

University of  
Hertfordshire **UH**



## *A Student Guide to Living Off Campus*



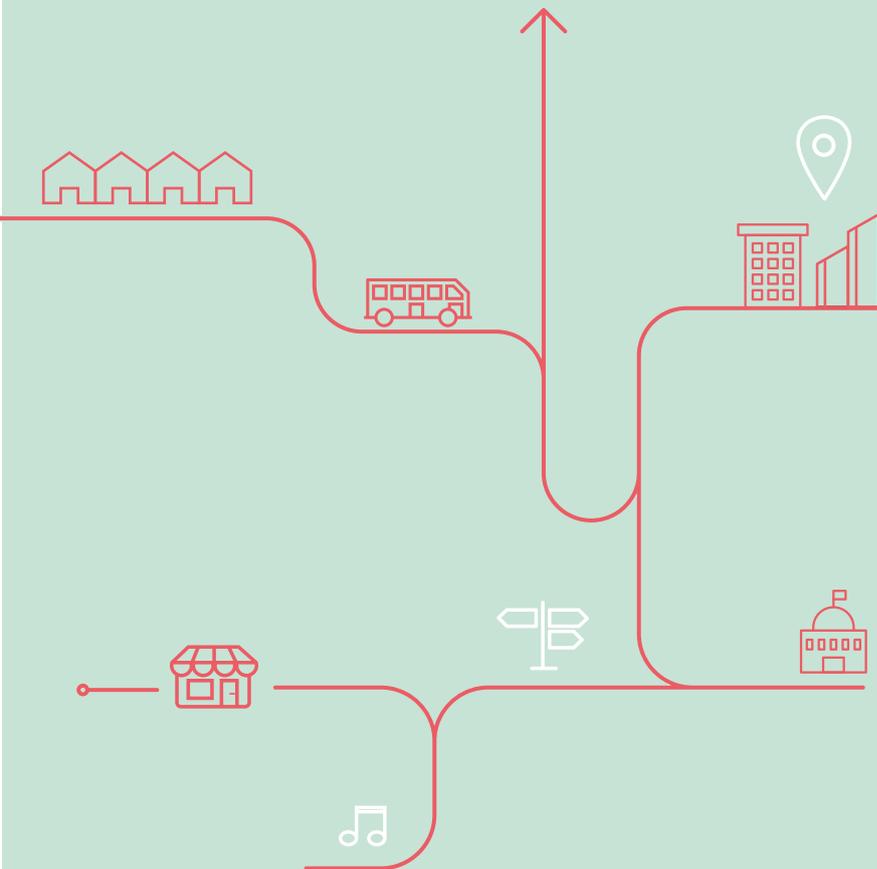
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# How to be a Good Neighbour

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**In order to enjoy living in the area in which you reside it's important to respect those around you. Those who experience trouble from unpleasant neighbours can suffer from stress and anxiety which can lead to an overall poor quality of life.**

As students living in private accommodation you are part of the local community and should therefore consider the diverse range of cultures of those around you. Noise generated from DIY fanatics and children in the garden at weekends is acceptable; loud music at 3 in the morning is not! The main factors contributing to a breakdown of neighbour relationships can range from noise, rubbish and general tidiness of property. We want you to enjoy university life to the fullest without the negative experiences of neighbourly disputes

which can interfere with your everyday life and in some extreme cases, when the University's name is brought into disrepute, can lead to financial penalties and potential dismissal from your course. We believe that introducing yourself to your neighbours is not only polite but will also provide a positive step towards amicable relationships and therefore allow you to enjoy life as a student. Here are a few extra tips which might help:

- Be considerate of your neighbours' lifestyle patterns – remember they may be working full-time and need their sleep!
- Noise travels – walls between properties can often be very thin. Try not to slam doors and keep music volumes down to a reasonable level.
- If you've been out for the evening, please return to your house quietly. Don't forget that noise travels long distances, particularly late at night.

- Please try to park considerately. The Hertfordshire Constabulary has the power to act on unattended vehicles, or vehicles causing a hazardous obstruction. To report dangerous or obstructed parking, please contact the Police via their non-emergency phone number: 101. Please provide your contact details, a description of the vehicle (including registration plate number), and the location.
- Make sure you recycle as much as possible and use the correct bins. Excess rubbish will not be taken, it will look unsightly and upset your neighbours.
- Let your neighbours know if you're planning to have a party. Choose a suitable night, either a Friday or Saturday which will hopefully mean that your neighbours haven't got to get up for work in the morning. Stick to an agreed finishing time and make sure your guests leave quietly.
- If you do have complaints from a neighbour – try to respond in a courteous way and take responsibility for your actions. Think how your parents or guardians would feel if they were living next door to you!
- Don't forget that it's not an excuse to say you were drunk and therefore not aware of how loud you were being! Also, being a student isn't an excuse for bad behaviour!
- More than anything, take pride in where you live – it's your home too!!

## Community Partnership Office

### Deputy Dean of Students (Community Affairs)

Geraldine Ward -  
+44 (0)1707 284450

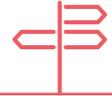
### Community Liaison & Support Officer

Emma Lewis -  
+44 (0)1707 285165

Email: [community@herts.ac.uk](mailto:community@herts.ac.uk)

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# A-Z of General Information

## Alcohol



### Sensible Drinking

It is important to highlight the health and safety issues involving alcohol. From a safety aspect, you render yourself a potential target for crime. Avoid someone 'spiking' your drink with alcohol or drugs. It's on the increase. At best it's done 'for a laugh'. At worst you could end up robbed or a victim of sexual assault. It only takes 15 minutes for the effects of 'rape drugs' to kick in - they wipe out eight hours of memory. Almost 70% of victims know their spiker/rapist.

Protect yourself by following these simple rules:

- Don't accept drinks from strangers.
- Don't take drinks from large containers like punch bowls.
- Don't share drinks or swap drinks.

- Leave your drink with someone you know and trust when you visit the loo or have a dance.
- If you suddenly feel odd or unusually drunk, ask a trusted friend to take you home.
- If a friend starts to behave in an unusual way they may have been drugged – seek help and get them home safely.
- Look out for each other. If someone is driving, ask them to watch the drinks. Drinking too much can also potentially harm your health. Government guidelines (January 2016) state that you are safest not to drink regularly more than 14 units per week, for both men and women. It's best to spread the 14 units out across the week.

**14 units is equivalent to:**  
**6 pints of 4% beer**  
**6 175ml glasses of 13% wine**  
**14 25ml glasses of 40% spirits**

## Advice and Support Centre



The Students' Union Advice and Support Centre offers free and confidential advice and support on a range of issues; including personal, academic, social and health matters.

They have an open door policy from Monday to Friday. Call them on **01707 285022**, email **advice@hertfordshire.su**, or call in for a chat. ASC is situated within the Students' Union on the Ground Floor of the Hutton Hub, College Lane Campus. The Advice and Support Centre has a selection of Personal Alarms and Pregnancy Testing Kits available at reduced prices and condoms that you can pick up for free.

### Useful Contacts

**Vice President Education & Welfare,  
 Academic Queries  
 01707 285003  
 uhsu.support@herts.ac.uk**

A Legal Advisor is available during term-time, by appointment only.  
**www.uhsu.herts.ac.uk/support**

## Car Parking



Students living in the Hatfield area are not permitted to purchase a car parking permit to park on campus. Do not cause obstructions when parking your car and always consider those living around you. Please visit <https://ask.herts.ac.uk/parking-for-students> for more information.

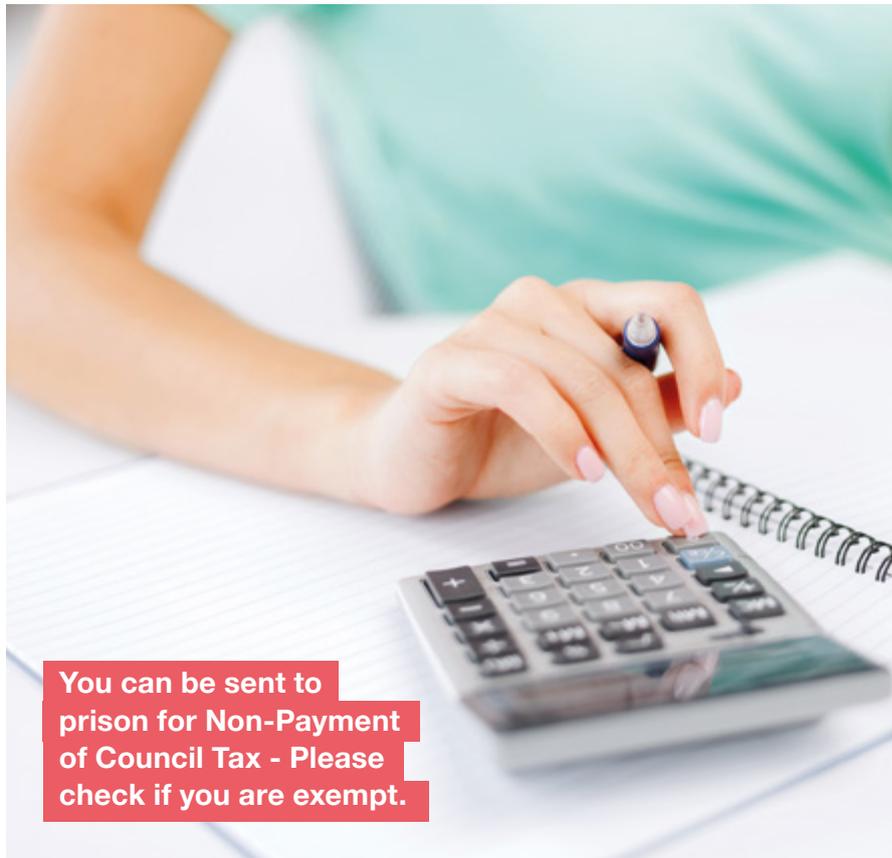
## Council Tax



There will be no council tax charge where a house is only occupied by full-time students.

There are specific rules governing who is classed as a full-time student. Find out if you are eligible for exemption and how to apply at: <https://ask.herts.ac.uk/council-tax-exemption>.

Complete your online request for council tax exemption as soon as possible.



**You can be sent to prison for Non-Payment of Council Tax - Please check if you are exempt.**

## Counselling



If you are finding university life difficult to cope with you're not alone. Many students consult counsellors at some time during their academic career. The University provides a professional and confidential service which is available between Monday and Friday (contact the service for opening times).

To make an appointment call **01707 284453** or email: **studentwellbeing@herts.ac.uk**. You can also visit their website for more information.

**[www.herts.ac.uk/services/counselling](http://www.herts.ac.uk/services/counselling)**

Whatever your reason for seeking help, counsellors will listen attentively and objectively and offer you the chance to think about your difficulties from different perspectives. Your meetings will be private and uninterrupted. The counselling service is committed to ensuring that the confidentiality of your sessions is protected and is bound by the British Association of Counselling and Psychotherapy Ethical Framework for Good Practice in Counselling and Psychotherapy.



## Crime Prevention



### Personal Belongings

- Make sure all your personal property, especially phones, laptops and portable media equipment, is marked with a UV pen. Please contact the University's Policing Team to request a UV pen.
- Never leave belongings, including your car keys, unattended or on show when you leave your home or car, even if it's only for a moment.
- Ensure all credit and debit cards are kept safe. In the event of them being lost or stolen, cancel them and report it immediately.

### Home Security

- On leaving your home always ensure all doors and windows are securely locked.
- At night it is advisable to leave a light on or invest in a timer to allow lights to come on automatically.
- Never leave spare keys hidden in out-buildings or gardens.



### Car Security

- If you have a garage, use it.
- Remove all valuables from your vehicle. Don't leave anything on display.
- Always remove the fascia of the CD/radio and take it with you, don't hide it in the glove compartment.
- Always remove your SatNav and the holder. Clean all traces of the pad from the window. Take the SatNav with you.

**Always lock  
your windows  
and doors when  
you go out.**

## Emergencies



In the event of any emergency:

- Keep Calm
- Alert those in immediate danger
- Move to a safe place
- Inform the emergency services (see useful contacts)

### Medical Emergencies

If a person is seriously ill or injured call 999. You will need your name, location and details of the accident/emergency.

### Mental Health Emergencies

If you are worried about a person's well-being and state of mind please call the Medical Centre on **01707 284444**, 9am-5pm, during term time, 9am-12.30pm (vacation). If it is outside normal office hours please call **01707 284444** and the number for the on-call emergency GP will be given. Alternatively, call the University's Mental Well Being Advisor on 01707 286399

### Gas Leak

If you smell gas, call free on **0800 111 999**. Do not create a flame or operate electrical switches. Do not put out flames, open doors and windows, keep people away from the area and turn the gas off at the control valve.

### Victim of a Criminal Attack or Assault

It is important that you report what has happened immediately. Call **999**.

### Power Cut

If you experience a power cut, you will need to contact your local Electricity Distribution company, for Hertfordshire this is UK Power Networks. Emergency Number: **0800 783 8838**

## Financial Advice



The University recognises that financial and associated problems can and do affect students' ability to perform well and achieve the results of which they are capable and aspire to. The confidential services of the Student Financial Advisers are available to students who may require assistance, practical help and/or advice with a financial problem or difficulty. Contact: Student Centre, Ground Floor, Hutton Hub, College Lane, Hatfield AL10 9AB

**01707 284800**  
**Ask@herts.ac.uk**



## Fire Safety



### Prevention

- Many fires reported to the Fire Services are caused by cooking appliances, so ensure chip/frying pans, woks and grills are never left unattended. Remember only use a fire blanket on a chip pan fire, never an extinguisher.
- If you smoke, never smoke in bed or when tired. Always make sure cigarettes and lighting implements are stubbed out fully.
- Never leave electrical appliances switched on and unattended. Never overload plug sockets.



### Detection

- Always ensure there is a fully working smoke detector in all accommodation. If there isn't, contact your landlord; smoke alarms give you a far greater chance of surviving a fire. Remember to test it regularly.

### Escape Plan

- Always ensure you have an escape plan. You have an average of four minutes before the smoke, gases and heat can seriously damage your health, if not kill you, so make sure you know the quickest and safest way to escape.

### In the event of a fire

- Only tackle a fire if it is small enough - ensure you have the right equipment. Never put yourself at risk.
- If you detect a fire get everyone out of the building and call the fire brigade on 999.

**Landlords are required by law to ensure all gas appliances are in safe working order.**

## Gas Appliances



Landlords are required by law to ensure all gas appliances are in safe working order. Make sure that an annual safety check is carried out on all gas appliances including your heating system by a reputable company who is GAS SAFE registered. Always keep a record of each check for at least two years. If your landlord does not comply with this requirement contact your property management company or the Council's Housing Department - **01707 357672**.



## Harassment and Bullying



The University has a policy to prevent and deal with harassment and bullying. Details can be found via StudyNet on our support pages. If you would prefer to discuss an issue with someone then please contact anyone from the following who will be able to help:

### On Campus

#### Equality Office

01707 289362 or ext. 5162  
equality@herts.ac.uk

#### Advice and Support Centre (ASC)

(in the Students' Union)  
01707 285022 or ext. 5022  
asc@herts.ac.uk

### Off Campus

#### Community Liaison & Support Officer

01707 285165 or ext. 5165  
community@herts.ac.uk

#### University Police Officer

PC Jenny Edwards  
Tel: 101  
Jennifer.edwards@herts.pnn.police.uk



If you wish to report an incident anytime day or night, please telephone **101**. In an Emergency telephone the Police on **999**.

#### Medical Centre opening hours

Mon-Fri (term time) 9am - 5pm  
Mon-Fri (vacation time) 9am - 12.30pm

#### If you require a doctor please make an appointment

Tel: **01707 284444** - off campus  
Ext. **4444** - on campus

## Health Services



### Registering with a GP

If you are moving into the Hatfield area, either on campus or in the community, you need to register with a GP. You may do this at the Medical Centre or with another local GP. The Medical Centre is situated in the heart of College Lane campus. It provides a full range of medical and nursing services for its patients.

You may also see a nurse between 9am - 12 noon without an appointment. If you are ill during the day contact the Medical Centre. If you are ill at night or at the weekends and you require a doctor, one is available outside of office hours for emergencies only and may be contacted on the above number.

## Insurance of your Possessions



If you are living in private accommodation it is advisable to take out insurance cover for all of your possessions. Discuss this with your parents or guardian or shop around for the best quote.

### Useful contacts

[www.cover4students.com](http://www.cover4students.com)  
[www.endsleigh.co.uk](http://www.endsleigh.co.uk)



## Mental Wellbeing Advisor



The Mental Wellbeing Advisor in the Counselling Centre can provide help and advice to students who are experiencing mental health difficulties. They can:

- offer direct support for you and/or refer you to other services within the university or externally.
- support you in dealing with your individual circumstances and managing a specific mental health condition.
- help you to meet the needs and expectations of life at university whilst at the same time living with a mental health difficulty.

The Advisor can also help people in the University to understand issues around mental health and promotes positive attitudes.

If you would like to discuss an issue related to mental health you can our advisor on Tel: **01707 286399** or contact **StudentWellbeing@herts.ac.uk**



## Parties



Noise carries much further late at night especially in the summer. Complaints are at their highest at Start of Term and when the weather gets warmer.

If you are thinking of having a party then please be aware of the following advice and warnings:

- Discuss with your neighbours and negotiate a time to finish - maybe invite them?
- Don't think that posting a note through your neighbours doors makes it OK for a party.
- Do not have a party mid-week when most people have to get up for work/school in the morning.
- Keep doors and windows closed as much as possible.
- Do not advertise on Facebook and limit the number invited.
- You are ultimately responsible for the behaviour of those you invite.

- If the University receive a number of complaints or a report from the Police or Environmental Health you may be disciplined for bringing the University into disrepute which may seriously affect you academic career; see Sanctions and Penalties at the end of this book.
- Clear up any mess left by your guests outside the property.
- Ensure your guests leave quietly.
- Control noise levels as much as you can. Position speakers carefully. Keep windows closed if possible.

**Do not advertise  
on Facebook,  
and limit the  
number invited.**



## Personal Safety



For many of you Hatfield will be a new environment and it is best to follow a few guidelines for your personal safety. For your own protection consider the following...

- Walk in a confident manner.
- Use well lit and busy roads and vary your walk if you go to that area regularly.
- Avoid walking alone at night; it's better to book a taxi.
- Keep bags closed and your wallet or purse out of sight.
- When using cash machines, use during daylight hours and with a friend if possible.
- Don't be flash - Keep valuables and cash out of sight, including laptops, mobile phones, iPods and other music devices.
- Have your house keys ready before you arrive at your door.



**Remember -  
never use an  
unlicensed cab.**

- Try to carry an attack alarm at all times
- When coming back from a pub or club please remember that most assaults and muggings happen between 10pm and 6am. If you are alone, you potentially become a target for crime. Book a taxi or walk home in a group.
- Most assaults at this time are alcohol related so avoid confrontation and walk away - ignore provocation.
- If you think you're being followed, cross the road. If they follow and you are worried enter the nearest pub or shop and call a friend to meet you or call the police. Remember your personal attack alarm.
- If using a taxi there are two types: Hackney Carriages: more commonly known as 'Black Cabs' can be stopped in the street. Minicabs: usually saloon type vehicles with a small yellow licence plate on the rear of the car, these must be pre-booked.
- Last but not least - Be alert! Trust your instincts and use your common sense!!

## Police Cautions



It is important to remember that accepting a police caution is an admittance of guilt. All police cautions and warnings, regardless of length of time since the incident, will appear on a standard and enhanced DBS check (formerly called CRB checks).

As the University has a protocol with the Police, we will be informed of any student found guilty of a criminal offence. Students falling foul of the law will be deemed to have brought the University into disrepute and be disciplined as a result.

It is very important to be fully aware of the facts and implications when accepting cautions.

The police or Crown Prosecution Service can give you a caution (warning) or a penalty notice if you commit a minor crime.

The police are asked to report cautions in cases where a person's suitability to continue in a profession or occupation comes into question, particularly where the offences involve violence, dishonesty,

drink or drugs. Some examples of affected professions include: civil servants, dentists, lawyers, magistrates, medical practitioners, pharmaceutical chemists, probation officers, social workers, teachers (including student teachers) and ancillary staff, and youth workers. Voluntary work will also be affected where a person is working with children and other vulnerable individuals.

### Cautions

Cautions are given for minor crimes. You have to admit an offence and agree to be cautioned. A caution is not a criminal conviction, but it could be used as evidence of bad character if you go to court for another crime.

### Conditional cautions

If you get a conditional caution, you'll have to stick to certain rules and restrictions as part of your caution, eg

- going for treatment for drug abuse
- fixing damage to a property

If you don't stick to the conditions, you could be charged with a crime.

### Penalty notices for disorder

Penalty notices for disorder are given for offences like:

- shoplifting
- possessing cannabis
- being drunk and disorderly in public

You'll be asked to sign the penalty notice ticket. If you pay the penalty then you won't get a criminal conviction. You can ask for a trial if you disagree with the penalty notice. If you don't ask for a trial but don't pay the fine, you'll get a bigger fine.

If you require full details and would like to discuss any concerns then please contact our University Police Officer on **101**.



## Post and Parcels



Important points to be aware of:

- Please ensure you open all post addressed to the Occupier as this is you! It may contain important information about your accommodation.
- Do not allow anyone to use your address to receive parcels.
- Do not sign for any parcels not addressed to the current tenants of the property.
- The 2 immediate points above may be linked to fraud which is a serious criminal offence.

**Please ensure you open all post with a UH postmark as this will contain important information from the University.**

## Private Letting - Top Tips



- Find a PAL accredited landlord – visit [www.PAL-online.org.uk](http://www.PAL-online.org.uk) to find out more.
- Calculate your rent over the whole contract period in order to find the best deal.
- Find out how much notice you are required to give before moving out.
- Always ask for a receipt, especially when paying cash.
- Always read the contract especially the small print before signing and insist on a copy once it has been agreed. Verbal contracts are still legally binding.
- Make sure you have a copy of an up to-date gas safety certificate. All appliances should be checked by a company which is GAS SAFE registered, yearly.
- Make sure that the property has an electrical safety certificate.
- Visit the Hatfield area before the academic year begins in order to secure the right accommodation for you.
- Bring sufficient money to cover rent and expenses for the first few weeks, as loan payments are sometimes delayed.
- If the property has 5 or more occupants and is 3 storeys high, it should be licensed by the council. Check with the local Housing Department to ensure that the property is registered with them.



## Recycling and Rubbish



### Correct Presentation of Wheelie Bins

- On the boundary of your property
- Ready for collection from 5am on the day
- Lids should be closed
- No excess waste
- Overflowing bins will not be emptied
- Do not present any earlier than 5pm the night before
- Return them to your property, preferably in your back garden

### Contaminated Wheelie Bins

If you put incorrect items in your bin it will not be emptied and you will be notified via a leaflet on the contaminated bin. You will then need to either remove the incorrect items or arrange with the Council for the bin to be collected, at a fee.

### Household Waste Recycling Centre

Excess waste and bulky items can be taken to the local tip for free.

### Further Wheelie Bin Information and booking of council services

Call **01707 357000** or **[www.welhat.gov.uk](http://www.welhat.gov.uk)**



### WEEK ONE

#### Recycling bin - Black bin with blue lid

(Recycling should be loose, do not bag)

- Glass and cans
- Disposable plastic packaging
- Inner box – Paper

#### Do not put the following in your recycling bin

- Crisp packets
- Polystyrene
- Juice cartons

#### Compost bin - Brown bin

- Food waste
- Cardboard including shredded paper
- Organic garden waste

#### Do not put the following in your compost bin

- Plastics
- Waterproofed cardboard

### WEEK TWO

#### Rubbish bin - Black bin

- For all rubbish which cannot be recycled and will go to landfill. This rubbish is best bagged before placing in bin.

## Student Support Services



### Counselling

01707 284453

StudentWelbeing@herts.ac.uk

### Disability

01707 284454

disabilityservices@herts.ac.uk

### The Equality Office

01707 289362

equality@herts.ac.uk

### Chaplaincy

01707 284456

chaplain@herts.ac.uk

### International Student Support

01707 281299

iss@herts.ac.uk

### Childcare

01707 284448

nursery@herts.ac.uk

### Mental Wellbeing Advisor

01707 286399

m.edgar@herts.ac.uk

## Television licence



### The Law

If you are going to share a house and there is a joint tenancy agreement for the whole house, you may only need one licence. However, you may need your own licence if you have your own TV and your accommodation is self-contained - i.e. you have exclusive access to washing facilities or you have your own entrance to the property. If you're not sure whether or not you need one, please contact TV Licensing **0300 790 6042**.

If you are going away for summer and you're not going to need your licence again before it expires, you can claim a refund for any completely unused quarter (three consecutive calendar months e.g. July, August, September). You'll probably need to buy your TV Licence at the beginning of your first term in order to receive a refund, so the earlier you get it, the better chance you have of claiming some money back. Contact the TV licensing agency on the website for more information.

### Breaking the law

If you break the law you will face the consequences which could include the following:

- Your house may be visited by an Enforcement Officer.
- You may be cautioned and have a statement taken as evidence.
- If the decision is made to prosecute, you will receive a summons to court.
- You risk a fine of up to £1,000 plus legal costs... plus £145.50 for the TV Licence you should have bought before you used your TV at university.



### How to pay

The current cost of a licence for a colour TV is £145.50 annually (July 2016). From 1st September 2016 you will need a TV licence to watch or download BBC programmes on demand, including catch up TV on BBC iPlayer.

This can be paid in one lump sum or can be broken down into smaller instalments which can be paid by a debit or credit card (Switch/Maestro, Delta, Visa or MasterCard are acceptable) or you can set up a direct debit with your bank. Alternatively you can pay the full amount by cheque, payable to 'TV Licensing' (Be sure to write your name and address on the back of the cheque) and post it to:

Customer Services  
TV Licensing  
Darlington DL98 1TL

You can pay for your TV Licence by phone by calling **0300 760 6042**.

**You can also now pay for your licence online by visiting [www.tvlicensing.co.uk/students](http://www.tvlicensing.co.uk/students)**



## Travel



### Bus

The UNO bus company runs services from a number of locations in Hertfordshire and North London providing easy access to the University. For information on annual passes and timetables visit **[www.unobus.info](http://www.unobus.info)**.

### Train

The University is an 8 minute bus journey from the train station in Hatfield. There are regular services to central London, Cambridge, and Peterborough. In addition there are local services to Welwyn Garden City, Stevenage and many other destinations. For more information and timetables visit **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**

The University has negotiated with Transport for London for students to receive a 30% discount on all London Public Transport. For more information visit **[www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard)**.

## Utility Bills



It is important to remember to include all names on bills when living in a shared house.

If your name is the only one on the bill you may be wholly liable for the debt. Ensure all names are on each bill and divide equally with the exception of telephone bills where you should request it to be itemised. In this case each person is responsible for individual calls and then divide the rental charges between you. Remember you can also request to pay a bill monthly which not only makes them easier to budget for but in many cases can be cheaper.

When you first move in notify the relevant companies and provide them with a meter reading.

Make a note of this in order to check it against your first bill.

## Volunteering



The University of Hertfordshire Students' Union Volunteer Centre exists to provide opportunities for students to contribute to the community through a variety of projects and activities. By doing this it helps students' personal development and improves relations between the University and the local community. **Get Involved!**

Anybody and everybody can be a volunteer since everyone has something to offer. It could really help your future career by gaining new skills that you would not necessarily get elsewhere. It can also help your university life by giving you the chance to meet new people and have some fun.

### Aims of the Volunteer Centre:

- To set up and run a variety of volunteering opportunities.
- To get resources, support and funding to run the volunteering opportunities.
- To recruit sufficient numbers of volunteers each year.
- Provide appropriate training and support for volunteers.

- Promote volunteering and keep students informed on volunteering opportunities.
- Build partnerships with the local community.
- Recognise volunteering with a new accreditation scheme.
- To empower student volunteers to initiate and manage their own projects.

### Benefits of volunteering with the Volunteer Centre:

- Have fun and meet new people.
- Get free training.
- Develop new transferable skills.
- Build on your CV.
- Enhance your employability.

To get involved contact the Students' Union Volunteering Centre on **01707 286149**, or log onto the website: **[www.uhsu.co.uk/volunteering](http://www.uhsu.co.uk/volunteering)** or email: **[volunteers@herts.ac.uk](mailto:volunteers@herts.ac.uk)**

# Student Code of Conduct

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The University has a clear Code of Conduct (UPR SA01) which sets out the expected standards and a Schedule of Sanctions (see UPR SA13, Appendix I) that can be applied for breaking the Code. Penalties range for the minor (e.g. an informal warning) to the most severe (e.g. permanent exclusion from the University).

The University has a fair admissions policy and aims to be responsive to all applicants and to provide pre-entry information that is appropriate. All students are able to use the high quality learning, teaching and support services and facilities that we provide and are encouraged to participate actively in the work of the University through committee membership. There are well-established processes through which students may raise queries and complaints. Full information is given in the Statement of Responsibilities and Commitments (Appendix I, UPR SA01, refers).

This Code of Conduct is intended to clarify the standard of behaviour that the University expects from students when they are at University and when they go out into the wider community. For more information, please visit: <https://ask.herts.ac.uk/student-discipline>.

### As a student we expect you to:

- commit to all elements of your programme of study, recognising that a full-time course requires the equivalent of a minimum 40 hours per week study time;
- be punctual in your attendance and meet deadlines
  - persistent, unexplained, late arrival at, or early departure from, lectures seminars and practicals is not acceptable;
- be attentive in class
  - electronic devices other than those necessary for the session must be switched off for the entire period of the lecture, seminar or practical
  - in particular, using your mobile telephone or texting is not acceptable;
  - any other form of behaviour which could reasonably be regarded as disruptive or offensive is not acceptable;
- ensure that you do not behave in a disruptive manner either on or off campus
  - the University considers disruptive, inconsiderate or offensive behaviour to be a breach of discipline;
- be responsible for the good behaviour of any guests that you invite to the University
  - children are not permitted to attend timetabled learning and teaching activities, including lectures, seminars and other teaching activities; unless you have obtained permission beforehand, you are not allowed to bring visitors to timetabled learning and teaching activities, including lectures, seminars and other teaching activities;
- be respectful and polite to fellow students, staff and others visiting or working on campus;
- recognise the cultural diversity of the University and take no action that might undermine the principles of cultural tolerance within our community;
- uphold the good name of the University in your off-campus activities, exercising respect and tolerance in the wider community;
- carry your University Identity Card at all times when you are on campus (individuals without cards will be asked to leave campus);
- comply with all University Regulations, including this Code of Conduct (the University may take disciplinary action should you fail to do so);
- comply with the law at all times and report to the relevant authorities any incidents that you may witness.

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In return you become a welcome member of our community, entitled to all of the rights and privileges associated with that membership which are summarised in the Statement of Responsibilities and Commitments.

# Useful Contacts

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## Off campus

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### Crimestoppers

(can be called anonymously)  
0800 555 111

### Domestic Violence Helpline

0908 2000247

### Drinkline, Advice on sensible drinking and alcohol misuse

0800 917 8282

### Non-emergency Police contact

101

### University Police Officer

101

### Immobilise Phone Crime, to register your mobile phone and what to do if it is stolen

08701 123 123  
www.immobilise.com

### National Drugs Helpline, 24/7 free

confidential service offering advice and information to individuals concerned about drugs  
0800 77 66 00

### NHS 111 Service, urgent medical help

or advice (not life-threatening). Free to call from a landline or mobile. 24hrs, 365 days a year.

### Power Cut, if you experience a

power cut, call free on  
08000 72 72 82

### Samaritans, 24/7 confidential advice to

individuals in emotional distress  
08457 90 90 90

### Transco, Gas Leak

If you smell gas, call free on  
0800 111 999

### Victim Support, confidential support

and information to help people cope with the effects of crime  
0845 30 30 900

### Numbers to keep in case of emergency

(fill in yourself)

Local Taxi

Mobile Network Operator

(or call 08701 123123)

Emergency Bank Number

(credit/bank cards)

Insurance claim, emergency number



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