

Event FAQs

Useful resources

General enquiries - ask@herts.ac.uk

Admissions team - admissions@herts.ac.uk

International office - international@herts.ac.uk

Finance team -

- General enquiries - email: ask@herts.ac.uk
- Funding enquiries - email: funding@herts.ac.uk

Student wellbeing - studentwellbeing@herts.ac.uk

Accommodation team - accommodation@herts.ac.uk

Question	Answer
BUDGETING	
How do I get paid? (Student loans)	Maintenance Loans are paid directly to the student three times a year, normally around the start of each term. The tuition fee loan is paid directly to the university by the student loans company.
What living costs will I have?	A lot of living costs come down to choice, so for example some people might decide to run a car and pay insurance, road tax and petrol, whereas other might decide to take the bus. Living costs you could have are: rent, food, bus fares, parking permits, train tickets, petrol, utility bills (although they're normally included with your rent if you're in student accommodation) home contents insurance, clothes, laundry, toiletries, stationery, printing, laptop, mobile phone, gym membership, amazon prime, Spotify, Netflix, game console subscription and your social life!
How much money do I need to spend on books?	We recommend that students don't spend money on books! Our Learning Resource Centre has over 400,000 printed books and almost 500,000 eBooks and then we've got journals on top of that. Wait and make sure you need the book before you buy it!
Do I need a TV licence?	If the students want to watch TV in their own room or on a portable device anywhere (e.g. iPlayer or live/on-demand programmes streamed via All 4, Amazon Prime or otherwise), they will require a tv licence. All University rooms are registered as separate addresses, so licences cannot be shared as a flat. Failure to obtain a licence will mean that the student will receive a letter from the Licencing Agency. Therefore, it's important that the student lets them know if they want a licence AND if they don't want a licence (i.e. have no tv or watch live/on demand programmes). However, kitchens that have lounge areas (most accommodation except Telford Court and accommodation on deHavilland) will have a built in TV. The University provides the TV Licence for this. The common rooms around campus also have a TV that the University provides a licence for.
How much is a TV licence?	A TV licence costs £169.50 per year, you can either pay all in one go or via direct debit. If you are paying by direct debit, you also have the option to pay either quarterly or monthly.
Do I need home insurance?	The University provides a contents insurance for all students living on campus. Validity of this insurance is subject to a code of conduct, which includes locking your room and windows before leaving. All essential maintenance to the rooms is also included in the rent, provided that no intentional damage was caused by the student. If students only live on or around campus during term time, they may be able to use their parents' home insurance from their home (non-term) address. Please check eligibility with your insurance provider.
My parents have a TV license, I'll just use that	You are only covered by your parents' TV license if that is your out of term address, you only use TV receiving equipment powered by internal batteries and you have not connected it to an aerial or plugged it into the mains! In reality, most students need to buy a TV license!

If I live in a shared house, can't we get a TV license together?	If you have a separate tenancy agreement, you'll need your own TV license. If you have a joint tenancy agreement, you should be able to get one license to cover the whole property.
How much is a railcard? (16–25-year-olds)	They're £30 for one year or £70 for 3 years Visit https://www.railcard.co.uk/ to find out more.
What types of part time jobs can I get at Uni?	You could become a student ambassador, work for our student's union, in our nightclub, as an active student representative, as a BAME advocate, work in any of our pubs, cafes and restaurants. Our Student's Union advertises jobs https://hertfordshire.su/jobs/browse/ and helps you find one that is flexible and relevant to your course. Follow us on Instagram too to find out about vacancies when they come up: @uniofherts
How do I write a budget?	The first thing to do is to work out what your income is. So, add up all the money you get from your student loan, any money you get from a bursary or scholarship, any money you get from a part time job and any money you get from your parents. That total is your income. Then work out what your essential costs are, things like rent. If there's any money left over, we suggest you spend some of it on luxury/non-essential items (like a gym membership or Netflix subscription) and save some of it for unexpected costs (like your laptop suddenly breaking or needing to travel home at the weekend)
What happens if I get into financial trouble? Who can I go to for help?	At Herts, we offer financial support drop-in services. The Student's Union can also help offer advice on debt management. The main thing is communication. More often than not there is a way we can help students who are struggling financially. However, we need students to talk to us about their finances in order to know they need help. Talking about money is nothing to worry about – there really is nothing we have not heard!
Top budgeting tips	<ol style="list-style-type: none"> 1. Learn to cook! Eating in costs a lot less than eating out! It will save you money and impress your housemates – what a fantastic way to make friends! 2. In my first 2 weeks at Uni, I kept a cash book and wrote down every time I spent money, it really helped me see how small costs like coffees and snacks, bus fares, printing etc all added up. I could also easily tell which costs could be avoided (which unfortunately was the coffee!) 3. If you have a budget of £200 a week, do not make that a target! Think of what areas you could spend less money in!
I'm really worried about the cost of groceries, have you got any tips?	<p>Our top tip would be to buy unbranded products. It's rare that you can tell the difference and they are a lot cheaper than branded products. For example, a 4 pack of Heinz baked beans costs around £4 but a shop's own brand can be as little as £1.00. These small savings add up!</p> <p>Also, see what you can buy with your flatmates. Can you start a communal 'kitty' for loo roll, eggs, bread, and milk? These items take up space and can have a short shelf life (not the loo roll!), buying together can help you not waste food and save money! You could also arrange to go grocery shopping together and split the taxi fare back or even car share!</p>
I always spend so much money on nights out!	If you're going on a night out, take cash if you can! That way you won't drink too much alcohol and start tapping away on your card! Decide in advance how much you'd like to spend and take that. If you are taking your card, most banks will allow you to set limits.
Saving sounds like a sensible idea, but I know in reality I just won't do it!	<p>Have a target of what you would like to save each week. Then set yourself up with a bank account especially for your savings. That way you can set up a standing order from your main bank account to your savings bank account, so automatically every month £20 (for example) is moved across without you needing to remember to put that money aside.</p> <p>Some banks, like Monzo, offer helpful ways to split your money into different pots – from bills, saving and spending – check it out and see if it's right for you. https://monzo.com/</p> <p>NatWest offers a saving goal facility https://personal.natwest.com/personal/savings/tools-for-savings/savings-goal-tool.html</p>
I've never had to budget before, is there	We're incredibly lucky to offer you access to interactive modules on Black Bullion: https://www.blackbullion.com/

anything I can do to practice?	
BANK ACCOUNT	
Do I need a bank account to start Uni?	To receive maintenance loan payments, students must have a UK bank or building society account in their own name.
How do I get one?	<p>UK students will typically be required to at least show the following:</p> <ol style="list-style-type: none"> 1) One or two forms of ID (e.g. Passport, Driving License) 2) Proof of address 3) Proof of student status (e.g. acceptance letter from your university, or UCAS offer letter) <p>Most banks now allow you to apply online for a student bank account, but you will still have to send off supporting documents or take them into your local branch. Documents must be original copies, not photocopies.</p> <p>Once you've opened a new account, be sure to update Student Finance of your new bank account details (you can do it online).</p>
What's the best student bank account ?	<p>The following links will show you several different banks that offer student bank accounts, so we would recommend looking at each of them in detail and decide which one would be most suitable for you, your needs, and your circumstances. Banks can change the offerings and incentives of their student bank accounts annually, so always visit the actual bank websites to ensure you have the most up to date information about their student bank accounts.</p> <p>https://www.savethestudent.org/money/student-banking/student-bank-accounts.html https://www.moneysavingexpert.com/students/student-bank-account/</p>
What's an overdraft and should I get one?	<p>An overdraft is where the bank lets you spend more than you've got, up to a set amount. Often banks charge hefty fees and interest for the privilege, but student account overdrafts are typically interest-free.</p> <p>Debt is never a good thing, but a student bank account overdraft is an excellent buffer to keep up your sleeve, in case of emergencies. However, be wary of applying for the maximum overdraft possible just because you can. If you budget well, you may not need it as anything other than a buffer. Also, remember the bank is just lending you this money. It'll need to be paid back, so don't get too comfortable. Always keep in your mind that's it's not actually yours, it's the bank's. And never go over your overdraft limit, as the charges you incur could be enormous.</p>
COSTS AT HERTS	
How much is accommodation ?	At the University of Hertfordshire, it's between £127.05 and £262.71 a week (42-week contracts, 2024/25). (The average student pays about £194 per week for on-campus accommodation). Bills and Wi-Fi are included with Herts.
How much is the bus to travel between campuses ?	It's free!
How much is car parking ?	Parking in the P+R is free. However, if you want to catch the bus to campus, it is £1 for the day. If you have a parking permit you can park in the zones allocated on your permit, any time you want. If you don't have a permit, it is free for the first 2 hours and then £2 for the day. If you are a Blue Badge holder, you will only be charged £1, but you will need to upload a copy of your badge to the Hozah website.
How much is the laundrette ?	It is £3.40 for a wash and £1.80 for drying, but prices may change slightly.
How much is a pint of beer/glass of wine in the student bar ?	A pint is about £4.80 on campus. Here is an overview of the food outlets on campus: https://www.herts.ac.uk/life/culture-and-entertainment/food-catering . You can get a full hot meal for about £5.95 or less, or a sandwich meal deal for just under £4.
How much does it cost to get in the nightclub ?	Most tickets are £5 for entry. You will have to buy drinks and everything else you might want in addition to this.

How much does it cost to join clubs and societies?	Most student-led societies are between £5 and £10, some charge per semester others per year. If you want to join a sports team prices start at around £120 for an annual membership – but this includes transport to and from matches, competition fees, coaching, personal injury insurance, playing kit, and other relevant equipment. For a full list of costs and what is included, see here: https://sport.herts.ac.uk/athletic-union
How much is a gym membership?	We have two on-campus gyms – a smaller one on College Lane that is open 24/7 and the big Sports Village on de Havilland, including a climbing wall and pool. How much it costs depends on which membership you get, for access to just one of the gyms it is £20.99 a month, just swimming is £16 a month, for everything and classes, climbing and off-peak racquets it is £29.99 a month. Also, at Herts you don't need to join our gym to get fit we have lots of free sports and exercise classes with our Active Students program, check out https://sport.herts.ac.uk/active-students
How far away is the nearest supermarket – can I get there by bus?	The nearest supermarket to de Havilland is Aldi, which is about a 5-minute walk. The nearest supermarket to College Lane is ASDA or Aldi, which are about 15 min walk each. You can get to ASDA by bus easily.
How much is the train into London?	A return from Hatfield to London Kings Cross is around £15.50, a super off-peak day card for unlimited travel to and in London is around £22.60. If you have a railcard, tickets are typically cheaper.
What student discounts are available?	Loads! You can get a TOTUM card or app (previously NUS card) which starts at £14.99 and can get you discounts between 10% and 50% at loads of places, such as clothing shops and restaurants https://www.totum.com/ Our UNO buses also have a student discount, just show your student ID card. Not specifically for students, but you can also get a railcard which gets you 1/3 off rail travel. https://www.railcard.co.uk/ UniDays can also give you discounts and is available for university students - https://www.myunidays.com Also check out Student Beans https://www.studentbeans.com/uk which has lots of offers too! Plus have a look at https://www.vouchercodes.co.uk/ to see if there's any other offers that you can take advantage of!
COURSE COSTS	
Where do I find out information about extra costs on my course?	If it's a degree at Herts, this information can be found by following these steps: <ol style="list-style-type: none"> 1. Visit the course page 2. Scroll down to Further Information 3. Open the Course Factsheet 4. Look under Additional Expenses. Even if you're looking to study at a different University this should give you a good idea of the costs involved for your course.
I'm doing a nursing degree; will I need to pay for uniforms?	At Herts we pay for 2 sets of uniform for you, whichever is the required uniform. This accounts for the fact that you need to ensure a clean uniform every day. If a student loses a uniform, needs to go up a size, causes damage themselves, or just wants extra, they pay for the additional ones themselves, but order via Herts so they get the Herts unit price.
I'm doing a creative arts degree; will I need to pay for art supplies?	Yes, you will need to pay for your own art supplies. We have an art shop on campus that offers art supplies at the stock price. However, any professional equipment is likely already set up within one of our workshops.
Do I get a maintenance loan if I study abroad or do work placement for a year?	For the study abroad year, you will still be eligible to receive any grants or loans to which you normally receive from the student loan company and local authorities. Subject to household income, you can also receive a contribution to flights, visa costs and health insurance. For the work placement year, how much and what you receive will depend on your salary for your placement and where you will be staying during this time.

FINANCE (home students only)	
What are the upfront fees?	Tuition fees are £9,250 for most courses. Student finance will pay this directly to the University if you take the loan, so there is nothing to pay upfront. You won't start paying anything back until the April after you leave University and start earning over £25,000 a year. Repayments are based on what you earn so the repayments will be manageable. Follow this link for more detail about repayments: https://www.gov.uk/repaying-your-student-loan/what-you-pay (you will be on plan 5)
Does everyone get the same amount in student loan?	All eligible students get the full amount to cover their tuition fees (the exception is if you are applying to a private institution). However, maintenance loans are means tested, so your household income is considered when assessing your application. The more money your parents/ guardians earn, the less you will receive. They also consider where you decide to live during term time. Here is a link to show you what you could receive: https://www.savethestudent.org/student-finance/maintenance-loans.html You will have to scroll down to about half the webpage. https://www.gov.uk/student-finance-calculator
Are courses that include field trips paid for using your student loan?	If the field trip is compulsory, then they are usually included in your tuition fees (i.e. they are free). If they are optional, you may have to pay for them if you want to go.
Is there a way I can work out how much maintenance loan I will receive before applying?	Yes, there is. You can use student finance's own maintenance loan Calculator to give you a better idea of what you could receive. Here is the link: https://www.gov.uk/student-finance-calculator Please note that Student Finance will check these details and calculate the maintenance loan amount based on their records. Therefore, it may happen that Student Finance determine the maintenance loan to be higher or lower than the SF Calculator indicated. If you think they have the wrong information, or if your circumstances have recently changed, please contact SFE directly.
How much maintenance loan could I get?	The minimum maintenance loan you can receive is £3,790 and the maximum amount is £13,348. It depends on whether you live at home, away from home elsewhere or away from home in London and your household income. So, it's worth checking out, https://www.gov.uk/student-finance-calculator
What is a maintenance loan?	The maintenance loan is designed to help pay for your living costs at university and the amount you get is dependent on your personal circumstances, such as family household income and whether you are living at home or living away from home whilst you study. So, the amount of maintenance loan varies depending on your circumstances. It is design cover costs such as food, rent, travel and everything else you need to live on. It will be given to you in three instalments at the beginning of each semester. It's like your income. https://media.slc.co.uk/sfe/quickstartfinanceguide/index.html?utm_source=email&utm_medium=Maxemail&utm_campaign=SFE-student-application-reminder
Can everyone get a maintenance loan, or does it depend on whether you live on campus?	Yes, every home student is entitled to a maintenance loan, whether you live at home, in private accommodation or on campus. If you live at home while you study for your degree, you will likely receive less maintenance loan as the Student Loan Company will predict that you will have fewer living costs.
My parents'/ guardians' financial circumstances have changed – what should I do?	If your financial circumstances have changed, and you are applying for student loans, you will need to update the Student Loans Company. The Maintenance loan is based partly on a student's household income (other factors are where the student lives), so the Student Loans Company will need financial details from the parent(s)/guardian(s) or partner to calculate how much funding a student can get. It is understood that financial circumstances can change so the Student Loans Company have a Current Year Income Assessment form that you can fill in.
I am worried about the debt aspect of all this	I know it seems scary when there is so much negative press about debt, but the repayments are designed to be manageable. You don't pay anything back from your student loan until you earn OVER £25,000 a year. You then pay back 9% of what you earn over £25,000. So, if you

	<p>earn £27,000 a year, you earn £2,000 over the threshold, 9% of that amounts to roughly £15 a month! And if your earnings drop below the threshold, you stop paying. After 40 years, if you haven't paid back your loan, it will be wiped out/written off.</p> <p>https://media.slc.co.uk/sfe/quickstartfinanceguide/index.html?utm_source=email&utm_medium=Maxemail&utm_campaign=SFE-student-application-reminder</p>
Is it true that you must pay interest on top of your student loan?	<p>Yes, there is an interest added and the interest rate is linked to the rate of inflation as measured by the Retail Price Index (RPI), but most students don't actually end up paying this. You only pay a small amount each month, and after 40 years the outstanding amount is written off. Here is a link for more details about interest: https://www.moneysavingexpert.com/students/repay-post-2012-student-loan/</p>
Can you start paying off your student loan early if you wish to?	<p>You can but there isn't really any benefit for paying it off early. For most people it will be cancelled before they pay the full amount. That's because the amount you owe is cancelled after 40 years. So, anything remaining will be written off.</p>
What should I do if I don't have a UK passport or if mine has expired?	<p>If you do not have a UK passport (or it has expired), send your original birth or adoption certificate using the certificate form available on the .gov website. If you have a foreign passport (including EU), but are eligible for student finance through SFE, they may require you to post your physical passport to check your identity. This might take a few weeks, so do bare this in mind if you intend to travel. Photocopies are not generally accepted.</p>
SCHOLARSHIPS & BURSARIES	
What's the difference between a bursary and a scholarship?	<p>Scholarships are usually linked to achievements, abilities, or talents. Here is a link for more information. Bursaries and grants are typically non-repayable (so you keep what you receive) sums of money that universities can award to help students with some of the costs while studying.</p>
Do I have to repay them?	<p>In most cases no, they are non-repayable 'gifts'. I have yet to find one that needs to be paid back but it is always best to double check.</p>
What can I spend the money on?	<p>Whatever you need at university.</p>
If someone else in my family has had one does that mean I can't have one?	<p>Bursaries and grants are awarded to students based on their personal circumstances and looked at on an individual basis. So, with the exception of the 'first in the family' grants, if someone else has received one, that won't affect your bursary.</p>
How do I apply?	<p>Bursaries and grants may not need an application. Some can be automatically applied to you by the university or by the student loans company. Scholarships applications vary, some do not need an application whilst others may need you to submit a statement or fill in a form. I would advise checking your university's website for more details on.</p>
Do I still get my student loan?	<p>Yes, as a general rule of thumb, if you are eligible for it, you can have it. A bursary, grant or scholarship is simply a little extra and will not affect the amount you would get on your normal student loan, nor will it affect the amount you owe (they are non-repayable) or have to pay back.</p>
How do I find one?	<p>A great website is the scholarship hub. Also check your chosen universities' websites.</p>
What bursaries are available at Herts?	<p>We have many. They are updated yearly so it is always best to check the website. https://www.herts.ac.uk/study/fees-and-funding/financial-support/scholarships-grants-bursaries</p>
What scholarships are available at Herts?	<p>We have quite a few, some are subject-specific whilst for others, anyone can apply. here is the link https://www.herts.ac.uk/study/fees-and-funding/financial-support/scholarships-grants-bursaries</p>
DSA (Disabled Students Allowance)	
I have a disability, is there any extra help?	<p>Yes, on top of any support your university can provide, there is a form of non-repayable support called Disabled Students Allowance or DSA that is available to all home students who have a health condition/ disability that affects their ability to study.</p>
I have anxiety, does that count as a disability?	<p>Yes absolutely. Anxiety is a mental health condition, so it is included under the all-encompassing term of disability. Criteria for disability include it having a significant and prolonged adverse effect on your (daily) life, as defined by the Disability Act.</p>

What disabilities are covered by DSA?	<p>DSA covers a variety of health conditions/ disabilities, including but not limited to:</p> <ul style="list-style-type: none"> • Physical disabilities that affect your ability to move • Visual and/or hearing impairments (that CANNOT be corrected by glasses/optic equipment) • Longstanding medical conditions/ illnesses (I.e. epilepsy, diabetes, coronary heart disease, cancer etc.) • Mental health conditions (I.e. anxiety, depression, schizophrenia etc.) • Social/communication impairments (I.e. Asperger syndrome, other autistic spectrum disorders, SLI etc.) • Specific learning difficulties (I.e. dyslexia, dyspraxia, ADD, ADHD etc.)
How am I assessed?	<p>The “assessment” is just a friendly chat with a DSA needs assessor. They will talk to you about your condition, how it affects you and what support the DSA and your university can offer to help you. It is a very relaxed environment. The assessment could be in-person or virtual and you get to choose your preference.</p>
Is the support I receive based on my household income?	<p>No. The support you receive will be based on your disability and your individual needs. You will need to meet the criteria of a ‘home’ student to qualify.</p>
What evidence do they need?	<p>Your evidence can be in the form of a letter from your doctor or consultant which confirms your impairment or health condition, or it can be a diagnostic assessment of your learning difficulty from a psychologist or specialist teacher.</p> <p>Unfortunately, general school/ college form 8s would not be accepted. Your diagnosis/ confirmation letter must be from a trained health care professional or specialist teacher.</p> <p>There is a short form you can complete if you are yet to receive a diagnosis, so there are other ways to supply evidence.</p>
What support can I get?	<p>The DSA for students in England is made of up four parts:</p> <ul style="list-style-type: none"> • Non-medical helper allowance – an annual payment to help cover the costs of academic support (e.g. a sign language interpreter). • Specialist equipment allowance – a one-off payment to cover items required for you to study (e.g. assistive technology software). If you require a computer, you may need to pay the first £200 as a contribution. • Travel allowance – reasonable spending on additional costs incurred as a result of a disability (this does not cover everyday costs you would expect to pay for). • General allowance – an annual payment to cover any other disability-related expenses not mentioned (e.g. braille books and photocopying).
Do I get the money directly?	<p>Money is paid either into your bank account or directly to the organisation providing the service or equipment. So, if you are expecting a non-medical helper or equipment, the DSA will pay the fees directly to the organisation providing them. If you receive a general allowance, however, you will need to buy the item first, and then reclaim the money from the DSA via a small form sent by email. The reclaimed funds will be transferred directly to your bank account.</p>
What can I spend it on?	<p>You will need to spend your allowances on what the DSA specifically stated they were for, i.e. travel costs.</p>
Are Uni’s less likely to offer me a place if they know I am disabled?	<p>No. Informing your university about your disability/ health condition just means that they can inform you about the support available. It would be unlawful for universities and colleges to refuse you a place or treat you less favourably because of your disability – they have been covered by the Disability Discrimination Act since 2001, and the Equality Act since 2010.</p>
Do I need to give any equipment back or pay back any allowances?	<p>No, DSA is a form of non-repayable support, so you get to keep what you receive, even after graduating.</p>
Where can I get extra information	<p>Please watch out presentation all about Disabled Student Allowance here: https://www.herts.ac.uk/about-us/school-and-college-liaison/getting-ready-for-university/disabled-student-allowance-dsa</p> <p>UCAS website: https://www.ucas.com/finance/additional-funding/disabled-students-allowances-dsas</p>

	<p>.GOV website: https://www.gov.uk/disabled-students-allowances-dsas</p> <p>Student wellbeing team at Herts: Contact the University of Hertfordshire Wellbeing Team on +44 (0)1707 284453 or studentwellbeing@Herts.ac.uk</p>
LOCATION	
Where is the University of Hertfordshire?	We are based in a town called Hatfield, which is in the same area of Hertfordshire as St Albans, Welwyn Garden City and Stevenage. We are just 25 minutes away from Kings Cross via train, so we are also easy to get too.
What is Hatfield like as a town?	Hatfield is a commuter's town, with lots of shops, cafes, and restaurants. Hatfield is a quieter student town, though there is still plenty to see, do and get involved in.
What are the local attractions?	<p>In Hatfield itself, we have the Galleria. Inside you can find a variety of shops, restaurants, and an Odeon cinema (that offers a student discount with Totum).</p> <p>Hatfield house is a historic venue that hosts a lot of events throughout the year, particularly music festivals.</p> <p>If you are looking for a day out with friends, St Albans is great for those who love live music, historic architecture and lots of cafes and restaurants; it also has a farmer's market. Alternatively, Welwyn Garden City is great for shopping and for eating out and is packed with things to do.</p> <p>If you are interested in travelling to London, we are just 25 minutes from Kings Cross from Hatfield station. I would recommend getting an all-day travel card, as this tends to be the cheaper option and allows you to explore London freely.</p>
What is the difference between the two campuses?	<p>Each campus is slightly different, but you will be able to find what you need, whether it is food, accommodation or support, no matter which campus you're on.</p> <p>Students will be on de Havilland campus if they're studying subjects like Sport, Law, Business, Criminology, Education and Teaching.</p> <p>Students will be on College Lane campus if they're studying subjects like Art, Music, Health and Social Care, Psychology, Computer Science, Engineering, Maths, Astrophysics and Humanities.</p> <p>Each school of study will have their own specialist facilities.</p>
What are the main facilities on campus?	<p>Both our campuses have a students' union office, students' union shop (essentials), places to withdraw money, a gym, restaurant, chaplaincy, cafes, social spaces, advice and support centre, accommodation, and a learning resources centre. There is a free shuttle bus that runs between the two campuses.</p> <p>Some of the facilities specific to college lane campus are Bar Seventy7 and the loft (nightclubs), Elehouse (pub), student wellbeing, the oval (24/7 gym) and 3 MUGA pitches</p> <p>Some of the facilities specific to De Havilland campus are: The Weston Auditorium, The Hertfordshire Sport Village (a state-of-the-art fitness complex with swimming pool, gym and climbing wall), The enterprise Hub (pub in the evenings and enterprise space) and a variety of sports pitches.</p>
What support services are available?	We have a wide variety of support available on campus for you to access whenever you need too. Our support includes: our medical centre with on campus GP, our dedicated student wellbeing team who offer services such as counselling and help with DSA applications, our student help centre, our accommodation team (which includes residential assistants who live in halls of residents) our study abroad office, the Chaplaincy, our careers and employment centre (who can help you with finding a job for up to 4 years after the graduate), our childcare/nursery and our finance team.
What happens if I run out of money?	<p>We never want students to struggle financially, so we offer services that help to better prepare students on budgeting at university and how to better manage finances.</p> <p>(1). We have created a presentation with resources that provide useful hints and tips on budgeting and how to manage finances at university: https://www.herts.ac.uk/about-us/school-and-college-liaison/getting-ready-for-university/budgeting</p> <p>(2). Our student wellbeing team offers a financial support drop-in service on a Wednesday 2-4pm.</p> <p>(3). We have links to Mind and the CAB who can help students with contacting debt management services.</p> <p>(4). The University also has the Advice and Support Centre within the Students Union who can help.</p> <p>(5). There is also a Hardship fund, aimed at providing additional help for students who are: a student with children, especially single parents, a mature student with existing financial commitments, from a low-income family, disabled, a student that was previously in care (a 'care leaver')</p>

	or homeless or living in a foyer. You can find out more about the Hardship fund here: https://www.gov.uk/extra-money-pay-university/university-and-college-hardship-funds
MISCELLANEOUS	
What do I do if I need medical attention whilst living away from home?	There is a Medical Centre with GP surgery that is solely for staff and students. Students can register there as soon as they know the address of their accommodation in Hatfield. You can register here: https://www.herts.ac.uk/medicalcentre/register . You will need to bring proof of being a student upon your first visit. We have plenty of pharmacies nearby, where GPs can automatically send prescriptions for the student to collect.
What documents will they need for registration?	Original Passport - A passport is our preferred form of identification for all students. OR Original Birth Certificate AND UK Photo Driving Licence - If you are unable to provide a passport for any reason, we are also able to accept these forms of identification together. You must meet the criteria for a British citizen to register using your Birth Certificate.
Is there a way I can chat to students at the University for reassurance?	Yes. We are currently using a platform called unibuddy. If you follow the link, you will find the profiles of current students from a wide range of courses. We also have some staff members on here too: https://www.herts.ac.uk/life/unibuddy
How much does residential car parking cost?	Residential parking on College Lane Campus is limited. If students are eligible, it costs £203.39 for the year. There is no residential parking on de Havilland Campus. If you have a blue badge, you will be asked to provide a copy of your Blue Badge and will be issued with a permit free of charge. If you ride a motorcycle or moped, you do not need a permit, but you will need to register your motorcycle by contacting the Parking team. You can park for free as long as you're in a designated motorcycle bay.
How much does Park & Ride cost?	The Park and Ride is available for all students, staff, and visitors to use. It is free to park here, however, it costs £1 for the day to use the shuttle bus that goes to both College Lane and de Havilland campuses, or you can walk.
Are there any other car parks nearby?	All student parking on campus is free for the first 2-hours, then it is £2 per day via the Hozah app. If you are a blue badge holder, you will only be charged £1 per day.
STUDYING	
Which campus will I be on?	Students will be on de Havilland campus if they're studying subjects like Law, Business, Criminology, Sport or Education and Teaching. Students will be on College Lane campus if they're studying subjects like Art, Music, Health and Social Care, Psychology, Computer Science, Engineering, Maths, Astrophysics and Humanities. It's about a 15 min walk to get from one campus to another and there's a free shuttle bus too! You'll receive the full information in your joining instructions of where and when to go during your first week at uni.
When will I get my timetable?	New students will be able to access their timetables once they have completed registration. If they're starting their course earlier in the Schools of Health and Social Work, Education or Law, they will be able to view their timetable earlier.
How will I be taught?	Our courses are taught using a mixture of lectures, seminars, practicals and workshops. The ratio of these teaching types will depend on the course being studied but we place great emphasis on our skills-based teaching and learning methods.
What is the difference between seminars and lectures	Lectures tend to be larger than seminars. Seminars are like workshops, where there will be a lot of discussion and interaction from both students and staff. Lectures tend to involve your lecturers teaching you new theories and techniques, though this doesn't mean that lectures can't also be interactive or have class discussions.
What academic support is available?	When you arrive, you will be assigned a tutor, who will be your first point of contact if you need help. Each School of Study has a range of support to help you develop subject specific academic skills.

	University wide, we also offer Academic English sessions (which include help with referencing), Maths support services, Library Link Up services and our Students' Union SU Study Smart sessions.
What are the libraries opening hours?	Our Learning Resource Centres (LRC) are open 24/7. Only closing for a few days around Christmas, Easter and during the summer break for maintenance. The exact days of closure will be advertised both in the LRC and on our online forum studynet weeks in advance. Despite the LRC being closed for these days, you can still access our extensive online library via studynet.
I don't have a laptop; will that be a problem?	Students can borrow a laptop for use in the Learning Resource Centres. There are also computers (including Macs) available in the 24/7 LRCs.
ACCOMMODATION	
Can I apply for accommodation if they have a conditional offer?	Yes, you can apply for accommodation with a conditional offer. We will hold the application on file until your offer of a place to study progresses to unconditional (i.e. when you meet the grade requirements)
When will I receive an accommodation offer?	If your offer of a place to study is unconditional, we hope to start sending out accommodation offers in June.
How do accommodation contracts work?	Students do not need to make any payment until they are sent an offer of accommodation. Once they receive an offer of accommodation, they have 7 days in which to pay the deposit of £100 and set up a payment plan or pay in full. The payment plan allows you to pay termly with the due dates being October, January, and April. No payments except the deposit are taken before this date.
What is the accommodation like at UH?	We have been shortlisted in the student accommodation awards. They are professionally cleaned after each tenancy, so you don't need to worry about cleaning anything when you arrive. The facilities included in each accommodation type will be listed on the accommodation's profile on our website. No matter what accommodation you choose, you will have access to a common room and laundry facilities.
Does the accommodation have good Wi-Fi?	All rooms in our accommodation have fast wi-fi and network connection sufficient for both studies and personal use.
Do you have any extra info about living on College Lane?	Yes! Please look at this booklet: https://issuu.com/uniofherts/docs/living_on_college_lane_08e809fd6c6a50
Do you have any extra info about living on De Hav?	Yes! Please look at this booklet: https://issuu.com/uniofherts/docs/living_on_de_havilland
What are the accommodation prices?	Please visit https://www.herts.ac.uk/life/student-accommodation to find out about our accommodation options and room prices.
How long are the accommodation contracts?	We offer various contract lengths. Students can apply for accommodation to live on campus for 42 or 50 weeks. Most students will choose the 42-week option as this will give them plenty of time to complete their studies. If they are on an extended course or want to stay on campus over the summer, then they can apply for a 50-week contract. Whichever contract you choose, when your contract finishes, you can apply to stay longer for a period of your choosing. However, that may mean you might have to move to a different room or flat.
How many people live in each halls?	Between 6-12 per flat – Telford Court has the lowest number of people per flat (6) - but they have the smallest kitchens. The highest number would be the enhanced flats, with 12 people. However, they are spread over 3-4 floors, meaning you will only have around 4 people per floor. That means sharing a bathroom with only one other person (unless you have an ensuite). These kitchens will have two cookers, ovens, microwaves etc., so you would still share with 6 people altogether. In a studio room, everything is yours and you do not share with anyone.
When do I have to apply for accommodation?	Students should apply as soon as they receive their Student ID number, rather than wait for a deadline as we allocate in date order of application and eligibility. We guarantee accommodation for first-year students who apply for accommodation before the deadline dates and whose needs we are able to meet, listed on this webpage - https://www.herts.ac.uk/life/student-accommodation/clearing-accommodation-guarantee

Can I ask to share a room with someone they know?	Yes, you can apply as a group in the application process if you wish to share a twin room with someone you know. The first application can indicate they wish to be housed with friends and will then receive a code. The other applicants of the group can then input this code when asked if they'd like to be housed together with someone. We have twin rooms if the applicant wants to share the room with one other person. If they would like their own room, but be housed in the same flat, they can indicate this using the code as well. Please be aware that although every effort will be made to house friends together, we cannot guarantee this.
How likely am I to receive my first choice of accommodation?	Applicants are dealt with on a first-come-first-served basis. That means that we cannot guarantee anyone will get their first-choice accommodation. We ask applicants to indicate a number of preferences and will try to allocate the second-choice accommodation when the first choice is not available. However, due to limited availability, we cannot guarantee any specific accommodation.
Can I live in same-sex halls?	We have a limited number of single sex flats that you can ask for as part of your choices. We cannot however guarantee that you will be offered one of these.
How will I be kept safe?	We have a dedicated security team that patrols both campuses 24/7 as well as a University Police team (PCSO and Hertfordshire police collaboration). We also monitor both campuses through extensive CCTV networks. If you need to contact security, their number is displayed all over campus and on studynet. Residents' Assistants will also be on call 24/7 to help. For instance, if you are bothered by excessive noise in Halls.
When would I move in?	If you are a UK home student, the move in weekend will over a weekend towards the end of September. International students (including EU) move in before to follow an International Student Programme.
Can I have guests to stay over?	Normally we do allow guests and visitors to stay over on campus, for no more than 2 nights out of 9, however, we do not allow guests to stay in the first 4 weeks as we have lots of students arriving and it can be an overwhelming experience with lots of new people around. Guests will need to sign in with security, for safety reasons. There they are also able to obtain a temporary parking permit.
Can I meet my flatmates before the start of term?	Yes! You can join our Facebook groups to get to know your new uni friends and flatmates before you arrive - https://www.facebook.com/pg/uniofherts/groups
Will my parents/guardians be able to drop me off at the start of term?	Yes, this is no problem. We will send information to all students allocated a room in Halls nearer to the start of term.
APPLICATION PROCESS	
What is UCAS?	UCAS is the Universities & Colleges Admissions service. They are the organisation that will process your application as well as serving as a directory for all the courses available within the UK. It's a great idea to familiarise yourself with their website and use their search tool to discover the wide range of courses offered.
How many universities can I apply to?	In general, students can apply for up to 5 courses, at 5 potentially different universities. However, you can only apply for 4 courses in Medicine, Dentistry, Veterinary Medicine, or Veterinary Science (with a 5 th choice in another area). Also, students can apply to Oxford OR Cambridge, but not both in the same academic year.
What is an unconditional offer?	An unconditional offer means students have secured a place which isn't dependent on any set grades being achieved.
What is a conditional offer?	A conditional offer means students still need to meet the requirements of the offer – usually exam results.
What is a contextual offer?	If you meet our criteria, you will receive a 'contextual offer' from our admissions team. There is nothing you need to do; this will happen automatically. A contextual offer is a reduction of up to one grade below our standard entry requirements, equivalent to 8 UCAS points. You can check our eligibility criteria here: https://www.herts.ac.uk/study/how-to-apply/entry-requirements/undergraduate-degrees#:~:text=A%20contextual%20offer%20is%20a,equivalent%20to%208%20UCAS%20points.

<p>What are tariff points?</p>	<p>Tariff points translate different qualifications and grades into a numerical value. So, for example, with A Levels an A* is 56 points, A – 48, B – 40, C – 32, D – 24 and E – 16 points.</p> <p>For a BTEC Diploma: D*D* is 112 points, D*D – 104, DD – 96, DM – 80, MM – 64, MP – 48 and PP – 32 points</p> <p>Students can calculate their tariff points here: https://www.ucas.com/ucas/tariff-calculator</p>
<p>What happens at an interview?</p>	<p>All interviews are slightly different but it's often a time to look at an applicant's portfolio and find out more about them, their work, experiences, and aspirations. We want to make sure that the course you're applying for is the right choice for you. That you genuinely want it and that you've got the potential to succeed.</p> <p>If it's for a creative arts course, you can check out our applicant interview page here: https://www.herts.ac.uk/study/schools-of-study/creative-arts/your-application/undergraduate-applicants/undergraduate-art-and-design-applicant/art-and-design-applicant-interviews</p>
<p>What is Clearing and when does it start?</p>	<p>Clearing is a system that matches university applicants who haven't met the conditions of their offer (or haven't received an offer) with institutions that still have unfilled places.</p> <p>It's available July to September each year. If you already have your exam results but you have no offers, you can use Clearing from July.</p> <p>If you had conditional offers but your exam results didn't go to plan, you can use Clearing from results day, when Clearing vacancies will be listed in the UCAS search tool.</p>
<p>What is self-release?</p>	<p>If students are holding an unconditional firm place, they can release themselves into Clearing by using the 'decline your place' button in UCAS Track. We do encourage students to take some time to think carefully about changing any decisions as some courses may be full and their decision may not be reversible.</p>
<p>UH was my insurance choice, but now I want to change it to my firm choice. Can I change my decision?</p>	<p>As we are on the UCAS 'pre-approved list,' this means students no longer need to contact us first to ask for this change to be made. They only need to call UCAS, and the other institution involved - if it's not on the pre-approved list (which UCAS will be able to advise). If both institutions have opted-in to be on the pre-approved list, then students only need to call UCAS, and the change can be made there and then.</p>
<p>What is a personal statement?</p>	<p>A personal statement is a 4,000 character (including spaces and grammar) piece of text that is submitted as part of the UCAS application. It is an opportunity for students to explain to the admissions tutors why they would like to study the course and why they would make an excellent student.</p>