



QUEEN'S
UNIVERSITY
BELFAST

COMMUNITY LIVING HANDBOOK

IN PARTNERSHIP WITH



St Mary's
University College
Belfast
A College of Queen's University





SUPPORTING STUDENTS IN THE COMMUNITY

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Welcome to the Community

The area around the University is diverse, with a variety of ages, nationalities, ethnicities, family structures and professions sharing the neighbourhood with students. This makes it a vibrant area to live in.

At times, differing needs, lifestyles and perceptions can lead to issues between neighbours. Learning to manage such differences is not always easy, but is an important life skill.

One of the issues most commonly raised by people living in the local neighbourhood is night-time noise.

While disturbing the neighbours is often unintended, it can create stress for people who have to get children to sleep, get up for work in the morning, or just want to enjoy some peace and quiet in their home.

This should be taken seriously as it impacts on health, as well as local community relations.

Complaints can lead to fines, a disciplinary record and, in severe cases, suspension, expulsion and/or a police record. This can have implications for employability and other future opportunities.

This handbook has been created to support you living in the local community. It includes information on laws and regulations you should be aware of, local services, and support available if things don't go to plan.

It also highlights opportunities available at Queen's and in the local area. Get involved in the community and transform it for the benefit of all who live here, including you.

The Neighbourhood Engagement Team



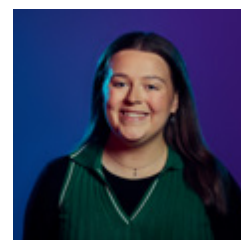
Ryan Rankin
Neighbourhood Engagement Officer



Mie Palmer
Neighbourhood Engagement Support Officer (Maternity Cover)

Andrew Robinson
Joint University and Colleges Neighbourhood Officer

A Message from the SU



Whether you're brand new to South Belfast or have lived here all your life, you'll know that it is a brilliant and unique place to live, work and study.

Perfectly positioned a short walk from the city centre, the area is home to: great open-air green spaces including Ormeau Park and Botanic Gardens; attractions such as the Ulster Museum and Gallery; and food, bars and culture from all over the world.

Each year we hear so many inspiring stories of our students getting involved in and contributing to the South Belfast community. We know that they get so much out of it in return that they continue long after they have graduated!

Whatever your skills, talents or interests, there's something for you! Find out all about what the Students' Union can offer at www.q-su.org

Amy Smith
Students' Union President

Our community is what we make it, let's make it one we're proud to call home.

The Queen's Quarter is truly one of the most diverse areas of the city, home not only to students but to people and families of all ages, cultures, ethnicities, nationalities and backgrounds.

All of this can help to make your student years here some of the best of your life but also brings an understanding that we all have to take responsibility for making our community a great place to be.

Fortunately, there are many fun and rewarding ways to get involved with the local community that will help you to develop lifelong skills, make friends and give something back – whether it's through our SU Volunteer and Clubs and Societies, or one of the many community organisations in the local area that offer a wide range of opportunities to volunteer.



Noise Disturbance

The majority of complaints received by the University regarding student off-campus behaviour relate to noise at night.

Enjoy your student days, but remember you are living among people with different lifestyles, which include young families, older people, people who have to work early in the morning. **The Student Conduct Regulations apply at all times and not just after 11pm. If you are reported for a noise disturbance before 11pm you may have breached the Conduct Regulations so keep noise to a reasonable level and respect your neighbours.**

The Noise Team

The Council have powers to deal with noisy neighbours at any time of the day/night. Noise Control Officers respond to noise complaints all year round. They actively patrol the University area at particular times of the year. There is a team available to respond to complaints made to the noise hotline from 8pm until 4am each night.

If someone is making excessive noise, the Noise Control Officers will serve a Warning Notice. If the noise continues and is above the permitted level a Fixed Penalty Notice of £110 fine will be issued.

This is an effective remedy on the night. However if the noise persists the Council can consider serving a section 65 notice under the Clean Neighbourhoods and Environment (NI) Act 2011. A breach of this notice can lead to a criminal record.

The Council can also seize noise-making equipment, such as laptops, docking stations, mp3 players, amplifiers and speakers.

How to Avoid Fines

Keep music down and windows and doors closed to avoid disturbing neighbours especially after 11pm.

Remember a speaker will only amplify noise and increase your chances of breaching the Student Conduct Regulations.

Remember some people will be trying to get children to sleep earlier than this, and noise at any time of day can be a nuisance if it occurs regularly and/or is excessive. The PSNI will often deal with issues when the Noise Team are not available.

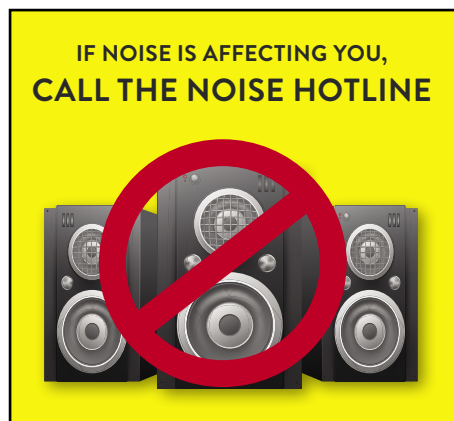
Think of the neighbours when you're walking home from a night out to avoid waking people up.

If calling out taxis late at night, ask the taxi to alert you by text when they arrive rather than beeping the horn.

Build a positive relationship with your neighbours and resolve issues directly where possible.

Noise Hotline

If noise is affecting you, call the noise hotline (Monday to Sunday, 8pm- 4am) on **028 9037 3006**, or email envhealth@belfastcity.gov.uk



On Street Drinking

It is a criminal offence to drink on the street in most areas of Belfast (including Botanic Gardens, the Holyland and greater University areas).

Authorised Council Officers and the PSNI can prosecute anyone caught drinking in the street.

Anyone over 18 caught drinking in these areas will be reported for prosecution and may be fined up to £500.



PSNI Powers for Tackling Antisocial Behaviour



In addition to the legal powers of the Council, the PSNI have powers to tackle antisocial behaviour.

Fixed Penalty Notices

Fixed penalty notices (FPNs) can be issued by police and allow low-level antisocial behaviour to be dealt with on the spot rather than offenders having to automatically go through the court process.

Police officers have the power to issue penalty notices of £45 or £85 for:

- indecent behaviour (only for urination in the street)
- drunk in a public place
- disorderly behaviour
- behaviour likely to cause a breach of the peace
- obstructing police
- criminal damage (up to a value of £200)
- theft (shoplifting up to a value of £100, where the stolen goods have been recovered and are still in a good enough condition to be resold, or the retailer has been compensated)

What to do if you are offered a penalty notice

If you accept a penalty notice you must pay it within the time specified, or you may decline the offer of a penalty, in which case the police officer involved will consider another course of action, which may result in prosecution.

A penalty notice will not give you a criminal record. However, these penalty notices are recorded on the PSNI computer system and may be disclosed as part of an enhanced disclosure issued by AccessNI when you are applying for a job or voluntary position.

Full details of Fixed Penalty Notices are available at <https://www.nidirect.gov.uk/articles/police-issued-penalty-notices>

Community Resolution Notices

The police may also issue you with a Community Resolution Notice (CRN).

CRNs are usually used for first offences of low level crime or antisocial behaviour where genuine remorse has been expressed and where the victim has agreed that they do not want the police to take more formal action. They also allow the police to give the victim a greater say in how the offender is dealt with and to help the offender understand the impact of their actions on the victim. For example, it might involve an apology or payment to cover damage.

Community Resolution Notices are not recorded on the Police National Computer System, but could be recorded on PSNI systems. As with FPNs, they may be disclosed as part of an enhanced disclosure issued by AccessNI when you are applying for a job or voluntary position, if deemed recent and relevant.



AccessNI and Fitness to Practise

Having a disciplinary or police record can have consequences for your education and future employability.

AccessNI

Access NI supplies criminal history information, upon request, to organisations and individuals, primarily to help them make safer recruitment decisions.

Employers commonly use an AccessNI check as part of the recruitment process.

Full details are found at <http://go.qub.ac.uk/ACCESSNI>



What an AccessNI check includes

An AccessNI check will let an employer know if you have been convicted of a criminal offence or are barred from working with children or other vulnerable groups.

A check may also include disclosure of other non-conviction information, sometimes called soft intelligence, such as PSNI Fixed Penalty Notices and cautions.

Fitness to Practise

Students on programmes leading directly into professions (for example, medicine, dentistry, nursing and midwifery, psychology, teaching, pharmacy, professional legal training, health and leisure) are subject to academic, behavioural and health requirements which must be met to ensure suitability to practise.

For further information, see <http://go.qub.ac.uk/FitnesstoPractise>

Even if you are not studying for one of these professions, all students should be aware that many employers will take into account your past behaviour when you're applying for jobs and placements.

Social Media

Social Media Policy for Students

As a student at Queen's, you are required to adhere to the Social Media Policy when posting or sharing comments or content online.

The aim of the policy is to help you use social media in a way that is professional, ethical and legal.

Careless use of social media could damage your reputation and employment prospects and result in disciplinary action or legal proceedings, so make sure that you check out **and adhere to** the Policy and the accompanying Social Media Guide for Students at: <http://go.qub.ac.uk/social-media-students>

Managing Your Online Reputation

What does your online behaviour say about you?

Every time you share information, photos or videos on sites like Facebook, Twitter or Instagram, TikTok, Weibo and Douyin you are contributing to the image of you that is portrayed online. Whilst some social media sites offer privacy settings, information posted to these sites can still be easily shared and often becomes public. Anyone, including family, friends and potential employers, can find this information and may use it to make judgements about you.

How can you protect your online reputation?

Take some time to consider how your online behaviour could reflect on your reputation.

Think before you share

- Before posting comments, images or videos online, think carefully about whether they could have a negative impact on your reputation – now or in the future.

- Regardless of your privacy settings, assume anything you put online may become public. Would you publish it in a national newspaper?

Connect with respect

- Don't post anything online that could cause others offence or embarrassment.
- Respect the privacy of others and ask for permission before sharing images of them.
- Don't show support for offensive views by liking or sharing them.

Clean up your 'digital dirt'

- Remove any offensive comments or references to antisocial behaviour or illegal activities from online profiles so as not to cause offence or negatively impact another person or group.
- Review photos or updates that you've been tagged in.
- If someone posts something that could reflect negatively on you, send a polite request asking them to remove it.

For further advice on how to be Cybersmart, check out QUB's film at: www.qub.ac.uk/cybersmart



Hate Crime

A hate crime is an incident motivated by prejudice on the grounds of the victim's ethnicity, sexual orientation, religion, gender identity, political opinion and/or disability. Hate crimes can take many forms, including:

- Verbal abuse/intimidation and harassment both in person and online
- Physical assault which can include; punching, slapping, hair pulling, biting, burning, hitting, choking or kicking
- Criminal damage to property

The PSNI has appointed Neighbourhood Policing Team Officers who have been specially trained to support victims of hate crime.

Reporting a Hate Crime

If you have been abused, threatened or assaulted in any way, contact the police in the normal manner and an officer will be appointed to investigate the case.

If you feel under immediate threat **Call 999**.

If you do not require an immediate police response you should contact the police on the non-emergency number **101** and ask for the police station of the area where the incident occurred. An officer from that area will be appointed to investigate the incident.

The police recognise that some people, for whatever reason, may be reluctant to report this type of incident to them. If the police are to prevent hate-motivated incidents and make those responsible accountable to the law, they must be reported. Even if you do not wish the police to investigate the incident, it is important to report it for information to have the incident recorded.

If applicable, the police can arrange for an interpreter to assist you. If you do not wish to contact the police directly, you may do so through a third party or report on line via the Police Service of Northern Ireland website or any one of the organisations listed on their website <https://www.psnipolice.uk/hatecrime>

Support for Students

If you experience a hate crime or incident, advice and support is also available from the University through a dedicated online reporting tool as well as assistance from support services. Students can also submit a Formal Statement of Allegations (against other QUB students) for investigation under the Conduct Regulations/Serious Misconduct Procedure.

QUB Report & Support

<https://reportandsupport.qub.ac.uk>

Student Wellbeing

Email: studentwellbeing@qub.ac.uk
Phone: 028 9097 2893

SU Advice

Email: su.advice@qub.ac.uk

Victim Support NI
028 9024 3133

Hate Crime App

You can also download the free True Vision Hate Crime App for smartphones. The App can give basic information about what a hate crime is and can link directly to an online facility to report hate crime and incidents directly to the police force where the crime took place.

Drugs and Alcohol

General Alcohol Advice

Many people drink alcohol as it can act as a relaxant and lower people's inhibitions, making them feel more sociable. However, alcohol is also depressant which can impair people's judgement causing them to make unsafe choices. It can cause people to feel sick or vomit and can lead to hangovers the next day. Long-term excessive alcohol use can cause organ damage, memory loss, and depression.

Interested in learning more about your relationship with alcohol? There is a free online drinking checker available through the Student Wellbeing Service accessible by scanning the QR code on the next page.

There is no completely safe limit of drinking alcohol but to avoid the most serious negative effects of alcohol, the UK's Chief Medical Officer recommends drinking **no more than 14 units per week**. 14 units of alcohol does not mean 14 drinks and you might be surprised at how many units your preferred drinks contain:

 <p>1 UNIT Single shot of spirits (25ml, ABV 40%)</p>	 <p>1.5 UNITS Alcopop (275ml, ABV 5.5%)</p>
 <p>2.1 UNITS Standard glass of red / white / rosé / wine (175ml, ABV 12%)</p>	 <p>3 UNITS Pint of beer, ale, lager or cider (568ml, ABV 5.2%)</p>

Reference: <https://www.alcoholtest.org.uk/alcohol-facts/alcohol-units/what-is-an-alcohol-unit>

 <p>1.5 UNITS Small glass of red / white / rosé / sparkling wine (125ml, ABV 12%)</p>	 <p>2 UNITS Can of beer, ale, lager or cider (440ml, ABV 5.5%)</p>
 <p>3 UNITS Large glass of red / white / rosé / wine (250ml, ABV 12%)</p>	 <p>9 UNITS Bottle of red / white / rosé / sparkling wine (750ml, ABV 12%)</p>

Safe Drinking Tips

- Eat properly before you drink.
- Stay hydrated with water or soft drinks throughout the night.
- Don't go out drinking alone. Drinking alone increases the chances of being in unsafe circumstance and having negative experiences. Look out for each other.
- Make plans to get home safely. Try not to walk home alone – leave with friends or get a taxi home.
- Know your limits – everyone's tolerance and reactions to alcohol are different.
- Be aware that drink spiking can happen to anyone. Anti-spiking resources are available for students through the Students' Union.

Alcohol and Drug Mixing

When certain drugs are mixed together with alcohol or other drugs they can have serious negative impacts, with some combinations proving deadly. If you are thinking of taking multiple drugs in one session, consider how they interact together. This includes **considering the effects of any medication** you take such as birth control, antidepressants, painkillers, ADHD medication etc. There is plenty of information on this available online such as this drug interaction tool: <https://www.drugsand.me/tools/interactions/>

Drug Harm Reduction

We do not condone the use of illegal drugs and it is against the University's conduct regulations to use or possess illegal substances. However, we recognise that some students may consider using them. While there is no completely safe way to use drugs, we want to make sure that students are as informed as possible so that they can make the safest choices for themselves and reduce the harm caused by drug use.

Local Support Services

QUB Student Wellbeing Service can provide 1-2-1 support and guidance for students that are concerned about their alcohol use or drug intake. You can contact them via their website or attend their weekly drop-in service located on Level 1 in One Elmwood.

SCAN HERE



There are also charities that provide services across NI to reduce alcohol and drug related harm

- **ASCERT** – www.ascert.biz
- **Addiction NI** – <https://addictionni.com/about-us>

Harm Reduction Resources

- **Drugs and Me** – www.drugsand.me
Accessible drug information and useful drug interaction tool
- **Talk to Frank** – www.talktofrank.com
Honest information about drugs including a detailed Drugs A-Z guide

Hollie Guard

The Smartphone App that Provides Enhanced Levels of Protection

HollieGuard is a personal alarm, deterrent, evidence catcher and more. Providing a lot more functionality than a regular keyring alarm and it has two versions- a paid for service which alerts police (Hollie Guard Extra) and a free version which has all the key features apart from alerting police via the staffed control room.



App Features

Alerts

HollieGuard allows you to swiftly raise an alert and provides a 24/7 monitoring service to standby to escalate alerts giving you greater peace of mind.

Evidence Capturing

When an alert is raised, your phone immediately begins capturing audio and visual evidence on the cloud. The evidence is sent to your emergency contacts and police approved monitoring service to assess your situation so that emergency services can be dispatched to your location if deemed unsafe or in immediate danger.

24/7 Monitoring

With HollieGuard Extra, your alerts are monitored by a police approved monitoring centre 24 hours a day, giving you peace of mind all day and night, wherever you are.

To learn more and download the app visit:
<https://hollieguard.com/download-hollie-guard/>



Every 5 seconds the platform will update your precise location based on your speed and movement activity to identify where you are once an alert has been raised.

HELPinHAND

The Smartphone App that Provides Help and Guidance Reporting Hate Crime

The app uses multi-lingual AI avatars to help, guide and support users in their own language, removing the frustration and worry for those whom English is not their first language. Currently in Polish, Romanian, Chinese and Arabic with more languages being developed.



App Features

The HELPinHAND app provides everything you need to understand, take action and get support

Multilingual

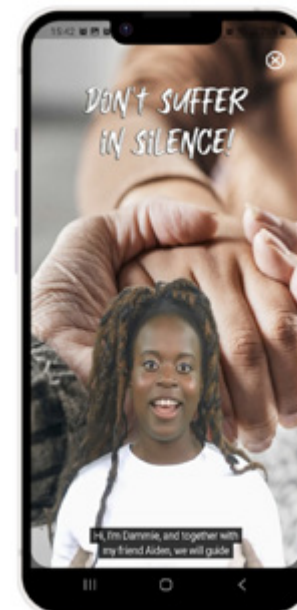
Everything delivered in multiple languages from start to finish. No barrier to help and support across cultural communities.

Capture

Record an incident or keep a record of an issue with audio, video photographs or your own personal memos.

Understand

Find out more about hate crime, what it means and how the Police can help you get the justice you deserve.



Call

Learn what number to call when you need to and why you should. You can make 999 or 101 call direct from the app.

Report

Report an incident directly to the Police in your own language and have it instantly translated for the call handler.

Get Support

Find a range of organisations here to help, guide and support you through an incident or experience.

To learn more and download the app visit:
<https://www.cwa-ni.org/helpinhand/>



PSNI Safety Advice for Students



Keep Your Identity Safe

- Never answer emails or click on links or popups asking for your personal or bank account details.
- Check your bank statements as soon as you get them. Contact your bank if you see a purchase listed which you don't remember making.
- Destroy old credit card or bank statements, as well as receipts containing your card details.
- Do not place old statements in your recycling bin.
- Take care when using an ATM or 'Chip and Pin'. Shield the keypad when inputting your PIN. Check the ATM before using it. If it looks different from how it normally appears, do not use it and report it to your bank.

Personal Safety Advice

Whether you walk, run, cycle or drive, the following simple precautions will help keep you safe:

- Avoid short cuts and isolated areas.
- Stay away from confrontational situations.
- Keep valuables hidden from view.
- Carry a personal attack alarm.
- Always use a known taxi firm or student transport if available.
- Avoid lonely bus stops or quiet areas of train platforms.
- When parking a car use a well-lit area.

Protect your Home and Valuables

- Close and lock all doors and windows even if you are going out for a few minutes
- Leave a light on if it will be dark before you get home. Consider security lights. To a burglar, a dark house is an empty house.
- Keep your valuables out of sight.
- Don't leave car keys near your door, letterbox or window.
- Always check who is at the door. Not sure? Don't open it
- Report suspicious activity on 101

Be Safe when Socialising



If you are in pubs or clubs:

- Avoid going to a pub, club or party alone.
- Do not leave bags, coats or mobile phones unattended.
- NEVER leave your drink unattended and NEVER accept a drink from someone you do not know or trust.
- Do not drink from large open containers such as punchbowls.
- If you begin to feel drunk, dizzy or disorientated, seek help from a trusted friend or a member of the pub/club staff. Do not drink and drive and do not accept a lift from anyone who has been drinking.
- Carry enough money for a taxi.

Please Remember

The area surrounding the campus is residential.

- Be Considerate.
- Be Respectful.
- Be Quiet.
- Be Tidy.

Research has indicated that some of the issues that cause the most concern to local residents are:

- Drinking alcohol in public places. The area around the campus is designated an Alcohol Free Zone.
- Urinating in public.
- Yelling, shouting or singing in the street.
- Interfering with public/private property.
- Damage to telephone kiosks and parked cars.

It is worth noting that you may be committing an offence, punishable with a substantial fine, if you engage in any of the above behaviour.

Useful Contacts

Police **101**

In an emergency, always call **999**

Email **BelfastStudents@psni.pnn.police.uk**
(for reporting antisocial behaviour, welfare issues or minor queries)

Nexus **028 9032 6803**
(victims of sexual abuse)

The Samaritans Free phone **116 123**

Victim Support **028 9024 3133**

Women's Aid **0808 802 1414**

For Student safety advice click here:
<http://go.qub.ac.uk/Student-safety-advice>



Safe and Healthy Relationships



Queen's University is committed to providing a safe campus for everyone. We are keen to support all students develop and maintain safe & healthy relationships. This includes a zero tolerance policy on sexual misconduct, bullying, harassment and hate crime.

Students will be supported whether they are reporting or responding to allegations of misconduct, regardless if the incident occurred on or off campus and if it is recent or non-recent.

Under the University Conduct Regulations, misconduct is defined as any behaviour deemed improper and can bring the University into disrepute. This includes acts of sexual misconduct such as sexual assault, sexual touching without consent or inappropriate sexual comments. Other behaviours include bullying and harassment (online and offline) and hate crime which is prejudice based on a person's religion, ethnicity, sexual identity or disability.

Report + Support

If you have been the affected by any of these issues we advise you seek help, you can report this to the Police and/or University. The University has an online reporting tool <https://reportandsupport.qub.ac.uk> where students can request support and access information. Once a report has been received, you will be contacted and offered a 1-1 appointment with a Safe & Healthy Relationship Advocate. These are specially trained staff who can help you with practical supports, reasonable adjustments i.e. accommodation, education or can signpost you to specialist services i.e. Rowan, NEXUS, Victim Support.

Educational Initiatives

Throughout the year, the University organises events on related themes such as Consent Conversations and Bystander Training.

Consent Conversations

Sexual Consent means everyone agreeing by choice and having the freedom and capacity to make that choice. Consent conversations take place across the year and give students the opportunity to have informed discussions about consent in a safe and informal way.



Bystander Training

Bystander training uses a community response to help people recognise incidents of unwanted behaviour such as sexual harassment or bullying and empowers them to intervene safely and appropriately.

Here are some contacts you may find helpful:

- **Student Wellbeing**
studentwellbeing@qub.ac.uk
028 9097 2893
- **Emergency Services**
999 / 101 (non-emergency)
- **QUB Security**
028 9097 5099
- **24Hr Domestic & Sexual Violence Helpline**
0808 802 1414
- **The Rowan (Sexual Assault Referral Centre for Northern Ireland)**
0800 389 4424
- **Women's Aid**
028 9066 6049
- **Nexus (Sexual Abuse NI counselling service)**
028 9032 6803
- **Victim Support NI**
028 9024 3133



Travel and Parking

With so many people studying, working and living in the University area, parking is a real issue for residents. Consider whether you really need to bring your car. There are many alternatives that will also boost your health, help deal with stress, and make a green impact.

Travelling from home

- Why not share a lift with friends or housemates?
- Take advantage of discounts through Translink and take the bus or train instead. If you are aged between 16 to 23 years old make sure you apply for the **yLink** Travel card which will get you a third off bus and train travel. You can apply for your **yLink** card here <https://www.translink.co.uk/ylink>
- Or check out private bus companies in your home town as some travel to the University area.

Getting around Belfast

- Walking and cycling are great ways to get round the city and great for your health. For information on local routes check out Sustrans online.
- The University Bike Hub offers students the opportunity to lease a bike for the academic year, purchase a refurbished bike, organise a service or access a range of safety equipment. Located opposite the McClay Library, pop in and get on your bike! For more information, go to <https://www.freedomcycles.uk/>
- Use the Metro Bus for getting around Belfast. Download the mLink app which is available free from Google Play and the App Store.

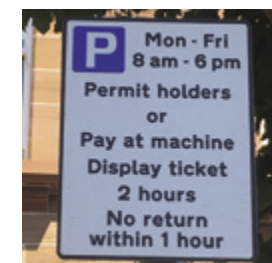
Parking

If you do need to park in the University area, be considerate and stick within the law.

- Avoid blocking pavements as it may force people with pushchairs and prams, or wheelchair users onto the road, putting

them at risk from oncoming traffic.

- Make sure you leave enough space on the road for other vehicles to get through.
- Make sure you don't block driveways.
- Parking on yellow lines can lead to a parking ticket and fine.
- Only use a Disabled parking space if you have a disability and mobility issue.



Resident Parking Zones

A resident parking zone is now in operation in the University area, and includes the following streets: College Green, Rugby Road, College Park, part of University Avenue, part of Carmel Street, College Park Avenue, Rugby Street, Rugby Parade. There are permit only and pay and display bays within the area.

If you live in a resident parking zone area and don't have access to off-street parking, you can apply for a permit. This entitles you to park in any parking bay within the zone free of charge. If you want to apply for a permit, you should contact your landlord or letting agent.

Only one resident's permit can be issued per household and must be registered to one vehicle. A resident's permit costs £30.00 and lasts for one year. A permit does not guarantee availability of parking spaces. If you park illegally within the resident parking zone you can be issued with a Penalty Charge Notice.

For further information, go to <https://www.nidirect.gov.uk/articles/resident-parking-zones>

Tenancy Issues

It's important that you know your rights and responsibilities when living in private rented accommodation. Have a read of the Ready to Rent Guide from SU Advice in the Students' Union, which you can find here: <https://www.qub.ac.uk/student-blog/accommodation/student-house-hunting.html> or email su.advice@qub.ac.uk for further info.

Here are some key issues to look out for:

Tenancy Deposit Scheme

If you are renting private accommodation your landlord will probably ask you to pay a tenancy deposit – this is an amount of money paid to a landlord as protection, for example, against damages to the property or for unpaid rent. **New Regulations introduced means it is now an offence for a landlord to take more than one month's rent as a deposit.**

By law, your landlord must protect your tenancy deposit in a government approved Tenancy Deposit Scheme within 28 days of receiving it.

Landlords must also notify the tenant where, and how, that deposit has been protected within 35 days of receiving it. If the required notification is not provided to the tenant, the tenant should report it as soon as possible to the Environmental Health Department at their local council.

At the end of the tenancy you should remember to ask for your deposit back. If you do not agree with the amount your landlord wants to pay back to you – you can contact the scheme administrator protecting your deposit and use their free dispute resolution mechanism. Adjudicators will work with you and your landlord to reach an agreement about the amount to be paid back to you.

The 2 scheme administrators in Northern Ireland are:
www.tdsnorthernireland.com/
www.mydepositsni.co.uk/

Visitors

- You are responsible for any visitors.
- Make sure you trust them and can keep them under control.
- Avoid 'gate crashers' by keeping the front door closed.
- Don't give out keys to non-tenants.
- Check your responsibilities under the Tenancy Agreement, as many landlords and estate agents will include clauses about having visitors, subletting, hosting parties, looking after the inside and outside of the house, not being a nuisance to neighbours, rubbish, noise etc.

Houses of Multiple Occupancy (HMO)

When you decide on a house, you should check the house is a registered HMO. If you live in a property with three or more people from more than one household, your house must be registered as an HMO by the landlord.

Full details can be found at:
<https://www.housingadviceni.org/advice-private-tenants/shared-housing-HMO>

All HMO Owners must have a license to continue running their property as a HMO

All HMO landlords must ensure the accommodation they provide is safe, of good quality, and has suitable facilities for the number of occupants by making sure that:

- all safety and maintenance certificates are valid and kept up to date;
- electrics and electrical appliances are safe, maintained and in proper working order at all times;
- stairways and escape routes are maintained free from obstruction;
- carbon monoxide alarms are installed

- chimneys and flues cleaned annually;
- inspection records and tests are maintained; furniture is kept in a safe condition and proper working order;
- security arrangements are in place;
- heating is provided throughout living accommodation;
- the property has an Energy Performance Certificate with a minimum E rating for energy efficiency.

More information on standards expected can be found here:
<https://www.housingadviceni.org/advice-private-tenants/HMO/standards-for-HMOs>

HMO landlords must also give tenants an information pack which includes:

- a copy of the HMO license;
- copies of the current gas certificate, electrical safety report and energy performance certificates
- advice on reporting antisocial behaviour;
- a list of tenant duties and responsibilities;
- contact telephone numbers, including emergency out of hours contact number;
- emergency information (this must also be displayed clearly and prominently in the accommodation).

For more information:

Email: nihmo@belfastcity.gov.uk

Tel: 028 9027 0414

Web: www.belfastcity.gov.uk/nihmo

Harassment and illegal eviction from a private tenancy is a criminal offence. Illegal eviction is when a landlord or any person acting on their behalf forces or tries to force a tenant to leave their home without following the correct legal procedure. BCC Environmental Health can help if you are having any eviction or harassment problems by contacting us by email envhealth@belfastcity.gov.uk or telephone 028 9027 0428.

Smoke, Heat and Carbon Monoxide Alarms

New Regulations introduced states that from 1 September 2024 private landlords are responsible for installing smoke, heat and carbon monoxide alarms in their rented properties. It is an offence if a landlord doesn't comply with the law on installing, repairing and maintaining smoke, heat and carbon monoxide alarms. Find out more and how to report issues here - <https://www.belfastcity.gov.uk/community/housing/property-inspections>

Landlord Registration Scheme

By law, all private landlords must register with the Department for Communities (DFC) Landlord Registration Scheme. You can check if your landlord or property is registered at <https://www.nidirect.gov.uk/services/search-for-a-landlord> and if they're not, you can report them to the Council to investigate.

Landlords must also provide tenants with a rent book and a tenancy statement of terms.

If you have an issue with your landlord refusing to carry out repairs or any other issue mentioned above, you can report it to the Council on 028 9027 0414.



Be Clean, Be Green

Use your Bins

If you live in private, rented accommodation within the University Area you should have:

- Recycling boxes for mixed dry recyclables
- A general waste bin
- A green, outside food bin
- A food waste caddy and food waste bags to use in your kitchen.

It is the responsibility of your landlord to provide you with a general waste bin for non-recyclable waste.

If you don't have recycling boxes, you can order them by emailing customerhub@belfastcity.gov.uk. Recycling boxes are free of charge. You can paint your house number on them, so you don't lose them. For info on what you can recycle, check the free Binovation app or go to www.belfastcity.gov.uk/recycling.

Always leave your waste for collection inside a bin or box, or you risk a fine for leaving it on the street. Recycling boxes, including food bins, are emptied every week. Remember to take your boxes back onto your property once they've been emptied.

To request more food waste bags, tie one around the handle of the green food bin and the collection crew will leave you more. You can also collect food waste bags from your nearest council Recycling Centre, including Ormeau Recycling Centre.

Under the Clean Neighbourhoods Act you can be fined for littering, defacing property with graffiti or leaving waste in your yard/garden or entry. Please remember to recycle your glass bottles in your recycling box, as broken glass on the street can be hazardous for pedestrians, cyclists and motorists.

Euro Bins

If there is a Euro bin collection on your street, you need to bring your general, non-recyclable waste to the nearest Euro bin. You must not leave bags of waste on the ground. All waste needs to be inside the bins. If the nearest Euro bin is full, find one that has space.

Clean Neighbourhoods Act

The Clean Neighbourhoods Act became law on 1 April 2012. From this date:

- Anyone caught littering could be fined **£80**
- Anyone caught fly-posting

could be fined **£80**

- Anyone caught defacing property with graffiti could be fined **£80**
- Anyone caught distributing free printed material (e.g. fliers or leaflets) within a designated area without the consent of the council could be fined **£80**
- If your garden or yard is littered you could be fined **£110**

The council has Litter and Enforcement Officers checking for litter, graffiti, littered gardens and land. They have the power to issue fines. To avoid getting a fine you need to use all your bins and boxes appropriately, keep your garden/yard tidy and do not throw rubbish on the ground.

For more information on anti-litter initiatives and keeping your area tidy visit www.belfastcity.gov.uk/anti-litter or to report an issue call the council on 02890 320202 or email customerhub@belfastcity.gov.uk

Download the app!

'Bin-ovation' is Belfast's free bin app.

It lets you set up reminders to put your bin out for collection, check what can go in each kind of bin and box, report a lost or damaged bin, order new bins and boxes, arrange for bulky waste to be collected (e.g. old sofas or mattresses), report dumping, dog fouling, graffiti, noise, and more. Search on the Apple store or Google Play.



Go the extra mile!

Why not volunteer for one of the community clean ups organised in the University area throughout the year.

For further information, contact community@qub.ac.uk



Making a Positive Impact



As Queen's staff and students, we are all part of one community and we all have responsibility to look after our area and be respectful to one another. Your time at university will fly by! Make the most of it, invest in the relationship with your neighbours and your community, and you will be amazed how much it will enrich your University experience. You will likely discover that the family next door were students not that long ago and you have much more in common with them than you might expect.

It doesn't take much to be a good neighbour. If you are unsure where to start, one great way to engage with your local community is through volunteering. Spend some time volunteering in your local area and you will quickly get to know your neighbours, make new friends and create a great support network around you. Volunteering and doing good for others will enhance your wellbeing, give you a confidence boost, a feeling of accomplishment, a sense of belonging and will allow you to develop new skills that will help you kick start your career after Uni.



Sustainability at Queen's

The Sustainability at Queen's Team host a range of programmes, campaigns, events and initiatives that allow you to work with the local community to drive climate and environmental action within Belfast. This includes accredited Carbon Literacy Training, 'Nurture and Grow Biodiversity Initiatives' and a range of sustainability workshops.

To find out more visit <http://go.qub.ac.uk/sustainabilityatqueens>
You can follow us on Twitter, Instagram, TikTok and LinkedIn @greenatqueens

Community Volunteering



SU Volunteer

SU Volunteer has a network of over 500 charities and community groups and we can match you to your perfect opportunity based on your interests and skills. From community gardening to campaigning on humanitarian issues, whatever you're passionate about, we will be able to find what's right for you. We also can help you get rewarded for your volunteering and we offer training on a variety of topics, including First Aid, Sustainability, Leadership and much more. Just drop us a line on su.volunteer@qub.ac.uk or visit www.q-su.org/volunteer to find out more.

Our Volunteers Say:

"Through Handy Helpers I have been introduced to so many current initiatives in Northern Ireland that I previously wasn't aware of, without the daunting concerns around having regular committed spare time, with a student's workload that peaks throughout the year. I feel like I've really gained a sense of usefulness and inclusion within my community through my contribution to the activities arranged by the group. Handy Helpers activities helped me feel more included with my local community, and that my actions could make a difference even if just a small one that might encourage others to get involved too. I found a real sense of fulfilment through Handy Helpers; in all areas of physical, emotional, and intellectual. And I absolutely cannot wait to get involved again next academic year!"

Beccy
BSc Microbiology Student

"I can recommend Handy Helpers to local students but in particular international students as well, since you get to know more about local organisations. Furthermore, the variety of activities offered was amazing and enriching for my personal and professional development. I especially expanded my interpersonal skills such as working in a team with people you don't know and adapting quickly to new situations, communicating efficiently, finding creative solutions, motivating others as well as cultural and ethical awareness."

Isabel
MEd Special Educational Needs and Inclusion Student

"Involving myself in Handy Helpers was one of my best experiences, it has changed me into a better person and helped me create special memories during my studies at Queen's."

Jia Yin
LLB Law Student

"Being a Handy Helpers volunteer is such a meaningful thing to me, which gives me an opportunity to experience different cultures and ways of thinking. It helps me make contribution to society, even if it is only a small action, as well as helps me become aware of social and environmental issues."

Zihui
BSc Accounting Student

SU VOLUNTEER
OPPORTUNITY



QUEEN'S
STUDENTS'
UNION

FANCY DOING GOOD FOR YOUR COMMUNITY?

HANDY HELPERS IS A FLEXIBLE
WAY TO VOLUNTEER.



Do you want to do good for your local community, develop your skills and make new friends, but you haven't got the time to make a regular commitment?

Handy Helpers is a unique initiative which enables you to take part in a wide range of one-off volunteering opportunities in the local community. You can pick and choose what activities you want to participate in based on your interests and availability.

From community gardening to decorating animal shelters, and event logistics, you will have the opportunity to gain experience in various settings while actively contributing to the local community.

There's no long-term commitment, just get involved in the activities that suit you. As an added feel-good factor, you'll get access to relevant training.

Get involved in activities that interest you and suit your schedule.
q-su.org/volunteer/opportunities



Get involved in the Community



Forward South Partnership (FSP) works with the local residents groups, churches, community organisations and universities to enhance the living experience of the diverse population in the Wider University Area.

FSP, together with local groups, run a number of activities including the annual Spring Gathering festival in and around Rugby Road on 17th March and the Horsey Hill pop-up community garden along the embankment on Collingwood Avenue.

The aim of FSP is to bring people and groups together through shared and safe spaces that everybody can enjoy, and as part of their efforts to build capacity of groups and residents, deliver events and programmes which supports good relations and environmental interests.

FSP encourages students in the area to get involved in the many activities that take place throughout the year. Please check <http://forwardsouth.org/> for upcoming activities



Belfast Friendship Club
A space for diverse people to experience common ground

Belfast Friendship Club is a safe space for people from all over the world and for Belfast's long term residents to:

- meet in a diverse, supportive and relaxed atmosphere,
- get information,
- get involved in activities and events,
- make friends and help each other.

"It helps me make friends and be social and enjoy Belfast to its fullest." Rishi, from India
"It's the big welcome you get as soon as you go through the door." Meave, from NI

Whether you are very new to the city or have lived here for years, if you like the sound of what we offer why not come along and join in?

Thursday evenings 7-9pm
Common Grounds Café
12-24 University Avenue
Belfast BT7 1GY

BFC is organised through the South Belfast Roundtable, a partnership of over 105 groups which seeks to break down barriers, tackle racism and promote diversity.



Some BFC members celebrating a birthday



South Belfast Foodbank opened in 2014 and has been working since then to help local people in crisis. Three days' nutritionally balanced emergency food and support is provided to people referred to the foodbank. It is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Volunteers are the life blood of foodbanks and there are lots of ways to get involved, from collecting food donations at supermarkets, sorting food in the warehouse, distributing food parcels, to helping keep the website up-to-date.

- To find out more, phone **077 4333 2489**, email info@southbelfast.foodbank.org.uk or go to <https://southbelfast.foodbank.org.uk>

SU Advice is a referring agency for South Belfast Foodbank. If you live in the South Belfast area and find your self in a position of food insecurity please contact SU Advice at su.advice@qub.ac.uk to request an emergency food voucher. The voucher may be used to access 3 days' worth of essential food items.

If you live outside of the South Belfast area, SU Advice can sign post you to your nearest Trussell Trust foodbank.

Welcome to the Wildflower Alley

Hi Students

I'm Brid Ruddy and I've lived in South Belfast Holyland, first as a student and then as a homeowner for 30 years now. As you can imagine I've seen a lot of changes in that time!

I gained my initial Degree from QUB and followed that up with a Masters in social research at Ulster University Coleraine, so I know both Universities well and think they are top class!

I was Chair of the first ever residents group formed in 1998 and since then have led a number of local improvement initiatives including the Residents Parking Scheme and

Wildflower Alley. In both these initiatives Queen's has been a great partner and it is an ongoing pleasure to work with them.

Our community projects continue to be supported and go from strength to strength. If any student wants to come and chat to us or visit Wildflower Alley then please let Queen's know and we will welcome you!

Also look out for pop up events at Holyland Community Green and Horsey Hill-volunteers welcome!

By Brid Ruddy
Local Resident and Neighbour



One Elmwood Student Centre

The services within the One Elmwood Student Centre include:

- Careers, Employability & Skills
- Accessible Learning Support
- International Student Support
- Learning Development Service
- Student Wellbeing Services (Inc. counselling)
- Student Finance
- Student Registry Services
- Widening Participation

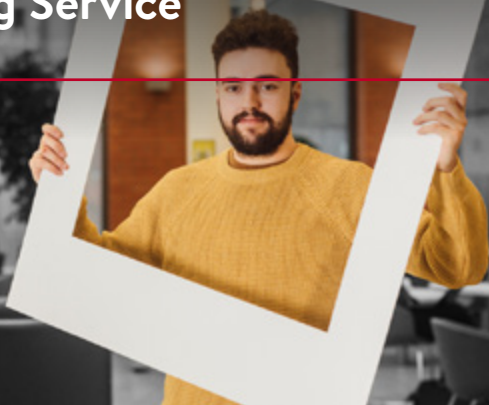
To find out more about our services and support available, please visit <https://www.qub.ac.uk/students/one-elmwood/> call in person or call us on **028 9097 2727**.

For out of hours support, please consider contacting:

- Your own GP or local A&E hospital service. The GP out of hours number for the University area is **028 9079 6220**
- Counselling support delivered in partnership with Inspire Wellbeing (formerly Carecall) on **0808 800 0016** (24 hour, free from mobile and landline)
- Lifeline – 24 hour helpline, **0808 808 8000** (free from mobile or landline)
- The Samaritans – also available 24 hours. They can be contacted on **116 123** (national line) or **028 9066 4422** (Belfast).



Student Wellbeing Service



Need Support? We're here to help you be well

Whatever you're going through, there are a wide range of support services available. Services provided by Student Wellbeing & Accessible Learning are all free and available to both U/G and PG students.

DROP-IN

Student Wellbeing & Accessible Learning
Monday-Friday, 11:00am-3:00pm

We offer support to manage your wellbeing when impacted from academic and personal issues



Visit us: Level 1, One Elmwood

CHECK OUT OUR BLOG

Many issues are discussed and questions answered in the Drop-in Dialogues blog series. Scan the QR code to read articles on a variety of different wellbeing topics



<http://go.qub.ac.uk/DIblog>

SELF-HELP

All QUB students have free access to an online hub of Self-Help resources through Inspire Student Hub. Register an account to access these materials.

If you are prompted for a pin, please enter 'QUBHUB' (without quotation marks).



COUNSELLING & OUT OF HOURS

Therapies are offered in partnership with Inspire Wellbeing.

INSPIRE 24/7 helpline | Freephone
0808 800 0016 (Wellbeing Support)

Students who require immediate Wellbeing support can also contact:

LIFELINE 24/7 helpline | Freephone
0808 808 8000 (Crisis Support)

Your GP or Emergency Department.
In an emergency, dial 999.

The GP out of hours number for the University area is: 028 9079 6220.

SAFE & HEALTHY RELATIONSHIPS

A specialist Safe & Healthy Relationships Adviser is on hand to support students affected by sexual misconduct, bullying, harassment, or hate crime.

Students can report issues anonymously or with their details at: reportandsupport.qub.ac.uk

Accessible Learning Support

Accessible Learning Support (formerly Disability Services) aim to support and empower students with disabilities and long-term conditions, including those with a working diagnosis, by providing tailored accommodations that foster inclusion and academic success.

The University is committed to creating an environment where students are comfortable in disclosing a disability or long term condition. Our Accessible Learning Support team already assist many of our students with a wide variety of disabilities and long term conditions, including:

- Specific learning difficulties (e.g. dyslexia, dyspraxia)
- Mental health conditions (e.g. depression, anxiety, OCD)
- Neurodiversity - ASD & ADHD
- Physical and mobility difficulties
- Visual or Hearing impairments
- Medical conditions (e.g. diabetes, asthma, ME, epilepsy)

We want to ensure that Queen's is accessible to you.

Support is tailored to your individual needs and is designed to help you develop effective strategies that support your academic learning.

To access support, please complete the following steps:

Step 1: Complete our online form - This can be found at: <https://services.qub.ac.uk/DisabilityServices/Questionnaire>

Please provide as much information as possible. This information will be treated in the strictest confidence and will only be used by the University to plan appropriate support for you.

Step 2: Upload supporting documentation (if available)

Supporting documents help us recommend adjustments and is needed for funded support like Disabled Students' Allowance (DSA).

Don't worry if you don't have documentation - please still complete the form. You can still access support.

Recommendations of support will be considered after students have completed the questionnaire. This can be done via:

- Paper based Assessment - standard reasonable adjustments will be identified and sent to you for review (no appointment needed)
- Support Meeting - If we think it would be helpful, we'll invite you to a short meeting to talk more about your needs. This can be online (usually via Microsoft Teams) or in person.

We're here to support all students with disabilities and long term health conditions in making the most of their university experience.

To find out more about the support we offer, please contact Accessible Learning Support.

Email: accessiblelearning@qub.ac.uk

<https://www.qub.ac.uk/accessible-learning>

Students' Union Support



It is not unusual for university life to throw up all sorts of different situations, difficulties and challenges which a student may need help with.

SU Advice provides Queen's students with a free, impartial and accurate advice service in a confidential setting and in a non-judgemental manner.

As part of Queen's Students' Union, SU Advice operates within the ethos of the student union movement and therefore provides advice completely independently of the University.

All Advisers are trained and experienced in providing specialist advice, information, support and representation on a wide range of academic and non-academic issues.

Money Issues

Advice and information is available on student grants, loans, fees, University Support and Financial Assistance Funds, the financial aspects of repeating years and course changes, Social Security benefits, budgeting and other general financial issues.

Academic Advice

Students may be helped and supported through the appeals process, academic offences, supervision issues, exceptional circumstances, complaints, and fitness to practise proceedings. Advisers can

- provide advice about different University procedures and regulations
- support students to interpret the University's regulations and to then make their own informed choices
- Assist students in preparation for meetings or hearings and may be able to accompany the student in a supportive capacity

Conduct Advice

Any student against whom an allegation of misconduct has been made may access independent support and guidance from SU Advice. Advisers can provide information on the conduct process and may, when requested, accompany a student at any point in the proceedings, such as to an initial investigatory meeting or a Conduct Committee. In cases of financial difficulty, you can contact SU Advice for support.

Accommodation

Comprehensive advice and information is available with regard to University and private sector housing, including tenants' rights and responsibilities, landlord obligations, tenancy agreements, tenancy deposit schemes and disputes.

Welfare advice and support

SU Advice staff are experienced in supporting students with a wide range of personal issues which may be sensitive and confidential in nature. Advisers recognise that these issues can be difficult to cope with and can assist students to access the most appropriate support available which may be University services, external agencies or a combination of both. Advice and support is also available to any student who feels they may be subjected to bullying or harassment.

Advisers are also able to help with queries relating to many other topics and have a wealth of knowledge and contacts enabling them to signpost students to other relevant services when applicable.

Getting Advice

You will find SU Advice on the third floor of the Students' Union at One Elmwood.

Our Drop In sessions during term time are:

Tuesdays: 11.30am - 2pm

Wednesdays: 11.30am - 2pm

Fridays: 11.30am - 2pm

Please note that we see students in the order they arrive at drop in. If you attend drop in, you will have a maximum of 15 minutes with an adviser. If your issue cannot be resolved within that time, your adviser is likely to arrange an appointment for you to come back for further advice.

If you think your enquiry might take a bit more time, you can book an appointment by emailing us on su.advice@qub.ac.uk or by completing the online form found on the SU Advice section of the Students' Union website. Appointments will generally be for a maximum of 30 minutes and can be in person or on Teams.

Lots of information is also readily available on the SU Advice section of the Students' Union website www.q-su.org



Your Student Officers represent Queen's students' interests relating to welfare - including student mental health, well-being, housing and safety.

They can also help signpost you to the welfare support available to you within the Union and University.

Get in touch with Amy, Union President by emailing su.president@qub.ac.uk

University Colleges



Stranmillis

Student Support and Wellbeing seeks to provide a wide range of help and support structures for all students studying at Stranmillis. Such services include disability support and advice, student health, counselling, chaplaincy, advocacy and academic support.

Student Support and Wellbeing provides a welcoming environment where all students may drop in, or alternatively, make an appointment.

The Student Support and Wellbeing Centre is open Monday to Friday 9.00am to 5.00pm (Friday 4.25pm). The Centre is closed for lunch from 1.00pm to 2.00pm.

Student Support & Wellbeing Centre

Stranmillis House
Stranmillis University College
Stranmillis Road
Belfast
BT9 5DY

Mrs Claire Kerr

Director of Student Services and Wellbeing
Email: c.kerr@stran.ac.uk
Tel: 028 9038 4483

Mrs Patricia Smyth

Student Support and Wellbeing Officer
Email: p.smyth@stran.ac.uk or studentsupport@stran.ac.uk
Tel: 028 9038 4510



St Mary's

The Student Guidance and Support Service at St Mary's University College is situated upstairs in the Student Services Hub (Rooms 016.6 & 016.7). Guidance and information is available regarding the following: accommodation, counselling, academic matters, careers, health, living in the community and financial matters. Students with additional needs should also contact this service at the earliest opportunity to ensure that appropriate support can be arranged.

The Student Guidance and Support Service staff work closely with the officers in the Students' Union to ensure that students' needs are met as fully as possible.

Remember that there is always someone here to help you. If rooms 016.6 and 016.7 are unstaffed, please consult with a member of staff in the GAC who will provide you with contact details for staff who are also available to offer support and assistance.

Deirdre Cree

Coordinator Student Guidance and Support
Email: d.cree@smucb.ac.uk

Ruairi Wilson

Student Support Officer
Email: r.wilson@stmarys-belfast.ac.uk
Tel: 028 9026 8353



Student Support at Belfast Met

Next Steps
Careers & Employability
028 9026 5066 or
careers@belfastmet.ac.uk
There to help you with decisions about your career progression.

Safeguarding

Safeguarding is about helping students to keep themselves safe and to prevent abuse from taking place. It is also about responding to disclosures of alleged and suspected abuse.

For help with a safeguarding issue, contact us on:
028 9026 5109 or
safeguarding@belfastmet.ac.uk



Student Voice

There to give you a say in how your college is run.
Contact us on:

028 9026 5053 or
studentsunion@belfastmet.ac.uk



Students' Union

There to support you with extracurricular activities and advice.
Contact us on:

028 9026 5053 or
studentsunion@belfastmet.ac.uk

Student Counselling

We provide counselling via Lena. By Inspire to allow you to talk in confidence about any issues that are causing you difficulties.

Lena's Freephone telephone support line is open 24 hours a day, 365 days a year and can provide access to a team of specially trained counsellors.

Contact us on:
0808 800 0032 or
support@lenabyinspire.com

Inclusive Learning

There to support you if you have a disability, a learning difficulty or a long-term medical condition.

Contact us on:
028 9026 5097 or
028 9026 5064 or
inclusivelearning@belfastmet.ac.uk

Centre for Student Wellbeing

There to help you to overcome barriers to your education by providing:

- Pre-entry information and guidance
- Emotional wellbeing and resilience-building workshops, events, activities and clinics
- Signposting / referral to specialist external support services
- Signposting / referral to student support services

Contact us on:
028 9026 5108 or
centre4wellbeing@belfastmet.ac.uk

Student Funding

There to support you with advice on a range of student finance issues.

Contact us on:
028 9026 5183 or
studentfunding@belfastmet.ac.uk



Library Services

There to provide you with a wide range of services and facilities in support of your studies.

Castlereagh Campus Library

028 9053 3125

Millfield Campus Library
028 9026 5334

Titanic Quarter Campus Library

028 9026 5072
library@belfastmet.ac.uk



Which Course?

Careers & Employability
There to support you when making decisions about:

- your further and higher education options
- your skills and career development
- on-course options like work experience and part-time employment

028 9026 5066 or
careers@belfastmet.ac.uk

The Student Charter

You can expect the University to:

- provide timely and accurate information about arrangements for your enrolment, registration and induction;
 - provide an induction process to help familiarise you with the campus, introduce you to other students, and provide an introduction to your studies, available resources and key people;
 - promote an active learning community in which you will have the opportunity to develop as an independent learner;
 - provide appropriate learning opportunities, resources and support to assist you in your studies;
 - provide you with a programme of study including embedded skills development to enhance your employability;
 - provide you with a study schedule setting out the forms of study required;
 - provide you with appropriate and timely feedback on your progress that promotes learning and facilitates improvement;
 - provide you with opportunities to participate in work-related activity and to study abroad;
 - provide a range of targeted bursaries and scholarships including awards made on the basis of financial background, entry grades, or to support study related travel;
 - provide guidance, assistance and advice through Schools, One Elmwood, and the Graduate School on visas and immigration, academic matters, welfare, disability support, English language training,
- finance, tuition and accommodation fees, scholarships and bursaries and complaints and appeals procedures;
 - provide positions for student representatives on relevant University committees, boards, working groups, forums and reviews;
 - provide opportunities for you and your student representatives to give feedback to the School and University on your experience as a student, including participation in appropriate quality assurance and enhancement procedures;
 - provide information on action taken in response to feedback received from students;
 - provide you with opportunities to access extra-curricular cultural, recreational, social and sporting activities;
 - provide independent advice and support through SU Advice;
 - treat students equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, sexual orientation, or age;
 - be professional in its dealings with you;
 - safeguard all the personal information you provide, in compliance with the requirements of the General Data Protection Regulation and the Freedom of Information Act.

In return you are expected to:

- complete all enrolment and registration at the outset of each academic year, pay fees and charges when they are due, and participate fully in the induction process;
- fully engage as an active learner in our shared educational experience;
- familiarise yourself with the information provided about your programme and seek clarification of anything which you do not understand from your School office or central University department;
- commit to the study schedule provided by the University;
- **pursue your academic studies in a diligent, honest and professional manner;**
- make use of feedback on your academic work and ask for clarification if you feel it is needed;
- attend all scheduled sessions related to your studies and be an active participant;
- attend all examinations, undertake all required assessments and submit all work on time;
- inform your tutor, supervisor, Adviser of Studies or School office if you are unable to attend a teaching session, examination or are unable to submit coursework on time;
- **treat fellow students, University staff and visitors equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, care of dependants, sexual orientation, or age;**
- use the facilities and resources of the University, whether in Schools or centrally, with respect and consideration for others;
- **behave in a responsible manner on and off campus, on social media and other forms of communication, and ensure that your actions do not have an adverse impact on the University's reputation, its environment, your neighbours, the local community or those who work or study at the University;**
- comply with the terms of all Statutes, Ordinances, Study Regulations, Conduct Regulations, policies, rules and requirements of the University including where applicable, immigration legislation and any professional standards and requirements which are applicable to your programme;
- read information provided to you about the University, its services and your School and retain it for future reference;
- give your views honestly and constructively on your educational and university experience.

More detailed information about the responsibilities and entitlements of students and the support and services provided by the University are set out in the online version at: <https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/ConductRegulations/>

University Conduct Regulations - Key Points

The Student Conduct Regulations are there to guide you through your time at University.

As a student, you are subject to the Conduct Regulations continuously for the duration of your studies, from the date of first registration until midnight on the day of graduation.

The Conduct Regulations apply equally on and off-campus and in University accommodation.

Following are some key points. For further information and guidance on the Conduct Regulations, go to: <https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/AppealsComplaintsandMisconduct/StudentConduct/>

Confidentiality

The University will take all reasonable steps to limit the disclosure of information as is consistent with investigating the issue(s) raised and the provisions of the Human Rights Act 1998, the General Data Protection Regulation 2016, the Data Protection Act 2018, the Freedom of Information Act 2000, and any other relevant legislation. There may be circumstances where it is necessary for the University to share information either within the University or with external organisations, including to allow the University to discharge its safeguarding obligations or as required by law. The University reserves the right to report an allegation of a crime (to the police) where it considers it necessary.

In order to protect all individuals involved in University procedures and to ensure a fair investigation, all staff and students are expected to respect the integrity of University processes and the confidentiality of information arising from it, unless there is an overriding reason to disclose information. This does not constitute a non-disclosure agreement.

Staff or students who are found to have breached the confidentiality of a University process may face disciplinary action under the relevant regulations and associated procedures.

Communication

The University will normally communicate by email with anyone involved in the University processes. In the case of registered students or University staff, this will normally be to their University email address. Where correspondence is sent to a registered student by post it will be sent to the term-time address registered with the University.

Recordings

Meeting participants are not permitted to make electronic or digital audio or visual recordings of any meetings or proceedings under these regulations without the express consent of all participants. Any unauthorised recording may lead to action under the Conduct Regulations. <https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/GeneralRegulations/ConductRegulations/>

Support and Right to Be Accompanied

Any student against whom an allegation of misconduct has been made may access support from the University's Student Wellbeing Service (www.qub.ac.uk/directorates/sgc/wellbeing/). Advice and support is also available from the Students' Union (<https://qubsu.org/AdviceSU/>).

Any student has the right to be accompanied at any stage in the proceedings by a registered student of the University (which shall include a Student Officer), or a member of staff of the University, or University Chaplaincy. A student may be permitted, exceptionally, to be accompanied by an additional internal member of the University or an individual from outside the University. Valid reason for this must be provided in order for this exception to be granted.

Standard of Proof

The University procedures are evidence-based processes and the standard of proof shall be on the balance of probabilities.



QUEEN'S
UNIVERSITY
BELFAST

STUDENT MISCONDUCT

MISCONDUCT MAY PREVENT YOU FROM OBTAINING YOUR DEGREE AND COULD JEOPARDISE YOUR CAREER

At the start of the academic year the presence of large numbers of young people in residential areas creates ongoing concerns for the safety and welfare of our students and local residents.

As you start the new academic year please be mindful of your neighbours and avoid disturbances in your new community.

IT'S YOUR FUTURE!

Table 1: Standard Penalties for Misconduct Offences

	Offence	Standard Penalty/Action	
		First Offence	Second Offence
1	Smoking or vaping in a non-designated area (outside).	Written Warning and Fine - £50	Written Warning and Fine - £100
2	Drinking alcohol in a prohibited area.	Written Warning and Fine - £50	Written Warning and Fine - £150
3	Smoking or vaping in a prohibited area (inside).	Written warning and Fine - £150	Referral to Conduct Committee
4	Burning incense or candles on University premises without appropriate authorisation	Written warning and Fine - £150	Referral to Conduct Committee
5	Failure, without reasonable cause, to produce personal identification upon request	Written Warning and Fine - £150	Written Warning and Fine - £250
6	Minor anti-social disturbance including off-campus noise disturbance.	Written Warning and Fine - £150	Written Warning and Fine - £250
7	Causing minor harm or threatening to cause minor harm to another person (e.g. slap, push) or making threats via social media or online platform	Written Warning and Fine - £150	Written Warning and Fine - £250
8	Minor vandalism or malicious damage to property.	Written Warning and Fine - £150	Written Warning and Fine - £250
9	Disruption or obstruction of, or interference with, the functions, duties or activities of the University or any member of the University or authorised visitor of the University, whether on University premises or elsewhere	Written Warning and Fine - £150	Written Warning and Fine - £250
10	Behaviour which interferes with the legitimate freedom of speech, ideas, actions or enquiry of any other student or member of staff.	Written Warning and Fine - £150	Written Warning and Fine - £250
11	Failure to engage with a misconduct procedure and/or failure to comply with a penalty previously imposed under these regulations for a minor offence	Written Warning and Fine - £150	Referral to Conduct Committee
12	Breach of University Regulations or Policy and Procedures	Written Warning and Fine - £150	Written Warning and Fine - £250
13	Misuse of learning materials, including online and recorded materials, provided to students by the University	Written warning and Fine - £150	Referral to Conduct Committee
14	Minor offence committed by a student with two or more previous minor misconduct offences.	Written Warning and Fine - £350	Suspension
15	Taking property without the consent of the owner	Written Warning and Fine - £500	Expulsion
16	Major vandalism or malicious damage to property.	Written Warning and Fine - £500	Expulsion
17	Misuse of fire or other safety equipment.	Written Warning and Fine - £500	Expulsion or Exclusion from University Accommodation
18	Failure to engage with the University's misconduct procedure and/or failure to comply with a penalty previously imposed under the Conduct Regulations on more than one occasion	Suspension	Expulsion
19	Behaviour which brings, or may bring, the name of the University into disrepute.	Suspension	Expulsion
20	Possession of an illegal substance or illegal possession of a controlled drug, or possession of any prescription drug which has not been prescribed directly to the student.	Suspension/exclusion from University accommodation	Expulsion

	Offence	Standard Penalty	
		First Offence	Second Offence
21	Production of, offer of, sale of or giving to any person, any illegal substance, controlled drug or prescription drug.	Expulsion	n/a
22	Abusive, threatening, intimidating, bullying or harassing behaviour whether in person or via social media or online platform	Expulsion	n/a
23	Making false, frivolous, malicious, mischievous or vexatious allegations against another member of the University.	Suspension	Expulsion
24	Sexual misconduct, including attempted sexual misconduct	Expulsion	n/a
25	Failure to disclose the required information to the Director of Education and Student Services as required by regulation 5 of the Regulations for Students	Expulsion	n/a
26	Fabrication or falsification of evidence or information provided to the University	Expulsion	n/a
27	Physical misconduct	Expulsion	n/a
28	Public disorder	Expulsion	n/a
29	Repeated or serious/gross misuse of learning materials, including online and recorded materials, provided to students by the University	Suspension	Expulsion
30	Failure to engage with an investigation into allegations of serious misconduct	Suspension	Expulsion
31	Repeated or serious breach of interim measures	Suspension	Expulsion

Second misconduct offences listed at 14-17 and misconduct offences listed at 18-31 of table 1 will normally be referred to a Conduct Committee for consideration.

In addition to the above penalties, students will be required to pay for any loss or damage that resulted directly or indirectly from the student's misconduct.

The standard penalties listed are not maximum penalties and should be read in conjunction with regulations 8.1.3 and 9.2 of the Conduct Regulations which set out the penalties available to Conduct Officers, and to the Conduct Committee and Student Conduct Appeals Committee.

The standard penalty should be applied and deviation should only be made where the Conduct Officer, Conduct Committee or Student Conduct Appeals Committee can clearly evidence the rationale.

For further information and guidance on the Conduct Regulations, go to: <https://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/AppealsComplaintsandMisconduct/StudentConduct/>

What to do if You Receive Notice of a Complaint

If you are contacted by the University regarding a complaint:

- Don't ignore it! It won't go away, and you might end up creating worries or difficulties for yourself that are completely avoidable.
- The University has to investigate complaints about students that it receives, but it does not assume that you are guilty – it needs to hear your side of the story.
- If you have any questions, phone the office – contact details will be in the letter.
- If the time of the appointment doesn't suit you, contact the office to re-schedule.
- If you want independent advice or support prior to the meeting, contact the Students' Union's independent advice service, SU Advice on su.advice@qub.ac.uk. An adviser can also accompany you to any meetings during the process if you feel it would be helpful. Alternatively, you may be accompanied by another student (including a Students' Union elected Officer), a member of staff or a University Chaplain.
- Most importantly, don't ignore it! It won't go away and you could ultimately face a new charge for failing to co-operate.

What happens at the meeting?

- You will meet with a Neighbourhood Engagement Officer who normally will be accompanied by a note-taker.
- They will confirm your name and contact details.

- You will discuss the report with them and be asked to give your side of the story.
- They will provide you with advice that may help you avoid future complaints.

What happens after the meeting?

- Email a statement to community@qub.ac.uk – this will be part of the evidence for the case, so it is in your best interests to:
- Use your address or the case number as the subject of the email.
- Address the email appropriately (Dear Mr/ Ms etc.)
- Don't write it the way you text your friends! Write it as a formal letter, having thought about what you want to say. Remember to check your spelling and punctuation!
- Be careful with humour or sarcasm – misconduct allegations are not laughing matters.
- Sign off the message with your full name and student number.
- The email statement is an important opportunity for you to set out your view of the case for a Conduct Officer.

- Neighbourhood Engagement will forward a report, including your email statement to a Conduct Officer. The Conduct Officer will decide whether to dismiss the case, impose a penalty or refer the case to a Conduct Committee.

- Serious cases are referred to the Conduct Committee.

Following the outcome of an investigation relating to a misconduct offence, the School which you are enrolled in will be notified of the outcome of the investigation along with details of the complaint.

For students enrolled on a professionally regulated programme, the student may be contacted separately by their School regarding possible Fitness to Practise concerns triggered in relation to a misconduct offence.

Alcohol Education Initiative

Alcohol has been consumed by the vast majority of students who are investigated under Queen's Conduct Regulations.

In recognition of this, we run a programme to increase awareness of alcohol and its effects for students who have committed a minor offence where alcohol was involved.

Successful completion of the initiative is offset against all or part of a conduct penalty. You will have to pay an administration fee for the course.

The Alcohol Education Initiative is a programme that consists of two elements: the Alcohol Education Workshop and a follow-up questionnaire to be completed online.

Failure to complete BOTH elements successfully will mean that you have failed the programme.

Failing the programme will lead to any penalty, or part of a penalty, that was set aside subject to successful completion of the Alcohol Education Initiative being imposed.

Please note that the fee for the Alcohol Education Initiative must be paid in advance of the Workshop, in accordance with the terms set out in the invitation to join the programme.

Failure to respond to the invitation, or to pay the fee by the deadlines set out in the invitation, will mean that you will have lost the opportunity to take part in the programme. As a consequence, any penalty, or part of a penalty, that was set aside subject to successful completion of the Alcohol Education Initiative will be imposed.

Email: community@qub.ac.uk
Tel: 028 9097 3758
<http://go.qub.ac.uk/Community>



How to Pay a Fine Online

Scan the QR code below to access the eStore

1. Click on Misconduct Fine (you can also use quick view option)
2. Fill in the fine amount, your name, student number and the payment reference number in you outcome letter the click add to cart. **Please note if you are paying as part of a payment plan please just fill in how much you are due to pay.**
3. A pop up will show on the right hand side with your cart. Click on View your cart.
4. Click on Checkout.
5. Click "Checkout as Guest"
6. Review your personal details and fill in the payment details then click pay now.

You will receive an email confirmation of your payment and a copy of the receipt will be sent to the Neighbourhood Engagement team.

Please make sure to keep your receipt for future reference.

If you have been offered to attend the Alcohol Education Initiative by the Conduct Officer you can book using the same eStore. In the main page click on the Course folder and pick a date that suits you to register and pay for the course.

For more information on how to manage your money please visit: www.q-su.org/advice/Money

SCAN HERE



Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Key Contacts

Academic Services

Email: as@qub.ac.uk

Appeals, Conduct and Complaints Team

Email: appeals@qub.ac.uk

One Elmwood Student Centre

Email: studentconnect@qub.ac.uk

Tel: 028 9097 2727

Web: <https://www.qub.ac.uk/students/one-elmwood/>

Students' Union

Web: www.q-su.org

Students' Union President

Email: su.president@qub.ac.uk

Student Officer Undergraduate Education

Email: su.ugeducation@qub.ac.uk

Student Officer Postgraduate Education

Email: su.pgeducation@qub.ac.uk

Student Officer Accessible Education

Email: su.accesseducation@qub.ac.uk

Student Officer Activities & Engagement

Email: su.activities@qub.ac.uk

Student Officer Welfare

Email: su.welfare@qub.ac.uk

See also Welfare section opposite.

Queen's Security

Security staff are on duty at all times, and may be contacted on **internal extension 5099** or external **028 9097 5099**. In an emergency where there is an imminent and serious danger to people or property, dial **2222** from a University phone to contact the University Control Room operator, or **999** to contact Police, Fire and Ambulance services.

Belfast City Council

<https://www.belfastcity.gov.uk/community/community-safety-and-advice/student-advice>

PSNI

BelfastStudents@psni.pnn.police.uk

(to report antisocial behaviour, welfare issues and minor queries)

PSNI Advice for students:

https://www.psni.police.uk/advice_information/advice-for-students/

<https://www.psni.police.uk/hatecrime>

Welfare

SU Advice:

Email: su.advice@qub.ac.uk

Queen's Student Wellbeing:

Email: studentwellbeing@qub.ac.uk

Tel: 028 9097 2893

QUB Counselling:

Inspire - 0808 800 0016

Lifeline (24/7 free counselling):

www.lifelinehelpline.info - 0808 808 8000

The Samaritans:

Tel: 116 123 (national line)

Tel: 028 9066 4422 (Belfast)

Alcohol and Drugs info and support

www.ascert.biz

Employability

www.qub.ac.uk/directorates/degreeplus

www.qub.ac.uk/careers

www.q-su.org/enterprise

www.q-su.org/volunteer

www.q-su.org/clubsandsocs

www.q-su.org/voice

Public Engagement

community@qub.ac.uk | 028 9097 3758

<http://go.qub.ac.uk/community>



@QUBEngagement