



**QUEEN'S
UNIVERSITY
BELFAST**

**OUR CAMPUS
COMMITMENT**

How we are offering you a
safe campus experience in
2020-21

Pocket Guide

to Queen's and Belfast

Editor's Note

Thank you for choosing Queen's University Belfast.

This is the beginning of your university life and, as overwhelming as it may seem at first, it will be filled with experiences, memories and people you will cherish for a lifetime.

We also want you to know we have taken every measure to ensure your safety during the Covid-19 outbreak.

Our Campus Commitment to You link:

<http://www.qub.ac.uk/home/Filestore/Fileupload,970927,en.pdf>

As an international student myself, I understand what it feels like to study abroad, which is why this student guide is hand-made to best fit your needs and expectations of Queen's University as an International Student. From registration information to social distancing, you'll find it all in here.

I hope this guide helps you during your time here and covers all the areas of interest. Don't hesitate to try new things and meet new people.

Remember to have fun and learn as much as you can!

Tuba Sharif

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Before you arrive

“The communication I received from the staff at Queen’s was extremely quick and helpful from my very first email enquiry. None of the other UK universities I visited offered the same level of facilities and support that is available to students at Queen’s. The friendly and helpful staff made me feel comfortable straight away on arrival.”

Saad Almohammad, Kuwait

Download the Queen’s University Belfast app:
<https://apps.apple.com/us/app/queens-university-belfast/id1362716058>

Packing Checklist

Document checklist

- Passport
- Driving License
- CAS statement
- Accommodation confirmation
- Passport-sized photos (always good to have a few)
- Currency (safer to carry debit/credit cards than cash, but always good to have some cash on hand)
- Academic documents (e.g. previous results, IELTS)
- Photocopies of documents (to keep them as backup)

Now that you've got the important bits sorted, here's a packing checklist in case you are cramming everything in your luggage bags.

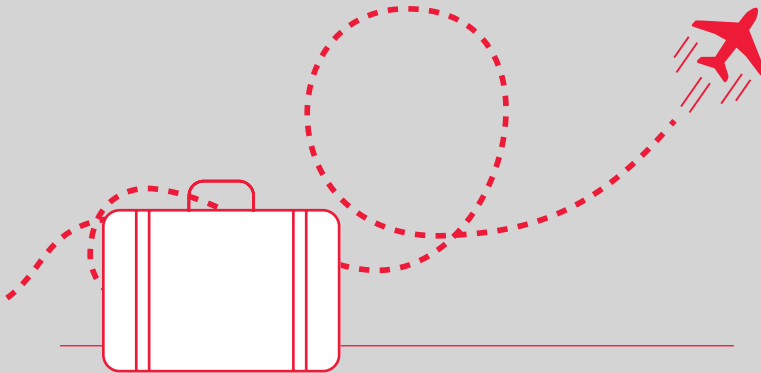
What to Pack

- ✓ **Warm clothes** (don't worry if you don't have winter clothes, you will find plenty of shops in Belfast)
- ✓ **Gadgets** (a portable charger is always helpful)
- ✓ **Universal Adaptor**
- ✓ **Things that remind you of home**
 - Family photos
 - Favourite books
- ✓ **Any prescribed medication**

We will provide hand sanitiser and coverings on arrival

Don't Bother With

- ✗ **Cutlery** (it takes up too much space that you can use for something useful instead)
- ✗ **Restricted entry products** based on UK government regulations [gov.uk/guidance/personal-food-plant-and-animal-product-imports](https://www.gov.uk/guidance/personal-food-plant-and-animal-product-imports)
- ✗ **Blankets and Duvets** (student accommodations can provide these)
- ✗ **Notebooks and Stationery**
- ✗ **Toiletries** (they weigh a lot and you don't want to exceed the baggage weight limit. You can purchase all you need in Belfast.)



We decided it would be a good idea to get some real advice from students who have had similar experiences to yours.

If you could advise international students on one thing they could bring from home, what would it be?

Confidence

Pictures of family

Favourite book

Spices/ Seasonings

Anything that reminds them of home

In the Loop

The University and the Students' Union work together to support you in every way. Check out our student support resource guide, which includes some of the student support services that you might need as you continue your University life as normally as possible.

<https://www.qub.ac.uk/home/coronavirus-faqs/filestore/Fileupload,959075,en.pdf>



[qubsu.org](https://www.qub.ac.uk)



[QUBSU](https://www.qub.ac.uk)



[insidequbsu](https://www.qub.ac.uk)



[qubsu](https://www.qub.ac.uk)

Student Blogs

Queen's University encourages students to interact with those around them and get the best out of their experience, which is what student bloggers do best. These students write about various topics, so don't forget to look through these blogs in case something may catch your attention!

<http://qub.ac.uk/Yourstudentguide/>

Airport Meet & Greet Service

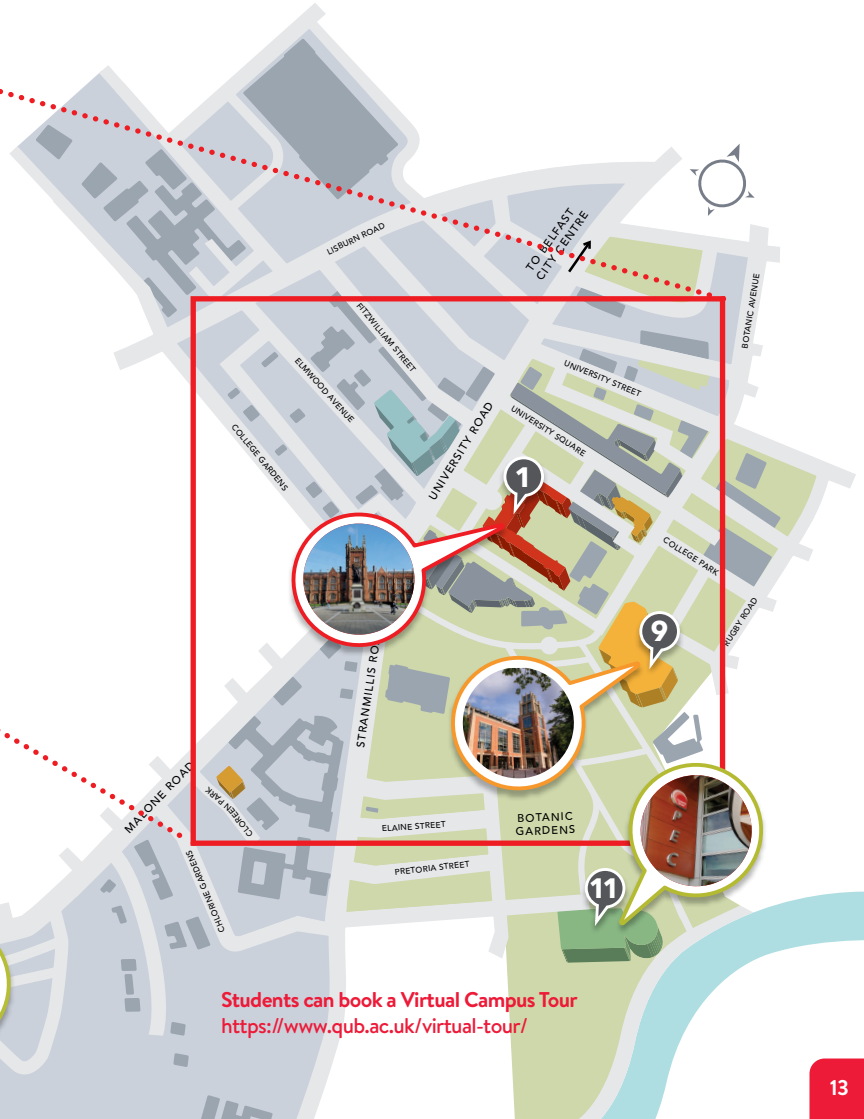
To make your arrival as swift as possible, the University has set pick-up days to welcome you and get you settled in. Student Guides will greet you at the airport and point you in the right direction. Onward travel is by private coach for your short journey to our student accommodation, located close to Queen's campus. If you require a face covering, we are happy to provide you with one as well as hand sanitiser.



First week in Belfast

“You are guaranteed a warm welcome at Queen’s, which starts with a meet-and-greet at the airport. The support network at Queen’s made the transition to life in Belfast easy, and Queen’s felt like home in no time.”

Maria Luiza Amadeu Henriques dos Santos, Brazil



- | | |
|--------------------------------|---------------------------|
| 1. Lanyon Building | 8. No.6 University Square |
| 2. Whitla Hall | 9. McClay Library |
| 3. Peter Froggatt Centre (PFC) | 10. Student Accommodation |
| 4. Bell Lecture Theatre | 11. Queen's Sport (PEC) |
| 5. Drama and Film Centre | 12. Students' Union |
| 6. Harty Room | |
| 7. Sonic Labs (SARC) | |



10



Students can book a Virtual Campus Tour
<https://www.qub.ac.uk/virtual-tour/>



Bought a sandwich maker

What is that one thing you wish you had done earlier but never got around to doing?

Made a plan and stuck to it

I wish I had involved myself more in societies and events instead of waiting until the end of second year

Campus Safety

The University will provide all staff and students with face coverings where needed. Staff and students will be asked to wear face coverings where necessary in accordance with health guidelines. On campus, one-way systems and screens will be used where appropriate to ensure social distancing. Signage across campus will remind people of the need to keep their distance and wash their hands regularly.

NORTHERN IRELAND: SAFEST PART OF THE UK

- The lowest rate of infection in the UK*
- The least populated country in the UK (1.8 million)
- Population density half that of the rest of the UK (137 people per km² v 275 for GB)
- First UK nation to reintroduce contact tracing
- Telephone tracing system to be in place for the long-term (1-3 years)
- All students have full access to National Health Service and will be treated for COVID-19, including in hospital if required

*252 cases per 100k population – lowest of all nations in UK Data from the UK Government, correct as of 31 May 2020



Getting Around Belfast

The best thing about the city is that everything is close by, giving you the safety and peace of mind you need. It is easy and affordable to get around Belfast by bus, taxi, train and bicycle. Face coverings must be worn on all public transport, and social distancing and safety measures are in place.

Bus

Translink metro bus services have a convenient network operating across the city at all times. If you are living in Queen's accommodation, you will mostly find yourself using '8A, 8B and 8C' as these travel back and forth to the city centre and main campus. You can buy single or day tickets as you step onto the bus. The bus drivers are friendly, so don't hesitate to ask if you are confused about where you are going.

Pro tip: For Translink train and bus timetables, download their app: <https://www.translink.co.uk/usingtranslink/ourapps>

Trains

Botanic Train Station is about 5 minutes' walk from the University, so if you're in the mood for exploring the scenic Northern Ireland coast or taking a day trip to Portrush (a coastal town with a beach), trains are an accessible and inexpensive way of getting around Belfast and Northern Ireland.

Taxis

Taxis are comparatively more expensive than buses, but save you time if you are in a hurry or if it's late at night, as they operate 24/7. Students mostly use 'FonaCab' and 'Value Cabs'.

Pro tip: You can book and track your ride on the app. So download the app, it also gives you a better idea of maps and your pickup locations.

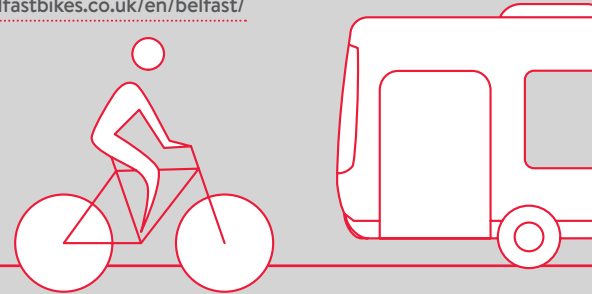
Value Cabs [028 9080 9080](tel:02890809080)

Fona Cab [028 9033 3333](tel:02890333333)

Cycling

Cycling keeps you moving and healthy and doesn't cost a thing! Belfast is equipped with cycling lanes, making it safe and convenient for you to travel. You can buy second-hand bikes online or even a brand new one to keep you on the move. Belfast bikes are also a handy way to get moving around the city by renting a bike for a day from over 41 docking stations across the city.

For more information on Belfast Bikes, click <https://www.belfastbikes.co.uk/en/belfast/>



My Queen's

Alongside our Campus Commitments to you, we have created your My Queen's webpages. We have put together a range of information to keep you informed about what you will need to know when coming to Queen's and throughout your first semester. In addition to helping you navigate your way through the University in your initial few weeks, it will have information on how to register; your learning environment; all of our excellent support services; and ways to get the most out of your student experience. Launching on 13 August 2020, explore more at <https://qub.ac.uk/my-queens>

Pre-Semester Engagement Programme

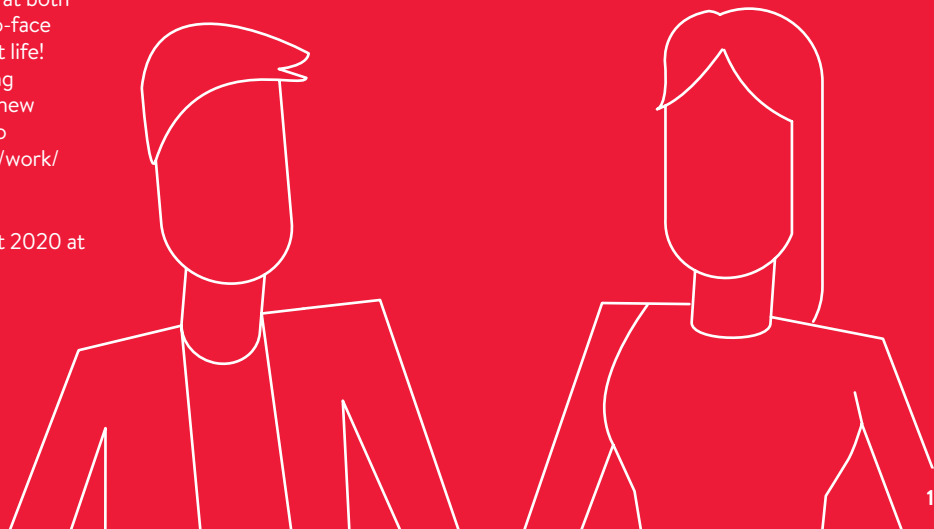
Our packed Pre-Semester Engagement Programme is aimed at both new and returning students. It is filled with virtual and face-to-face events and activities to connect you with campus and student life! The team over at the Student Wellbeing Service will be putting on a number of webinars and events to support you to make new connections, find out all that Belfast has to offer, learn how to establish a good sleeping routine and achieve a healthy study/work/life balance!

Find out more when our programme is launched on 17 August 2020 at My Queen's – <https://qub.ac.uk/my-queens>

1845 Challenge

Queen's is setting a challenge for all of our new students – The 1845 Challenge. Given that the University was founded in 1845, we want you to complete 18 things in 45 days to prepare for your start to student life! These activities will help you to get ready for life on campus, while having fun and finding out more about the University and Belfast. We have suggested starting from 7 August 2020, but you can begin at any time – it's designed to be flexible and work at the pace you need!

Check out <https://qub.ac.uk/my-queens/1845-challenge> to take part and start your journey. Best of luck!



To Get You Up and Running



- **Activate your Queen's Online account** (the portal that has your timetables, results, library information and lots more)
- **Receive student card** during the registration process
- **Register for your courses** (if applicable)
- **Complete your Right to Study Check** (if applicable)

Bank Account

Carrying lots of cash everywhere is not recommended. Freshers' fairs will include bank account registrations, but if you choose to register separately or miss out on any of this process, here are some banks where students open a bank account.

Santander [santander.co.uk](https://www.santander.co.uk)
Barclays [barclays.co.uk](https://www.barclays.co.uk)

You may also need a bank letter confirming your student status, which is available from the Information Desk at the Student Guidance Centre.

Pro tip: You will need your passport information, so don't forget to take your passport along when you are getting yourself registered.



SIM Card

We understand that having access to the internet is a necessity, so here is how you can get your SIM card set up.

There are two ways to get you connected:

1. **Contracts:** These are year-long contracts based on your preferences and you will need a bank account to set up a direct debit.
2. **Pay as you go:** This allows you to buy minutes and internet whenever you want. You have more flexibility in choosing your contract and changing it as you like.

Some supplier names to get you started:

EE	shop.ee.co.uk	O2	o2.co.uk
Giffgaff	giffgaff.com	Three	three.co.uk

Police Registration

If your visa requires you to register with the Police, you can check this here: gov.uk/register-with-the-police/who-needs-to-register

You will need your Biometric Residence Permit (BRP) for this, so make sure you collect your BRP during your Right to Study Check. This will be part of your registration process so don't worry as you will be guided throughout.

SU website qubsu.org

The background of the entire image is a photograph of three students sitting at a table, studying together. They are looking at books and papers. The image has a strong red color overlay. The text is white and positioned on the left side of the image.

After you settle in

“By joining a club or society here at Queen’s, you will have no problem meeting new people, and enjoying your time at University. Enrich your University experience, learn about different cultures and make new friends.”

Moustafa Faheem, Egypt

If You Fall Ill With Covid-Related Symptoms

If you are entitled to NHS healthcare you should register with the **University Health Centre at Queen's** upon your arrival on campus.

If you become sick with Covid-related symptoms, you can get advice from the **111 NHS helpline** or the **University Health Centre at Queen's**:

Daytime

+ 44 (0) 28 90664634 (8am- 6pm)

Advice for registered patients, patients in process of registering and those intending to register

Out-of-Hours service

+44 (0) 28 90796220 (6pm- 8am)

You must be a registered patient or have begun the registration process in order to avail of this service.

Health Care

It's very common for students to forget about health registration but it is an essential part of your time here at Queen's. Whether you are here for one semester or a couple of years, it is important that you register with the University Health Centre at Queen's.

For registration, you will need your passport and proof of address. Health Care is free of charge, so if you have any health issues, you are more than welcome to call in, book an appointment and see a doctor.

Steps to book an appointment:

1. Open universityhealthcentreatqueens.co.uk the official University Health Centre website.
2. Go to appointments and call on 028 9066 4634 (you can call in and book an appointment as well).
3. Explain your reason for calling and the staff will be able to help you the best they can.



Budget Buys

As a student you definitely want to save money and make the most of your time here. There are several shops that sell cheaper products:



Household products, makeup essentials, grooming items.



Poundland sells many household, food and grooming items for £1.



B&M Bargains is great for cheap household products.



Compared to Tesco and Asda, Lidl is cheaper. Perfect if you want to save on your weekly grocery shop!



Gumtree is an online outlet where you can buy second hand items for a lot cheaper than buying brand new items. You do have to be careful about who you are buying from and don't forget to check the item thoroughly before you buy it.



Grocery Stores

If you are missing homemade food or fancy a change in cuisine, Belfast caters for all tastes and budgets. Here is a list of grocery stores close to Queen's campus, where you can find a range of products and also places that will deliver food straight to your accommodation, should you need it. Or why not save yourself money with a fakeaway!

<http://qub.ac.uk/Yourstudentguide/FakeawaysStudentMealsonabudget.html>

<https://www.ubereats.com/gb/location/belfast>

Asia Supermarket

Korean, Chinese,
South Asian

40 Ormeau Embankment,
Belfast BT6 8FZ

St George's Market

Organic, Irish

12-20 East Bridge Street,
Belfast BT1 3NQ
(On the weekends)

Makkah Market

Halal and Arabic

41 Bradbury Place,
Belfast BT7 1RR

Spice World

South Asian, local produce

35 Donegall Pass,
Belfast BT7 1DQ

Istanbul Market

Turkish and Halal

1 Botanic Avenue,
Belfast BT7 1JG

Wellbeing

Disability Services

We understand that students may be experiencing disability in various forms such as mobility, physical or mental health related illnesses. It is essential that everyone feels comfortable and safe as part of the community at Queen's University. If you require any information about disability services available at the Queen's and in Belfast, feel free to contact the University.

The University has a dedicated team and you can contact them here: qub.ac.uk/directorates/sgc/disability

Some organisations that provide disability support in Northern Ireland are:

NI Human Rights Commission	nihrc.org
Equality Commission	equalityni.org
Disability Action	disabilityaction.org
Disability Rights UK	disabilityrightsuk.org
Mencap NI	mencap.org.uk
Eating Disorders Association NI	eatingdisordersni.co.uk

Emergency Medical Care

Covid-19

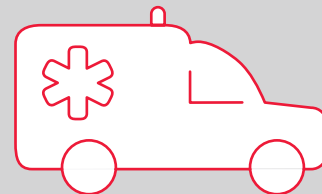
Any students who show symptoms will be supported to self-isolate and have swift access to testing. Positive cases will be referred to the Northern Ireland contact tracing system and supported to recover.

In case of a medical emergency, there are several outlets you can choose from depending on the how severe the emergency is.

- Call the police**
- Call an ambulance**
- There are on call doctors you can call for advice or home visit if needed**

Emergency contacts

Immediate emergency	999
Non-emergency police	101
Royal Victoria Hospital emergency	028 9063 2250
GP Out of Hours Service	028 9079 6220
Elms Village Residential Life Team	028 9097 4718



Covid-19: Our Commitment to You

Your safety is our main priority and we want to make it as easy as possible for you to get to Queen's. Once you have arrived in Belfast, we will take it from there and ensure you are well looked after.



ENHANCED HYGIENE MEASURES

Face coverings and hand sanitiser will be available to all staff and students, with additional hand washing facilities and enhanced cleaning rosters in place across campus. Students will have access to swift testing, where appropriate and will be supported to isolate safely if living in university accommodation.

AUTHENTIC CAMPUS EXPERIENCE

We're adapting our libraries, student spaces, cafes, sports centres and social hubs in line with social distancing guidelines so you can still enjoy all the benefits of campus life.

FLEXIBLE LIVE TEACHING

Student-lecturer interaction is a key part of our learning model. We will offer an authentic university experience through Connected Learning, which means that you will receive a blend of face-to-face teaching and virtual learning.

ACCESS TO SAFE ACCOMMODATION

Supportive quarantine measures, rota systems and capacity restrictions will allow all shared living, study and social spaces within our accommodation to remain open. Quarantine accommodation will be provided free of charge if you are staying in Queen's accommodation for the year.

ACTIVE STUDENT LIFE

Our Students' Union will remain open, along with our 200+ clubs and societies, offering a range of opportunities to make friends and to engage with student life in Belfast in accordance with social distancing guidelines.

GUIDANCE AT EVERY STEP

From help with visa paperwork to ensuring a comfortable quarantine, our dedicated support team will be there to help you navigate your journey to Queen's.

**Given the changing nature of the pandemic, these commitments are subject to the guidelines that may be in place at the time. For example, if restrictions are increased/eased in the future then facilities and services may not be delivered as described.*

Homesickness

We understand that for many students it is a critical time leaving friends and family to come to a new city. Homesickness is a common experience for many new students and it affects everyone differently, as some may not feel it at first while others find themselves missing home more than ever.

The arrival period is a roller-coaster of emotions as you are trying to juggle so many things at once such as settling in, making friends, getting to know the place and attending classes. It is a possibility that between all this, you may feel sad or alienated with no one to talk to.

It is important to remind yourself that homesickness is a common experience for students and you are not alone in this. Every student at some point had to go through this transition and you will eventually feel confident about your new life.



Tips to cope with homesickness:

- a. Find a balance between support from your parents or friends at home and your friends at Queen's. If you spend too much time talking to your parents or friends at home, you may be missing out on socialising here and this might cause you dependency issues.
- b. Make a point to leave your room and make conversation with students in your accommodation or in your class. It may feel safer staying in your room but if you never try and experience the world outside your room, you will find it hard to cope with homesickness. Invite friends for coffee or food and go to events organised by the University to meet people. Remember, everyone is new and trying to make friends.
- c. Create a hobby or a habit that brings consistency to your life. Having something to do every day motivates you to look forward to your day. Create a blog, take pictures, join the gym or any club or society that may catch your interest.
- d. Weekends can get boring with local students going home. Make sure you find something to do on those days: organise a dinner party with friends who are still around, or use these days to explore Belfast and Northern Ireland!

Exploring Belfast and Northern Ireland

It's still possible to go exploring, as long as you take the proper safety measures. Belfast has many hidden gems to explore. The beautiful mountains in the distance and the mix of countryside will capture your imagination. Students frequently plan hiking, camping and trips to nearby places around Northern Ireland.

It's rare for a UK capital city to enjoy the sense of community that Belfast does and we're confident you'll feel welcome here from the moment you arrive. As Belfast re-opens, the heart of the city is beating louder than ever before.



If you need a quick start as to where to go, here's a little list to steer you in the right direction:

RUN, JOG OR WALK

Northern Ireland's spectacular scenery is an outdoor pursuits paradise, and getting outside is as simple as going for a walk, run or cycle at many places close to the University.

PEDAL-POWER

Cycling and mountain biking is popular throughout the country.

'Right beside the main Queen's campus, Botanic Gardens is perfect for a short stroll. Lockdown can be challenging wherever you are, but the leafy green space around Elms Village provides plenty of walks on your doorstep.'

Sneha Parajuli, Nepal

MSc Business Analytics

.....

St. George's Market – If you love organic local produce, head to St. George's Market to grab a bite and immerse yourself in the Northern Irish atmosphere.

<http://qub.ac.uk/Yourstudentguide/4reasonswhyStGeorgesMarketisamust-visitforstudents.html>

Cave Hill – If you're in the mood for some trekking, Cave Hill is the place to go. You can see all of Belfast once you reach the top.

Pro tip: You will find many places offer student discounts, so don't forget to ask. Sometimes even 10% makes a difference.



Weather Essentials

Northern Irish weather is more unpredictable than an exam question on exam day, so here are a few things you should plan on carrying with you:



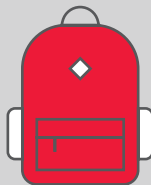
Rain Coat



Umbrella



**Extra pair
of socks**



**Waterproof
backpack**

Part-time Jobs

To make the most of your time and learn skills you can use for life, part-time jobs are a great opportunity. There are jobs advertised online and if you look out for vacancies, you will be sure to find one to fit your routine. Volunteering is also a great way to help the community and be part of something bigger. Some paid and voluntary work can also contribute to a Degree Plus Award. Visit qub.ac.uk/degreeplus for more details on how to enhance your degree qualification.

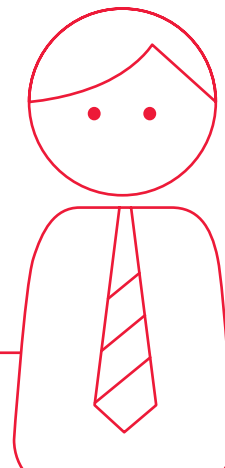
The Students' Union offers great opportunities for you to get involved and you will find 'On-Campus' job postings on your 'my future', an online service for Queen's University students for job hunting.

Job Hunting Websites:

qub-csm.symplicity.com

<https://www.indeed.co.uk>

nijobfinder.co.uk



The Slang Guide

You may find yourself hearing frequently used words, without knowing what they mean! So, here is a list to help you make sense of it all!

What's the craic?

What's happening? What's up?

Hoover

Vacuum Cleaner

Wee

Little

Grand

Great

Dead on

Okay

Quid

1 pound

Fiver

5 pounds

Tenner

10 pounds

Banter

Playful chat

Crisps

Potato chips

Chips

Fries
(I know right?!)

Wee-buns

Easy

Dander

Walk

Eejit

Silly person

Student Card Perks

Once you've got your student card, you can use it around campus for things like:

- Access to the library. You can use it for printing in the library
- Access to Queen's Physical Education Centre (PEC)
- You can use it to purchase from on-campus shops and cafés



How to top up your student card?

You can top up your student card online via Queen's Online or you can pop into the library, find one of the copy rooms and use the top up machines there.



**QUEEN'S
UNIVERSITY
BELFAST**

For further information:

Queen's University Belfast

University Road
Belfast, BT7 1NN
Northern Ireland

T: +44 (0) 28 9024 5133
(during business hours)

T: +44 (0) 28 9097 5099
(outside business hours)

qub.ac.uk

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**SHAPING
A BETTER
WORLD
SINCE 1845**

WECHAT



SINA WEIBO

