUL is committed to ensuring that all of its facilities are fully accessible.

The Disability and Dyslexia Service has been working closely with the Projects Office since 2008 on an ongoing programme of work to eliminate any barriers to access for disabled people. This year, for example, we have been looking at improving access into the Queens' Building. In the event that an issue with accessing any part of the University's campuses becomes apparent QMUL will endeavour to resolve this as a matter of urgency.

QMUL has also been working closely with [DisabledGo](#) in order to produce Access Guides for our campuses. You can download the Access Guides here:

<http://www.disabledgo.com/organisations/queen-mary-university-of-london>

Welfare, Counselling and Support Questions

Q. Are there disabled rooms available in QMUL halls of residence?

Yes. Queen Mary University of London (QMUL) has wheelchair accessible accommodation at the Mile End campus in Feilden House, Hatton House and Chapman House.

There are a total of 14 rooms available for wheelchair users; ten in Feilden House, which is allocated exclusively to undergraduate students, with a further two wheelchair accessible rooms in both Hatton House and Chapman House (both of these halls of residence are for postgraduate students).

Halls of Residence	Number of rooms	Undergraduate / post graduate
Feilden House	10	Undergraduate
Hatton House	2	Postgraduate
Chapman House	2	Postgraduate

For more information, visit:

<http://www.dds.qmul.ac.uk/disability/accommodation/index.html>

Fees and Funding Questions

Q. How much are the tuition fees at QMUL?

Students enrolling at QMUL are charged tuition fees each year. The rate you will be charged depends on whether you are assessed as a Home/EU or Overseas student.

Tuition fees for UK and EU undergraduate students enrolled at QMUL in 2017 will be set in accordance with the levels permitted by the UK Government. At the time of writing, it is anticipated that the fees for new students for the 2017-18 academic year will be £9,250, subject to government approval. Tuition fees are likely to increase each subsequent year from 2017 and these increases will be in line with UK Government policy.

For more comprehensive information regarding fees and funding, please visit <http://www.qmul.ac.uk/undergraduate/feesandfunding/tuitionfees/index.html>

Q. I am from the Channel Islands/the Isle of Man. How much will I have to pay?

Students from the Channel Islands and Isle of Man are charged the Home/EU rate of £9,250 for all programmes except for the clinical years of the MBBS and BDS programmes, when a higher rate is charged.

Q. I am an EU applicant. Will I have to pay more now that the UK is leaving the EU?

On October 11th 2016 Jo Johnson, Minister for Universities and Science, announced that EU students who enrol at a UK University in September 2017 will have access to loan support for the duration of their studies. It has also been confirmed that tuition fee levels for EU students who enter UK Higher Education in September 2017 will remain at the same level of that of UK students for the duration of their studies.

Q. Are there grants, bursaries and scholarships available at QMUL?

Yes. There are tons of grants, bursaries and scholarships available at QMUL. For more information, check out

<http://www.qmul.ac.uk/undergraduate/feesandfunding/bursaries/index.html>

Common Questions

For all of these questions, it's important to answer positively and honestly. Feel free to refer to your own experiences, and signpost to the website where necessary (i.e. for sports and societies, add the web link for the students union - <https://www.qmsu.org/>)

Q. What's it like to be a student in London?

Q. Is London really expensive?

Q. Do you enjoy your course? What part of the course do you like the most?

Q. How is your course assessed? What are the assessments like?

Q. What sort of things are you learning about?

Q. What sort of societies are available at QMUL?

Q. What sort of sports facilities and clubs are on offer at QMUL?

Q. Which halls of residence did you stay in? And how did you find it?

Q. What is the local area like? Do you feel safe?