



POST G R A D U A T E S

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**PRE-ARRIVAL**

HANDBOOK

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Van Mildert College,

Mill Hill Lane,

Durham,

DH1 3LH

# Pre-arrival Check List

Once you have read this booklet, please ensure you go through the check list below and complete all the necessary actions.

|  |  |  |
| --- | --- | --- |
| **Task** | **What Is This?** | **Tick** |
| Read the Postgraduate Pre-Arrival Handbook | Your ‘go to’ place for everything you need to know prior to arriving in Durham. Sent to you via email. |  |
| Complete the Student Information Form | This provides the College with important information about you ahead of your arrival in Durham. Click [here](https://forms.office.com/pages/responsepage.aspx?id=i9hQcmhLKUW-RNWaLYpvlCqBEsZpT2dHrDDQ_witNEtUMFZJVzBaS05BT1hJVDNUWE1JVUJDODIzUS4u&wdLOR=c24C73765-558C-45BD-B9FC-4C43BC93B899)to complete the form. Login details provided later in this booklet. |  |
| Complete Consent Matters | Compulsory online course. Further information is available in the ‘Consent Matters’ section of this booklet. |  |
| Complete Online Enrolment | Confirmation of your status as a student of the University. Further information is available [here.](https://www.dur.ac.uk/student.registry/registration/) |  |
| Complete Medical Registration | Further information about medical registration is included in this handbook. |  |
| Consider Optional Charges | If you wish to pay for any of the optional charges as detailed later in this handbook, please click [here](https://pay.durham.ac.uk/optional-college-payments?college=Van%20Mildert%20College%20&page=1&filter=booking_start_date&order=desc) |  |
| Read the College Handbook | A wide range of information about Van Mildert College is contained in the College Handbook which will be sent to you before arrival via email. |  |
| Follow the College social media pages | Join us on Instagram, Facebook or Twitter for regular pre-arrival and term time updates and reminders.  Instagram/Facebook -  @vanmildertcollege, Twitter - @vanmildert1965. |  |

## Welcome from the Vice Principal



Welcome to Van Mildert College! Congratulations on your remarkable and well-deserved achievement. You are joining one of the world’s best universities and a very active, caring and open college community.

Durham University consists of 17 diverse and distinctive colleges. Van Mildert is, however, exceptionally distinctive. Our College occupies a unique lakeside setting on the hill, with a range of great facilities and friendly support staff. High academic achievement is matched, for example, on the sports field, in the concert hall, on the stage and by our outreach and volunteering projects with our partners in and around the city. Our senior management team is open and committed to supporting the student body through the Presidents and executive committees of Junior and Middle Common Rooms, helping drive and deliver their agendas for the benefit of all the members of the College.

With over 1700 members and more than 500 residents, Van Mildert is one of the largest colleges in Durham. Here you will find a friendly, comfortable and secure environment where you can develop your own interests, talents and personality and establish enduring friendships with your peers. We offer an excellent library, computer room, music suite (with rehearsal rooms and a recording studio), a well-equipped gym, snooker room, spacious common room and bar, as well as the largest dining hall in the entire University.

The success or otherwise of our inclusive College community depends on you all: an ambitious student cohort with fresh aspirations and innovative ideas. I encourage you all to participate in the College community - there is something for everyone with over 120 clubs, committees and societies - and engage in some of the many activities that define the unique Van Mildert community. When you leave you will join a distinguished alumni population that has made its mark on society in Britain and elsewhere. My very best wishes to you all.

***Louise Gildersleeve, Vice Principal, Van Mildert College***

**Responsibility**

**W**

**ellbeing**

**P**

**articipation**

**T**

**rust**

**F**

**riendship**

**Support**



**#MildertMeans**

Knowing yourself

**University**

**Engagement**

**People**

**Raising the bar**

**Consent**

**Contribution**

**Support**

**Community Safety Respect**

**Diversity**

**Not for ourselves**

## You

**Learning**

**Equality**

**Imagination**

**KEYS, WALLET, PHONE – PLAN YOUR WAY HOME**

**Questions? Email vm.president@durham.ac.uk or vm.student-support@durham.ac.uk**

* **Respecting yourself and others -**
* **Consensual and safe sex -**
* **Building a community -**
* **Engagement and participation -**
* **A commitment to learning -**
* **Not pressurising others -**
* **Embracing diversity -**
* **Taking responsibility for your actions and safety -**

#### Welcome from the MCR President

Driven by Durham University’s traditional collegiate system, Van Mildert College, commonly known as Mildert, organises students into three main common rooms: The Junior Common Room (JCR) for undergraduate students, the Middle Common Room (MCR) for postgraduate students, and the Senior Common Room (SCR) for staff, mentors, fellow and alumni.

The MCR aims to support a vibrant postgraduate community by furthering the interests and advancing the learning of the postgraduate students of the College. The MCR has four main aims:

* To maintain a vibrant, cohesive postgraduate community
* To advance the academic skills of postgraduates
* To respect and protect the environment
* To act for the benefit of society at large.

These aims direct the MCR’s programme throughout the year. You can look forward to a full programme of events run by the MCR, including social and environmental events, day trips, volunteering, research talks and dialogues, and more!

We meet in the Bankside Room, located in Deerness Block. The Bankside Room offers an ideal space for MCR members to socialise. We are immensely proud and lucky to call Mildert our home and we hope that through eating meals in the Ann Dobson Hall, studying in the Bradshaw Library and socialising in the College bar and grounds you will come to feel at home at Mildert.

Social events in Mildert go a long way towards maintaining the sense of community Mildert is famous for. Most popular are our “Formal Dinners” which are meals held throughout term where you can interact with academics, college staff and other students. Also to look forward to are quizzes, international music nights and parties to celebrate events such as Halloween, Holi, Christmas, Chinese New Year and many more.

Being family away from family is what makes the MCR unique. The MCR is supported by an elected Executive Committee (Exec) composted of nine postgraduates including: President, Vice President, Treasurer, Social Secretary, Secretary, Welfare Representative, and Web Master. The Exec exists to serve the MCR community, organise events for its members, represent you to the College and University, and oversee the day-to-day running of the MCR. Elections are held in the first term, and you are encouraged to stand for election if you so wish.

If you have any questions about life at Mildert and in Durham, please feel free to reach out to any member of the MCR Exec. Please join our social media pages to keep up to date with all our news and events. We look forward to meeting you soon!

***Van Mildert MCR President***

**When can you expect to hear from us again?**

We hope that this Pre-arrival Handbook provides you with a range of useful information ahead of your arrival in Durham. Please read it in full. However, over the coming weeks we will continue to communicate with you regularly. Future communications will come via email so don’t forget to check your inbox regularly. The University’s central teams will also be in touch with you to provide detailed information about a number of important issues such as online registration, immigration matters etc.

We, in College, will email you again soon about your Particulars of Offer (the legal document confirming your College accommodation). This is an important email to look out for and has a firm deadline for completion. You will also receive an email from the Junior Common Room (JCR) and this will be followed, in September, by information about the Welcome and Orientation timetable for College activities and your allocated arrival slot (for UK-based home students). You will also be sent a link to the College Handbook which is another ‘must read’. Perhaps most relevant at this pre-arrival stage is the information about what to bring (and not bring) with you. We call this our ‘restricted items’ list.

Accommodation preferences (or confirmation that you don’t need

College accommodation) should be expressed in the Student Information Form as soon as possible (see the Pre-arrival Checklist and details later in this handbook). So, keep an eye on your emails – there is much more to come!



## Important Information

**Where do I find information about the College?**

Everything you need to know from Van Mildert College can be found in the emails sent to you. You may also wish to refer to the ‘Welcome to New Students’ web pages at [https://www.durham.ac.uk/colleges-andstudent-experience/colleges/van-mildert/.](https://www.durham.ac.uk/colleges-and-student-experience/colleges/van-mildert/)

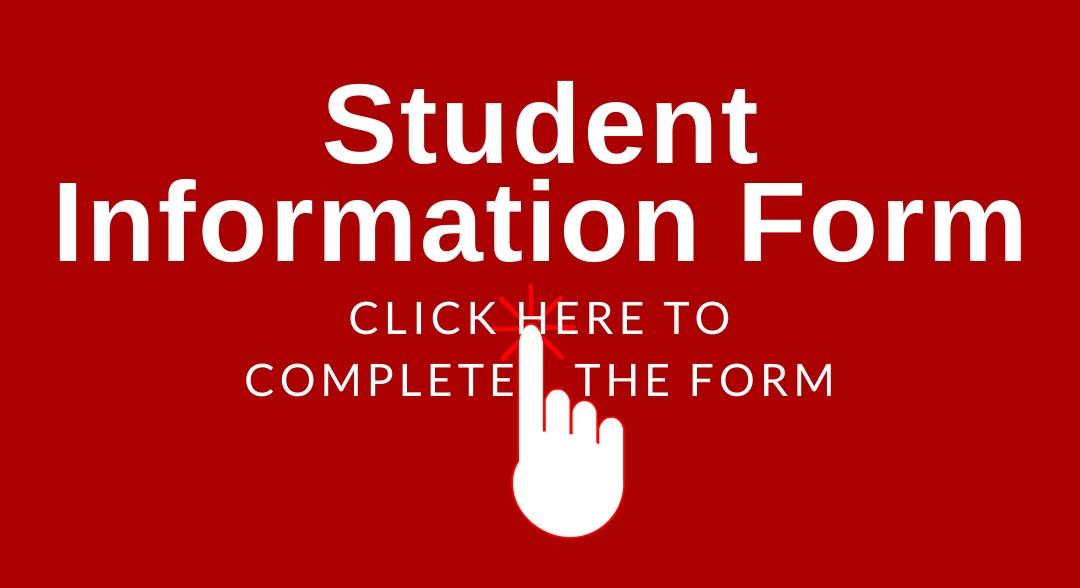
Enquiries should be directed to the Postgraduate Coordinator, Sharon Bagnall via vm.pg.newstudent@durham.ac.uk.

### General Data Protection Regulations (GDPR)

The GDPR became enforceable in the UK on 25 May 2018. You will see from the form that you need to complete that we do request a certain amount of personal data from all our students. We only request data that is essential to allow us to support you to the fullest while you are at University. Once you leave University this information is destroyed in line with the University’s Data Retention Policy. More information on this can be found at [https://www.dur.ac.uk/ig/.](https://www.dur.ac.uk/ig/)

### Postgraduate Information Form (Online)

Please ensure you complete the form found at the link below by no later than **12noon on Friday 9th September.** You should complete just ONE copy of the form. If any of the information you provide changes, please contact vm.pg.newstudent@durham.ac.uk to update us.

[](https://forms.office.com/pages/responsepage.aspx?id=i9hQcmhLKUW-RNWaLYpvlCqBEsZpT2dHrDDQ_witNEtUMFZJVzBaS05BT1hJVDNUWE1JVUJDODIzUS4u&wdLOR=c24C73765-558C-45BD-B9FC-4C43BC93B899)

## Accommodation

## Welcome and Orientation

Throughout Welcome and Orientation there will be a range of activities offered by the College and the Middle Common Room (MCR). Some MCR events will also run in conjunction with the JCR. There is always a wide range of activities on offer and we feel confident that the activities being planned will ensure that there is something for everyone. From day one we want you to feel comfortable, supported and able to be yourself and this has been the foundation for our planning of Welcome and Orientation.

Full details of the activities taking place during Welcome and Orientation 2022 at Van Mildert College will be provided by email in due course and we hope that you will want to get involved and meet fellow students.

### Arrival dates

All postgraduates are welcome to arrive in College accommodation from **Wednesday 21 September**, as per your Licence Agreement. You should inform the College of your arrival date using the Postgraduate Student Information Form referred to above. It is vital that you inform the University (and College) if your travel plans change. You can do this by emailing [vm.pg.newstudent@durham.ac.uk](mailto:vm.pg.newstudent@durham.ac.uk).

### Opportunities and Support

Your wellbeing is very important to us. We seek to provide all our students with appropriate opportunities and support in order that they reach their full potential during their time with us. Our Student Support Team includes the Assistant Principal, Deborah Monk, and Student Support Coordinator, Jillian Turnbull. In addition, Sharon Bagnall, is always on hand to offer support alongside our Vice Principal, Louise Gildersleeve.

Your first point of contact for matters relating to your accommodation, allocation or other pre-arrival matters should be via [vm.pg.newstudent@durham.ac.uk](mailto:vm.pg.newstudent@durham.ac.uk) where Sharon Bagnall, Postgraduate Coordinator, will be happy to help. Alternatively, if your query specifically relates to your wellbeing, including medical worries or disability support, please do contact Debs or Jillian via vm.student-support@durham.ac.uk. We are happy to offer you a pre-arrival student support meeting with a member of the team if helpful.

Following the completion of your registration as a Durham University student you will also gain access to Van Mildert College Student Connect where you can book appointments with the Student Support Team

(amongst other things). Student Connect is available at vm.studentconnect.durham.ac.uk. We really hope that things run smoothly throughout your University career, but if they don't, please don't be afraid to say so!



### Consent Matters

Durham University recognises the significant impact of all experiences of sexual violence and is committed to promoting a culture in which sexual violence is not tolerated and will be addressed. To achieve this, all members of our University have a responsibility for upholding the principles of dignity and respect. Before 14 October (but ideally pre-arrival), all new students are therefore expected to complete the online course, ‘Consent Matters; Boundaries, Respect and Positive Intervention’, which is available [here](https://ehjb.fa.em2.oraclecloud.com/hcmUI/faces/deeplink?objType=WLF_LEARN_LEARNING_ITEM&action=NONE&objKey=learningItemId%3D300000347756443). The course must be completed before participation in College-based clubs, societies or committees and you will be sent a direct link to this course in the coming weeks.

During Welcome and Orientation, we require you to confirm that you have completed this course. Questions about the course should be directed to Debs or Jillian (vm.student-support@durham.ac.uk) who will be happy to discuss the course with any member of the College community. More information is also available at [www.durham.ac.uk/sexualviolence.](http://www.durham.ac.uk/sexualviolence)

We hope that all students will find the course interesting and commit to maintaining our valued culture of respect at Durham University and in Van Mildert College. The University’s Sexual Violence & Misconduct Policy and Procedure can be found at [Sexual Violence & Misconduct: Prevention and Response : Policy & Procedure - Durham University](https://www.dur.ac.uk/sexualviolence/policies/)[.](https://www.dur.ac.uk/university.calendar/volumei/policies_and_strategies/)

**Where to find help!**



**Safety Support Wellbeing**

**DURING OFFICE HOURS:**

**Need an appointment? All appointments with the Student Support Team are booked through our online portal, Student Connect, which can be accessed via vm.studentconnect.durham.ac.uk. We recommend that you save this link to your phone for easy access!**

**Illness: Report this to BOTH your department and the Student Support Team (vm.student-support@durham.ac.uk) and complete a Self-Certification of Absence Form online via on Student Connect.**

**Academic issues, struggling with exams or time management: Discuss with your academic advisor or someone in your department in the first instance. If you want to discuss this further or need to request a Concession, you should book a Student Support Meeting with the Student Support Team via Student Connect.**

**Personal distress or concern for another student: For urgent concerns contact the Student Support Administrator on 0191 33 47154. Alternatively you should email vm.student-support@durham.ac.uk or book an appointment with the Student Support Team via Student Connect. Alternatively you can contact the Counselling Service located in the Palatine Centre via 0191 33 42200.**

**Peer Support: For less urgent concerns and when you feel it would be helpful to talk to a fellow student about an issue of concern, you can contact the student-led JCR Talk and Support Team in College or the JCR President.**

**Something not working in your room: Report this at the College Reception.**

**OUTSIDE OFFICE HOURS:**

**Illness: For an emergency see below. For non emergencies, contact the NHS - www.nhs.uk or call the NHS Non-emergency number - 111.**

**Personal distress or concern for another student: For an emergency see below. For urgent hotline support, contact Nightline (number on back of your campus card) or Samaritans on 116 123 (free of charge).**

**Noise complaints: Call the College Reception on 0191 334 7100. Remember, you can report anonymously.**

**IN CASE OF EMERGENCY:**

**If it is truly an emergency and you need police, fire or an ambulance, then dial 999 (9-999 from an internal phone) and clearly explain the emergency.**

**Inform the on-duty Porter as soon as possible by contacting Reception on 0191 33 47100.**

**UNSURE IF IT IS AN EMERGENCY:**

**Contact the on-duty porter and they can advise you how to proceed. Their number is 0191 33 47100.**

**KEYS, WALLET, PHONE - PLAN YOUR WAY HOME**

**More information about where to find help can be found on the College website…**

**www.durham.ac.uk/van-mildert.college/current/**

### Enrolling as a Durham University Student

The University will contact you once you have met the conditions of your offer and accepted your place to request that you begin the process of enrolment.

Two emails will be sent to the personal email address you provided on your application -

* One email contains your Computing and Information Services (CIS) username
* The other shows you how to derive your password

The emails will be sent 24 hours apart, from no.reply@durham.ac.uk

Look out for these emails and follow the instructions carefully to complete your enrolment. If you need further guidance, check the webpages at [https://www.dur.ac.uk/student.registry/registration/studentguide/.](https://www.dur.ac.uk/student.registry/registration/studentguide/)

#### ID Verification

Before you can collect your campus card (your student ID), you will need to prove your identity shortly after your arrival in Durham by providing one of the following:

* Current Passport
* Current UK Driving Licence
* Current European Identity card

If you are a UK home student and you do not have either of these forms of identification, we will accept an original Birth Certificate. When you complete your online enrolment please ensure that your name is an exact match to your proof of identity, i.e. your full legal name**.**

#### Campus Cards

Student Registration also provides the opportunity to upload a photograph for your Campus Card – this is your University ID card and also allows access to certain buildings such as the University Library. In order to have your campus card available as soon as you arrive in Durham, your photograph needs to be uploaded by ***midnight, 2 weeks prior to your start date*** and online enrolment needs to be fully completed.

Optional Charges

Van Mildert College offers a number of optional charges to all new students. Please read the below carefully to ensure that the correct charges are applied to you. Four key optional charges are available, these are –

* Membership of the Middle Common Room - £35 for one year coursesor £90 for 3 year courses
* Provision of a Bedding Pack - £35
* Van Mildert College Gym - £50
* Life membership of the Van Mildert Association - £30

**Details of these charges can be found below and payment should be completed via the link** [**here**](https://pay.durham.ac.uk/optional-college-payments?college=Van%20Mildert%20College%20&page=1&filter=booking_start_date&order=desc)[**.**](https://www.dur.ac.uk/conference.booking/details/?id=1692)

### Membership of the Middle Common Room

At Van Mildert College you are encouraged to become a member of your student common room – the body of students within the College. For postgraduates this is the Middle Common Room (MCR). It is assumed that the majority of our students will wish to fully participate in the life of the MCR through common room membership and benefit from what the common room has to offer. New students are therefore strongly encouraged to pay for their common room membership in advance of their arrival in Durham via the link [here](https://pay.durham.ac.uk/colleges-and-common-rooms/membership-programs/van-mildert-college-mcr-membership). Should you have any questions about your MCR membership, we strongly encourage you to contact your common room president ([vm.mcrpresident@durham.ac.uk](mailto:vm.mcrpresident@durham.ac.uk)).

MCR Membership allows you to:

* Attend events organised by the common room committee as well as common room events and, in some cases, receive preferential signup and/or a discounted rate
* Become involved with practices, performances (or equivalent) and meetings of common room societies and sports clubs.
* Vote in common room elections and stand for elected office.
* Represent the common room on college committees and through taking on unelected roles and supporting or organising common room activity.
* Make use of common room equipment (musical instruments, sports, tech, etc.) and facilities.

### Bedding Pack

A bedding pack contains the following: one single duvet, one single duvet cover, one pillow, one pillowcase, one single fitted sheet. A bedding pack costs £35.

Please note that students are responsible for the regular laundering of their own bedding. You can purchase a bedding pack [here](https://pay.durham.ac.uk/optional-college-payments/vm---bedding-pack-postgraduate)[.](https://www.dur.ac.uk/conference.booking/details/?id=1692)

***Van Mildert College Gym***

Join our well equipped gym which is open throughout term time for a fraction of the price of commercial gyms. Membership costs £50 per

academic year. You can also get involved in the gym committee to help run and shape the gym. You can purchase membership [here](https://pay.durham.ac.uk/optional-college-payments/vm---gym-subscription---1-year-postgraduate) for one year or [here](https://pay.durham.ac.uk/optional-college-payments/vm---gym-subscription---3-year-postrgraduate) for three years.

### Life Membership of the Van Mildert Association (VMA)

Payment of this one-off charge of £30 offers lifetime membership of the

Van Mildert Association; the alumni association of Van Mildert

College. The association offers current students access to a network of alumni who provide careers mentorship and support engagement with College life through the provision of vital scholarships and bursaries. Alongside this the association organises reunion events for current and former students throughout the year across the UK and overseas. It has a membership of many thousands of former students, many of whom remain in contact with the College long after graduation.

The VMA is an independent organisation to which membership fees will be transferred. We hope that you will make the most of the opportunities available to you through VMA membership by opting into this optional charge in September. You can pay for VMA membership [here](https://pay.durham.ac.uk/optional-college-payments/vm---van-mildert-association-membership-postgraduate)[.](https://www.dur.ac.uk/conference.booking/details/?id=1692)

**Van Mildert College Scholarships and Bursaries**

The college annually offers a range of bursaries and scholarships. Of particular interest to new undergraduate students will be the opportunity to apply for an Undergraduate Student Experience Bursary or a Dimensions Programme Scholarship. For more information about either of these scholarships, please see the adverts found within this booklet or email vm.pg.newstudent@durham.ac.uk.

## Finance

The payment of University charges is important and we hope that this information makes it as pain free as possible. Students are reminded on a number of occasions of what they need to do, but we recommend that you read the smaller text below in full and retain it for future reference. This is information directly from the University’s finance team. **You may also wish to share these pages with your parents or bill payer.**

**Tuition fees:**

Students confirm how their tuition fees are to be paid as part of the online registration process. The possible options are as follows:

1. You (or a family member) are paying yourself;
2. Loan via Student Finance England (Student Loans Company)
3. An external sponsor is to pay the University directly
4. You have been awarded a Durham University tuition fee scholarship or bursary

Tuition fee invoices are raised individually as and when information becomes available after registration. We aim to have most raised by the end of October. If you are to pay personally your invoice will be emailed to your preferred email address as indicated in Duo (usually your Durham email address).

**Accommodation: Excluding St Johns and St Chads Colleges:**

A very small number of students have a sponsor to pay their accommodation charge, but most are to pay personally. The accommodation charge itself will depend on the type of room allocated, and the invoices are created in bulk at the start of term.

**Personal payment by a student or family member for tuition fees or accommodation:**

Further details as to payment methods are set out overleaf. The University’s preferred payment method is by direct debit as it is very safe for our customers, highly automated for us to administer and inexpensive to operate. Direct debit is the safest and most cost effective payment option and the bank charges for the University are a tiny fraction of those charged for taking payments by card.

Where people are to pay personally then we know that sometimes, unfortunately, there can be financial difficulties. We are always sympathetic where there is a genuine financial problem and **students are advised to keep the University informed of any difficulties as soon as possible,** usually by making contact with the College Finance Office or with the Senior Tutor of their College.

Please note also that we take a “firm but fair” approach to student debtors in order to be consistent to all students. **Students may be charged a £70 late payment fee** if they are late in making payments and have not advised us in advance that there is an unavoidable delay. Students are even excluded from the University for non-payment of tuition fees beyond a reasonable period of time; and required to move out of college accommodation for non-payment of the accommodation charge. It is unfair if some students are permitted longer to pay without good cause. We hold you the student responsible for co-ordinating this important matter even if you are not paying personally.

**Who to contact:**

If you have any **queries relating to the accommodation charge** you should contact your College Finance Office (see below). Likewise you should keep the staff there informed in writing if you think **you may be unable to pay** your accommodation charge or tuition fees on time or if you suffer delays by your award authority.

Otherwise you may contact the Finance Department by email to [studentbilling.query@durham.ac.uk](mailto:studentbilling.query@durham.ac.uk). Currently staff are piloting a hybrid working arrangement, Monday and Wednesday in the office Tuesday, Thursday and Friday at home. However, if you would like someone to call you by telephone or on Teams just put this request in your email. **To help us resolve your query please quote your 9-digit student ID number on all enquiries.**

## Online registration screen

You will need to complete the online registration screen where you will indicate with respect to tuition fees:

1. how much will be paid by you or a family member and whether this will be by direct debit or cheque.
2. how much will be paid by SLC loan
3. how much will be paid by another sponsor. This must be a formal sponsoring organisation and not a family member. (Note: We may request you provide written confirmation from the sponsor)

Fee settlement by Student Loans Company tuition fee loan

You can choose to settle payment of your contribution to your tuition fees by taking out a loan with SLC. **This is then paid directly to the university and not to you.** The loan will be repayable by you via the tax system when future earnings exceed a certain limit. If you do not take out a loan then the University will not get paid. We will have no choice but to invoice you and may charge an additional administration fee of £70.

##### Personal payment during 22/23 for accommodation or tuition

Your accommodation charge and any contribution to your tuition fees that you elect to pay whilst studying, may be paid in full at the start of the academic year or in three instalments one at the start of each term.

## Payment by direct debit in three instalments

Direct debit is the University’s preferred payment method in instalments as it is an automatic process thus saving time and expense for everybody. **If you pay by direct debit you are given longer to pay as the collection dates are extended to 1st December, 1st February and 1st June** or the next working day**.** Notification letters are sent in advance in the middle of November, January and May advising of the amount to be collected. Once the direct debit mandate is set up it can then be actioned each year thereafter.

You need to have a UK bank account in order to set up a direct debit mandate. Overseas students will find that most UK banks offer a simple account that can pay direct debits. Please note direct debit is not available on savings accounts. Because the first instalment by direct debit is not due until beginning of December you have until 15th November to set up the account and register the details with us. Please let us know if you have problems.

Once you have the UK bank account you can set up a direct debit in any of the following ways:

* + Online <http://www.dur.ac.uk/direct.debits/> . You will need the student ID number and date of birth to access this secure web page.
  + On paper – please request a paper mandate form from [studentbilling.query@durham.ac.uk](mailto:studentbilling.query@durham.ac.uk)
  + If you would like someone to telephone you to help you through the screens please email this request to [studentbilling.query@durham.ac.uk](mailto:studentbilling.query@durham.ac.uk)

Other payment methods

Please note if you do not pay by direct debit the due dates for payment are 30, 14 and 14 days into each term respectively, i.e., 2nd November 2022, 23rd January 2023 and 8th May 2023 for October starters.

**These dates are adhered to strictly and a late payment charge of £70 may be raised to you for both tuition and accommodation if you do not pay on time.**

The money collected in this way is given to the Student Opportunities Fund or College Welfare fund to assist students. The charge is intended to ensure consistency between students as it is simply not fair if some pay on time whilst others do not without good cause. Having said that, the University is always sympathetic where there is a genuine problem and students are advised to keep us informed of any difficulties **before** the due date.

Direct debit is the University’s preferred payment method as described above. Other payment methods are:

**(a) International Bank Transfer or International Card for Overseas Students** **- Flywire** [**https://flywire.com/pay/DUR**](https://flywire.com/pay/DUR)

Durham University has officially partnered with Flywire to accept payments from over 240 countries and territories, in more than 150 currencies.

**[](https://eu-prod.asyncgw.teams.microsoft.com/v1/objects/0-weu-d9-234d21fbd28ae8c901ae6806076e5eec/views/imgo)**

By making your payment using Flywire you can:

* Pay by credit or debit card, bank transfer or by e-wallet.
* Pay from any country or bank, in any local currency.
* Avoid bank fees and extra charges.
* Be guaranteed the best exchange rate when making a bank transfer using Flywire. If you find a better rate within two hours, Flywire will match it.
* Track your payment in real-time online and receive email and text alerts each step of the way, including a confirmation your payment has been securely delivered to Durham University.
* Get 24/7 multilingual support with any questions you have about making your payment from Flywire’s expert team. You can give them a call, send an email, or use live chat online.

**(b) Payment by cheque on a UK bank account; or banker’s draft:**

Your cheque or banker’s draft should be made payable to “Durham University” and you should write your full name and the invoice / transaction number on the back. Payment should be sent to Finance Department, Mountjoy Centre, Stockton Road, Durham DH1 3LE.

* 1. **By wire transfer or internet banking into the University’s bank account:**

Payment can be made by wire transfer or internet banking into the University’s bank account:

Durham University, Barclays Bank, 6/7 Market Place, Durham City.

Sort code 20 – 27 – 66

Account number 60897507

Europe IBAN GB79 BARC 2027 6660 8975 07

Worldwide Swift Code BARC GB22

Reference Please quote the invoice / transaction number or your University Student ID number.

**(d) By debit / credit card (Switch, Visa or MasterCard):**

**Either:** If you need to pay by card then we would prefer that you set up an instalment arrangement. In this way you provide your credit card details to a secure fax number. These are entered into a third party’s web site and payment is set up to take place on the due dates. The card details are then destroyed securely. An email reminder is sent to you automatically before each due date.

This is more efficient for us than processing each payment individually. If you would like to do this please email [credit.control@durham.ac.uk](mailto:credit.control@durham.ac.uk) to obtain a copy of the form.

**Or:** If you wish to pay the full amount for the year by card, or do not wish to set up an instalment arrangement, then we have a new method for taking card payments. Simply email [finance.cashiers@durham.ac.uk](mailto:finance.cashiers@durham.ac.uk) with your student ID number saying how much you wish to pay. The staff will part complete a web form and send a link to you for you to enter the card details. The advantages to this method are:

* You do not have to provide your card details to a member of staff
* The external web page is secure
* You will receive a receipt to confirm payment has been accepted
* There will be no need to refer the high value payment request to the bank

Please note that we have just two people responding to these queries and there may be a delay between you sending your email and them responding. We hope to deal with these requests within three working days.

**Further Information**

## Change of choice about SLC loan

If you take out a SLC loan to pay your tuition fees, but later change your mind (or vice versa) you are permitted to change your payment method. To do so you need to contact your College Finance Office. If you change your mind from payment during the year to take out a SLC loan then you may do this at any time. The university will have to repay all amounts paid to date, but will only repay the same person and in the same manner as the original payment.

## Tuition fees when spending year abroad or on industrial placement

Tuition fees are payable to Durham University by students spending a year abroad on exchange or a year on industrial placement. The year abroad fee is 15% of the normal full year tuition fee. The industrial placement year fee is 20% of the normal full year tuition fee. The year abroad and industrial placement fees are set by the government.

## Policy for refunds following withdrawal

We hope that you will enjoy your first year at the University and carry on to complete your course with success. However, if you do need to withdraw from your course, remember that you will still need to pay part of your tuition fees and / or accommodation charge as follows:

**Tuition fees**

The University has a policy for handling withdrawals and the subsequent refund of tuition fees, which falls in line with national guidelines. If you withdraw formally before 1st December in your first year of study you will receive a full refund of all amounts paid to date for tuition fees. If you withdraw on or after 1st December in your first year, you will be liable for one third of the annual charge for each term started. Any outstanding balance will be pursued. The policy will be applied sensitively in cases of illness. **Formal withdrawal must be made in writing to your Head of College.**

## Accommodation charge

If you voluntarily decide to leave college accommodation your licence fee agreement refers to an early termination fee. You have to pay the lower of the balance remaining or 40% of the annual charge.

## Durham Grant

Your Durham Grant will be paid into your bank account even if you are living in College accommodation. **We strongly recommend that you use your Durham Grant to pay your College accommodation.**

**You will not be paid unless you provide the University with your bank sort code and account number via DUO.**Shortly after you are informed about your Durham Grant the Student Financial Support Office will send you an e-mail telling you how to do this.

You will only receive your payments if you are a fully registered student of Durham University on the payment date. You will stop being a fully registered student if you suspend your studies or if you withdraw from your studies.

For further information please see <https://www.dur.ac.uk/undergraduate/finance/scholarships/dgs/>

## Administration charges

Please remember that administration charges can be made in the following circumstances:

£70 - Late payment of tuition fees or accommodation charge

£70 - Failure to apply for a tuition fee loan after informing the University that you will do so

If you experience any difficulties in paying your University charges, you should contact your College Finance Office for help and advice.The content in this letter is intended only to provide a summary and general overview. It is not intended to be comprehensive.

**To help us resolve any query you may have please quote your 9-digit student ID number on all enquiries.**

**International Student Letter Requests**

International students often require letters of introduction as follows:

1. Bank Letter – If you are opening your first UK bank account you may need a bank letter from the University to confirm your student status. However, please await further information from the University about registering for a bank account as new processes may well be in place this year.

We cannot provide any bank letters until you have completed your enrolment and ID verification and are therefore a fully registered student. Letters will therefore not be available until after you have arrived in Durham.

1. Police Registration Letter – Should you require this letter please email vm.pg.newstudent@durham.ac.uk.

Appointments with the Police are usually available shortly after your arrival in Durham and we are awaiting further details about how this process will work in 2022. We appreciate your patience. The University will send you more information about Police Registration closer to your arrival.

1. Confirmation of your student status or attendance at Durham University – This letter is available online upon completion of your registration and enrolment. More details from the University will follow via email.

### Medical Registration and Vaccination

#### Registration with a Doctor in Durham

One of your top priorities is to register with doctors at a local medical practice so that you can access healthcare in Durham when you need it. This is especially important if you have an ongoing health condition or require repeat medication and for support with vaccinations and health measures related to Covid-19.

Your choice of medical practice will be determined by the area in which you live. The practice area of the Claypath and University Medical Group

covers the University and the Colleges, and the majority of our students register with this practice:

Claypath and University Medical Group

University Health Centre**,** Green Lane, Old Elvet, Durham DH1 3JX

Tel: 0191 386 5081

Website: <http://www.durhamstudenthealth.co.uk/>

All new students can register with theClaypath and University Medical Group at [www.campusdoctor.co.uk/durham](http://www.campusdoctor.co.uk/durham) via a quick and easy to complete online form. The form uses drop down lists for student accommodation with the Colleges or private providers; if you have other accommodation, please enter your address in Durham. The form also asks whether you have an NHS number or not. You will only have a number if you have previously registered with a doctor in the UK, but you can still complete this online registration if you are an overseas student and don’t already have an NHS number.

**Registering early** ensures that your new medical practice knows about you, can set you up on their systems and be aware of any current medical issues. It also means that any UK NHS notes get transferred early to the practice so they have a full knowledge of your medical history, will be able to take over the prescribing of any medication and understand any further immunisations you might need.

There are other medical practices in Durham that you may want to consider. A full list with locations can be found at:

[https://countydurhamccg.nhs.uk/about-us/primary-care-memberpractices/.](https://countydurhamccg.nhs.uk/about-us/primary-care-member-practices/) Registration with practices other than the Claypath and University Medical Group is not available online.

Starting at Durham can be a busy and exciting time so, if you have a long-term medical condition and require medication, we recommend bringing sufficient medicines to last for the first couple of months of your time here.

#### Vaccinations

Before coming to University we also recommend you ensure that your vaccinations for other infections are up to date. Please consult your current doctor to check if you have had the vaccines below and, if you have not, arrange to receive them **before** coming to Durham.

If you are unable to receive any of these vaccinations before you arrive in Durham, you should make an early appointment with your chosen medical practice on arrival.

##### Meningitis (MenACWY)

It is particularly important that all students have had a vaccination to prevent meningitis. The MenACWY vaccine is highly effective in preventing illness caused by the four meningococcal strains, including the Men W strain.

For further information on meningitis please visit the following website:

[http://www.nhs.uk/Conditions/vaccinations/Pages/men-acwyvaccine.aspx](http://www.nhs.uk/Conditions/vaccinations/Pages/men-acwy-vaccine.aspx)

##### Measles, Mumps and Rubella (MMR)

In recent years there has been an increase in cases of measles and mumps in students at universities. We advise you to consult with your current doctor to check that you have had the necessary two doses of the combined MMR (measles, mumps and rubella) vaccination and receive any MMR vaccinations required before you come to Durham.

For further information on measles, mumps and rubella and the MMR vaccination please see:

<https://www.nhs.uk/conditions/vaccinations/mmr-vaccine/>

##### Coronavirus (Covid-19)

You are encouraged to make sure you are up to date with your Covid-19 vaccinations, an important measure to keep our community safe.

For further information please see: [Covid-19: Advice and Guidance - Durham University](https://www.durham.ac.uk/covid-19/)



**The Dimensions student enrichment programme at Van Mildert College**

The Dimensions programme offers a range of opportunities for

Mildertians, both undergraduate and postgraduate, throughout the year. The programme supports your personal development and encourages you to reflect on your skills and experience in order to make the most of your University education and prepare for your future! The programme is organised around three key themes; Engage and Inspire, Find your Future, and Wellbeing and Community.

Our ‘Engage and Inspire’ theme welcomes motivational and inspirational speakers with a remarkable story to tell and has, in the past, included speakers such as VM Alumnus Lord Anthony Hughes, a former Justice of the Supreme Court, Dame Jane Francis, the Director of British Antarctic Survey and Dame Sara Thornton, the UK’s Independent Anti-Slavery Commissioner. As part of our ‘Find your Future’ events, we regularly host workshops, discussion panels, CV review sessions and mock interviews across a range of different sectors, from Civil Service and PR & Marketing, to Education and the charity sector. The ‘Wellbeing and Community’ strand of our programme focuses on the importance of our own wellbeing and self-care, whilst highlighting our belonging and responsibility to the local, national and global community!

Follow our social media for regular updates about events and activities taking place as part of the Dimensions Programme or check out the information about our generous **Dimensions Programme Scholarships.**

More information is also available [here](https://www.durham.ac.uk/colleges-and-student-experience/colleges/van-mildert/college-life/dimensions-programme/)[.](https://www.dur.ac.uk/van-mildert.college/student-development/dimensions/)

**Facilities and Events**

**Facilities Available to Postgraduates**

The facilities within Van Mildert College, which are specifically available for postgraduate use only, include the MCR Bankside Room (a space for all MCR members to meet and socialise) and dedicated study spaces in Elvet Hill House, just across the road from college.

We also have the College Library, Bar and Ann Dobson Dining Hall, as well as our College grounds, which are shared spaces for all members of College’s use.

**Formal Dinners**

Formal Dinners (‘Formals’) are held regularly throughout term times and are full of fun while keeping with tradition. Formals in Van Mildert are themed, with titles such as ‘Burns Night Formal’, ‘Valentine’s Formal’, ‘Chinese New Year Formal’, and ‘Halloween Formal’, to name but a few. We do not wear gowns in Van Mildert College for Formal Dinners. Postgraduate students, as well as senior members of College and their guests, sit on High Table.

Postgraduates need to sign up in advance by completing the online booking form once dates are advertised as available. Emails will be sent to your durham email address about events so make sure you read and respond to those by the designated deadlines.

**Other Important Information**

**Accommodation**

We have ensuite rooms available to postgraduate students during the 2022/23 academic year. All postgraduates receive a 50-week let. Your Particulars of Offer (legal document which confirms accommodation) will be sent to you by Colleges Postgraduate Office ([colleges.postgrad@durham.ac.uk](mailto:colleges.postgrad@durham.ac.uk)) Please check this carefully and confirm your acceptance of the accommodation without delay.

Please note, it is extremely important for the purposes of the College fire register, that the College is aware of when you are in or out of residence. Please therefore inform us of your arrival date and also sign in/out of College as necessary during the period stated on your Particulars of Offer

**Additional Nights and Guests**

The residence charge covers the period of residence set out in the Licence Agreement only; you have no right to stay in college accommodation outside of this period. However, subject to availability, you can book a room outside of the standard let period should this be required although this may not be your normal room. You are permitted a guest in your room for a maximum of 3 nights and they must be signed in at Reception.

**The College Handbook**

The College handbook provides information about the facilities available at Van Mildert along with the very simple but important Code of Conduct and regulations that we expect all students to abide by. The College Handbook will be sent to you via e-mail in September. You should read this document in full before arriving in Durham. You will be asked to confirm that you have read and understood the contents of the handbook.

**College Membership for Part-Time and Distance Learning (PTDL) Students**

Van Mildert College has over 300 part-time and/or distance learning postgraduate students

Whether you are a (relatively) local part-time postgraduate or living overseas, you are part of Van Mildert College. We hope you will enjoy and benefit from all that college membership offers as best you can, and perhaps make a contribution to the life of the College.

Some of our part-time students (mainly those who are local) like to become full members of the MCR. We strongly encourage local students to do this. More information on how to join the MCR as a part-time or distance learning student is available from the MCR President ([vm.mcrpresident@durham.ac.uk](mailto:vm.mcrpresident@durham.ac.uk)).

### Useful Contacts

The main contacts for postgraduate students within Van Mildert College are as follows:

* Sharon Bagnall, Postgraduate Coordinator and Senior College Administrator ([sharon.bagnall@durham.ac.uk](mailto:sharon.bagnall@durham.ac.uk))
* Deborah Monk, Assistant Principal, or Jillian Turnbull, Student Support Coordinator (vm.ug.newstudent@durham.ac.uk).

* Van Mildert College MCR President

*(*vm.mcrpresident@durham.ac.uk)

For Student Support queries (i.e. personal, financial, etc.)

* Van Mildert Student Support (vm.student-support@durham.ac.uk)

For Finance queries (i.e. tuition fees, residence fees, etc.)

* Tamara McCallum, Van Mildert College Finance Assistant

(vm.finance@durham.ac.uk)

Should you need to contact other members of staff within College, their details can be found on the College webpages [here.](https://www.durham.ac.uk/colleges-and-student-experience/colleges/van-mildert/about-us/whos-who/)

If you are in need of **urgent support**:

Follow the instructions on the #MildertMeans posters within your College bedroom or see the College website at [https://www.dur.ac.uk/vanmildert.college/student-support/help/.](https://www.dur.ac.uk/van-mildert.college/student-support/help/)

Further resources include:

* Your GP (Durham GP who you have registered with, see check list on page 2)
* NHS 111 Online ([https://111.nhs.uk/)](https://111.nhs.uk/)
* Samaritans - 116 123 (Freephone)
* Emergency Services (Police, Fire, Ambulance) - 999
* You can access **emergency medical help** from your local Accident and Emergency Department (24 hours)
* Further information is available at[https://www.dur.ac.uk/counselling.service/selfhelp/crisis/.](https://www.dur.ac.uk/counselling.service/selfhelp/crisis/)



#### Term Dates 2022-2023

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| --- | --- |
| Michaelmas: | 3 October 2022 – 9 December 2022 |
| Epiphany: | 9 January 2023 – 17 March 2023 |
| Easter: | 4 April 2023 – 23 June 2023 |

#### College Contact and Social Media Details

[vm.pg.newstudent@durham.ac.uk](mailto:vm.pg.newstudent@durham.ac.uk)

@vanmildert1965

Van Mildert College, Durham University

<https://www.dur.ac.uk/van-mildert.college>

@vanmildertmcr



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Email (Reception): vm.reception@durham.ac.uk