



Van Mildert College  
Durham University

# PRE-ARRIVAL HANDBOOK

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2021/2022 UNDERGRADUATES

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# 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 Undergraduate 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 <a href="#">here</a> 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 <a href="#">here</a> .	
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 <a href="#">here</a> .	
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.	

## COVID-19 - Important information for new students

All of the information contained within this booklet is correct at the time of writing. However due to the evolving global circumstances, we will be continuing to provide you with additional and amended information over the coming weeks as required. We are looking forward to welcoming you to Durham for what we are sure will be an enriching and fulfilling academic experience. Your safety is our priority so please do make sure you continue to read further communications from the University and College in full and contact us if you have any questions. Updates and next steps will be sent to you via email and key reminders posted on our College social media pages. Follow us on Instagram, Twitter or Facebook!



# Welcome from the Deputy 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 very 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 and on the stage and especially by our many 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 many 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 can offer an excellent library, comfortable reading rooms, 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.

This year we are all very much aware that COVID-19 remains of global concern and the safety of all students and staff must be our priority. However, we remain committed to providing an unrivalled student experience and we feel confident that your time with us will be hugely rewarding and fulfilling. It will be an exciting year and one to remember as we begin to emerge from the challenges of the last 18 months.

The success or otherwise of our inclusive College community depends to a very large extent on yourselves, 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!

***Dr Victoria Brown, Deputy Principal, Van Mildert College***



## 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 to you 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, quarantine arrangements, 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 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!





Trust  
 Raising the bar  
 People  
 Support  
 Responsibility  
 Consent  
 University  
 Engagement  
 Wellbeing  
 Knowing yourself

# #MildertMeans Community Safety Respect

Support  
 Friendship  
 Participation  
 Contribution  
 Diversity  
 Not for ourselves  
 Imagination  
 Equality  
 Learning  
 You

- 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 -

KEYS, WALLET, PHONE - PLAN YOUR WAY HOME

Questions? Email [vm.president@durham.ac.uk](mailto:vm.president@durham.ac.uk) or [v.h.brown@durham.ac.uk](mailto:v.h.brown@durham.ac.uk)

# Welcome from the JCR President

First things first, let me say this: welcome to Mildert! I am sure many people will have congratulated you on your place at Durham University, but I want to take this opportunity to warmly invite you into the vibrant, weird, inclusive, and wonderful community that is Van Mildert JCR, or Junior Common Room.



So, what is the Junior Common Room? The JCR is not only the name of a room in the main college building, but more importantly, it is the undergraduate student body in the college. In the JCR, we have over 120 sports, societies, committees, and volunteering projects, a bar, gym, and shop, a calendar full of events, and even our own theatre company. On top of all of this, we have several strange traditions, a handful of ducks, and lots of incredible people. Also, it is important to emphasise that everything we do is run for students by students. We have our own elected executive committee which oversees things around here within the JCR, and there are countless positions and roles up for grabs in all areas of the JCR if you fancy getting involved. What we do here in Durham is truly unique, and I could not be more excited for you all to experience it!

Anyway, my name is Lucy and I am the JCR President. I was elected in January to lead the JCR this year. Having just come out the other side of my degree, all I can say is that you are about to embark on three (or four) truly unforgettable years. You will make such a diverse group of friends, learn so much about yourself, experience amazing things, and so much more... but it will fly by. Savour every moment. And please do not hesitate to ask for help or chat to someone if you want to. Talk & Support, college staff and myself are here to support you in Freshers' Week and beyond. It has been a very weird year and a half, but we really hope that things will be a lot more normal this year... and all of our Freps are very excited to meet you and experience the first week or two with you! The accepting and friendly, yet relentlessly energetic atmosphere of the Mildert JCR is extremely special and I have never witnessed anything even remotely like it. I know for certain that this is in no danger of disappearing any time soon, whatever the next year has in store.

That's all from me for now, so enjoy your final few weeks of summer and we will see you very soon!!!

**Lucy Egan**  
**Van Mildert College JCR President**



# 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-and-student-experience/colleges/van-mildert/>.

Enquiries should be directed to the Student Support Team via email to [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk).

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## 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 of 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/>.

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## Student Information Form (Online)

Please ensure you complete the form found at the link below by no later than **Thursday 16 September**. You should complete just ONE copy of the form. If any of the information you provide changes, please contact [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk) to update us.

# Student Information Form

CLICK HERE TO  
COMPLETE THE FORM



# Accommodation

At Van Mildert College we do not have any shared rooms so you can be assured that you will have a room to make your own when you arrive! To reserve your College accommodation your must –

1. Tell us your accommodation preference by completing the Student Information Form no later than Thursday 2 September.
2. Read and sign the Particulars of Offer that will be sent to you via email shortly after 16 September.

**Please note that if you do not sign the Particulars of Offer by the stated deadline then you will forfeit your College accommodation.**

The vast majority of our new undergraduates live in College accommodation and we strongly recommend this as it ensures you can get fully involved in College life from day one. However, if you have decided that you would prefer to live elsewhere and will not require College accommodation, please ensure you let us know using the Student Information Form.

The majority of rooms for new undergraduates are standard rooms although we do have a limited number of ensuite rooms. Our standard rooms all have their own sink and shared shower and toilet facilities with neighbouring rooms. Experience suggests that the ratios of shower and toilet facilities to bedrooms work very well. If you would like to take a look at our accommodation, please have a look at our accommodation tour [video](#) on the College YouTube channel.

**A note on ensuite rooms...**while anyone is very welcome to indicate a preference for an ensuite room, we do allocate the majority of these rooms based on specific personal need. If you feel that you have a specific requirement for an ensuite room, please indicate this on the Student Information Form and supply us with appropriate evidence e.g. from a medical professional or faith leader, via email.

## Welcome and Orientation

Throughout Welcome and Orientation there will be a range of activities offered by the College and the Junior Common Room (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 during these unprecedented times.

Full details of the activities taking place during Welcome and Orientation 2021 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 new home undergraduates should arrive at Van Mildert College on **Saturday 25 September**. Shortly after we receive your signed Licence Agreement, which secures your College accommodation, you will receive an allocated arrival slot. We ask that you arrive during your allocated time in order to avoid difficulties with traffic flow around the city and College site.

International students may need to arrive in Durham before 25 September and accommodation in College for international students will be available from 22 September. Exceptions to this are students who are required to quarantine in College upon arrival. If you are required to quarantine in College upon arrival, your room will be available from 12 September but it is vital that you inform us of your arrival date via email to [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk).

## Opportunities and Support

Your wellbeing is very important to us. We seek to provide all of 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 Student Support Officer, June Alltimes, and Student Support Coordinator, Jillian Turnbull. In addition, Sharon Bagnall, is always on hand to offer support alongside our Student Experience Officer, Liz Ryder, and the Deputy Principal, Dr Victoria Brown.

Your first point of contact for matters relating to your accommodation, allocation or other pre-arrival matters should be via [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk). Alternatively, if your query specifically relates to your wellbeing, including medical worries or disability support, please do contact June or Jillian via [vm.student-support@durham.ac.uk](mailto: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](http://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 15 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 via Oracle Learning. 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 will require you to confirm that you have completed this course. Questions about the course should be directed to June or Jillian ([vm.student-support@durham.ac.uk](mailto: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 [https://www.dur.ac.uk/university.calendar/volumei/policies\\_and\\_strategies/](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](http://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](mailto: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](mailto: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](http://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/](http://www.durham.ac.uk/van-mildert.college/current/)



Van Mildert College  
Durham University

# 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 in order to complete your enrolment. If you need further guidance, check the webpages at

<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.



# Finance

The payment of University charges is never going to be the high point of your student experience here at Durham, but 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.**

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## Tuition fees

Students who will begin their studies in September/October 2021 will pay tuition fees identified at <https://www.dur.ac.uk/study/ug/finance/>.

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

- (a) You (or a family member) are paying yourself;
- (b) Loan via Student Finance England (Student Loans Company)
- (c) An external sponsor is to pay the University directly
- (d) 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 fees

The residence charge for the forthcoming academic year (including Welcome and Orientation) can be found at <https://www.durham.ac.uk/colleges-and-student-experience/accommodation-and-catering/costs/undergraduate-residence-charges/>. The residence charge covers three terms, along with the Christmas and Easter vacation periods. The charge includes breakfast, lunch and dinner during University term time as well as all utility bills and internet connection in your room. There are no refunds for any meals not taken.

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. Please check your Licence Agreement when received for details of costs.

Further details as to payment methods are set out below. The University's preferred payment method is direct debit.

Where people are to pay personally 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 College Student Support Team.

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. We hold the student responsible for co-ordinating payment and liaising with staff even if you are not paying personally.

### **Who to contact:**

If you have any **queries relating to the accommodation charge** you should contact [vm.finance@durham.ac.uk](mailto:vm.finance@durham.ac.uk). Likewise you should keep the staff 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.

### **More detail...**

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

- (a) how much will be paid by you or a family member and whether this will be by direct debit or cheque.
- (b) how much will be paid by a SLC loan (Home and EU Undergraduate students only);
- (c) 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 (Home Undergraduate students only)**

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 21/22 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.

**If you pay by direct debit you are given longer to pay as the collection dates are extended to 1<sup>st</sup> December, 1<sup>st</sup> February and 1<sup>st</sup> 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 15<sup>th</sup> November to set up the account and register the details with us. Please let us know if you have problems.

Once you have the appropriate 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**

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. 3 November 2021, 24 January 2022 and 9 May 2022 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.**

Other payment methods are:

**(a) International Bank Transfer or International Card for Overseas Students - Flywire**

We realise that not all overseas students can set up a UK bank account to operate direct debits and we have an additional method for transferring funds from an overseas bank account which enable you to:

- Visit [dur.flywire.com](http://dur.flywire.com) and choose your country and the amounts you are paying in GBP
- Choose your payment method and make your payment to Flywire
- Enter your details and those of the student you are paying for
- Track and confirm your payment by email, SMS or by logging into [dur.flywire.com](http://dur.flywire.com) ([www.flywire.com](http://www.flywire.com))
- Pay in over 150 currencies
- Pay by bank transfer or international credit / debit card. (Alipay and Wechatpay are both available)
- Eliminate bank fees and enjoy good exchange rates
- Track your payment from start to finish
- Pay from any country and any bank
- Feel safe, with 24/7 dedicated multilingual customer support

**(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.

**(c) 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:

Address	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

## Further Information

### 1. 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 [vm.finance@durham.ac.uk](mailto:vm.finance@durham.ac.uk).

### 2. 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.

### 3. 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 1<sup>st</sup> 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 1<sup>st</sup> 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.

### 4. Durham Grant

If you are in receipt of a Durham Grant this 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.** 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/>

### 5. 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 [vm.finance@durham.ac.uk](mailto:vm.finance@durham.ac.uk) for help and advice.

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## Van Mildert College Scholarships and Bursaries





Van Mildert College  
Durham University

# DIMENSIONS PROGRAMME SCHOLARSHIPS



Van Mildert College welcomes applications from students who are enthusiastic to maintain and develop the Dimensions student enrichment programme. Successful applicants will receive a generous scholarship carrying a value of £1,000 and have the opportunity to lead, network, innovate alongside high profile speakers, alumni and academics. It is an opportunity like no other to build vital graduate attributes!

Scholarship recipients should be ambitious and motivated with a strong willing to contribute significantly to the student enrichment initiatives offered at Van Mildert College through the Dimensions programme. Scholars will have specific responsibility for ensuring that Dimensions events are interesting and engaging for the student community including both undergraduate and postgraduate students. While specific responsibilities will vary according to individual areas of interest, scholars will all be expected to generate ideas for events, liaise with College staff to plan and run activities, manage the setup and take-down of events, promote and communicate the Dimensions programme with fellow students.

As ambassadors for the Dimensions programme, scholars will have the opportunity to develop their own experience and skills throughout their scholarship and will work closely with the Deputy Principal and Student Experience Officer. Should the recipients live in College accommodation the bursary will be deducted from their College accommodation costs. More information about the Dimensions programme can be found at [www.dur.ac.uk/van-mildert.college/student-development/dimensions/](http://www.dur.ac.uk/van-mildert.college/student-development/dimensions/).

How to apply - Applicants must submit a one-page proposal of no more than 500 words outlining their proposed contribution as a Dimensions Programme Scholar. The proposal should be accompanied by a CV and details of two referees. All documentation should be submitted via email to [v.h.brown@durham.ac.uk](mailto:v.h.brown@durham.ac.uk).

Deadline - 9 am on 11 October 2021

These scholarships are available to new and returning students.

For further information about the Dimensions Programme Scholarships, please contact the Deputy Principal, Dr Victoria Brown at [v.h.brown@durham.ac.uk](mailto:v.h.brown@durham.ac.uk).





# Van Mildert College

## Durham University

# UNDERGRADUATE STUDENT EXPERIENCE BURSARIES



Van Mildert College welcomes applications from first year undergraduate students for a series of Student Experience Bursaries which carry a value of £1,000 each. The provision of these bursaries is possible due to the generous support of a Van Mildert College alumna with the specific purpose of supporting students who may not otherwise be able to fully participate in, and benefit from, the many opportunities available to them through Van Mildert College and its common rooms. The bursaries should support activities which develop a Mildertian's intellectual curiosity, personal effectiveness and sense of belonging and responsibility. Recipients are therefore also expected to complete the Durham Inspired Award during the course of their studies.

## Eligibility Criteria

In order to fulfil the above objectives, the Van Mildert College Student Experience Bursaries are open to applicants who have attended a state-funded, non-fee paying, school or college for the duration of their education to date and who are the first generation of their family to attend University. Furthermore, while not essential, we welcome applications from students who come from a neighbourhood or community with a low rate of progression to Higher Education or a level of socioeconomic deprivation\* along with those born and raised within County Durham or the wider North East of England. These criteria are used to identify students with merit and potential who are currently under represented in Higher Education and align closely with those of the Sutton Trust. \* Please see <http://www.hefce.ac.uk/analysis/yp/POLAR/POLAR3/> and <http://acorn.caci.co.uk/>.

How to apply - Applicants must submit a proposal of no more than one A4 page outlining how they intend to become involved in the wider student experience at Van Mildert College along with details of their financial need and/or alignment with the criteria above. The proposal should be accompanied by a CV. All documentation should be submitted via email to [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk) and will be treated sensitively and shared only with the awarding panel.

Deadline - 11 October 2021 at 9 am

For further information about the Student Experience Bursaries, please contact the Deputy Principal, Dr Victoria Brown at [v.h.brown@durham.ac.uk](mailto:v.h.brown@durham.ac.uk).



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



*Support to make the most of opportunity*

VAN MILDERT COLLEGE  
**UNDERGRADUATE  
STUDENT  
EXPERIENCE  
BURSARIES**

*Inspire innovation and engagement  
...join the team!*

VAN MILDERT COLLEGE  
**DIMENSIONS  
SCHOLARSHIPS**

## 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. Two key optional charges are available, these are –

- Provision of a Bedding Pack - £35
- Life membership of the Van Mildert Association - £20

Details of these charges can be found below and payment should be completed via the link [here](#).

### **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](#).

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

Payment of this one-off charge of £20 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](#).

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## **Membership of the Junior Common Room**

The Junior Common Room, or JCR, is made up of the undergraduate student body. The vast majority of undergraduates at Van Mildert opt in to JCR membership as it enables you to fully participate in JCR life and receive the many benefits which are at the heart of University life at Durham. If you have any questions about JCR membership, please don't hesitate to get in touch with JCR President, Lucy Egan ([vm.president@durham.ac.uk](mailto:vm.president@durham.ac.uk)).

Here is an overview of what comes with JCR membership:

- Access to our many sports clubs and societies (and the platform to start your own if you want to).
- Access to our thriving music and drama scene including the ability to take part in performances, shows etc.
- Access to all of our facilities from music rooms to table tennis tables
- Ability to vote in JCR elections and run for election yourself.
- Capacity to join our outreach projects and other committees e.g. plan our biggest event as part of Ball Committee, or decide where JCR money is spent as part of Treasury Committee.
- Access to every JCR event (ticket prices are often subsidised by the JCR).

You don't need to anything just yet about your JCR membership; an email with more information about the JCR and payment of your membership fee will follow soon. You may also wish to pay for gym membership at Van Mildert College; again, more information will follow.

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## **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.

2. Police Registration Letter – Should you require this letter please email [vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk).

Appointments with the Police are usually available shortly after your arrival in Durham but in light of current circumstances we are awaiting further details about how this process will work in 2021. We appreciate your patience. The University will send you more information about Police Registration closer to your arrival.

3. 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 the Claypath 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-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.

### **Covid-19 (including Vaccination)**

The coronavirus (Covid-19) vaccines are safe and effective, they give you and others the best protection against Covid-19. We encourage all students to book their Covid-19 vaccinations as soon as possible.

The university statement and FAQs on Covid-19 are available at [dur.ac.uk/coronavirus/applicants](http://dur.ac.uk/coronavirus/applicants)

#### ***UK Students***

The UK Government vaccination programme offered all adults the first dose of a Covid-19 vaccination by the end of July 2021. Students who live in the UK are encouraged to have both doses of the Covid-19 vaccination before coming to Durham to start their studies.

If you have not been able to receive a second Covid-19 vaccination prior to arriving at the University, it is essential that you contact the medical practice that you have registered with in Durham to arrange this vaccination as we envision a high demand.

#### ***International Students***

What you must do when you arrive in England from abroad depends on where you have been in the 10 days before you arrive, and whether you are fully vaccinated.

For more information, please visit the [UK Border Control website](#).

Once living in the UK and registered with a doctor at a medical centre, international students will be able to access the Covid-19 vaccination free of charge.

For more information, please visit the [British Council website](#).

## **Other 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-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/>



## 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 from 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](#).



# Useful Contacts

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

- June Alltimes, Student Support Officer, or Jillian Turnbull, Student Support Coordinator ([vm.ug.newstudent@durham.ac.uk](mailto:vm.ug.newstudent@durham.ac.uk)).
- Lucy Egan, Van Mildert College JCR President ([vm.president@durham.ac.uk](mailto:vm.president@durham.ac.uk))

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

- Van Mildert Student Support ([vm.student-support@durham.ac.uk](mailto:vm.student-support@durham.ac.uk))

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

- Julie Harrison, Van Mildert College Finance Assistant ([vm.finance@durham.ac.uk](mailto: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](#).

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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/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/>)
- 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/>.



### **Term Dates 2021-2022**

Michaelmas: 4 October 2021 – 10 December 2021

Epiphany: 10 January 2022 – 18 March 2022

Easter: 25 April 2022 – 24 June 2022

## **College Contact and Social Media Details**



vm.ug.newstudent@durham.ac.uk



@vanmildert1965



Van Mildert College, Durham University



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



@vanmildertcollege

Van Mildert College  
Durham University  
Mill Hill Lane  
Durham  
DH1 3LH

Tel (Reception): +44 (0) 191 334 7100

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