

Arrivals & Welcome 2026

Student Helper Briefing

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED

Student Helper Briefing

Arrivals & Welcome 2026



Housekeeping

- The briefing has been jointly prepared between the University of Winchester and [Winchester Students' Union](#).
- The briefing is principally being facilitated by **Andrew Hodgson**, Chief Exec, Winchester Students' Union.

Housekeeping

- No fire drills planned.
- Phones encouraged, but on silent please.
- We make take photos during this briefing – please let us know if you would prefer not to be photographed.

ASSEMBLY POINT A
In the courtyard behind the UoW Business School

14 Masters Lodge

29a West Downs Student Village 55-98

ASSEMBLY POINT B

Outside on the West Downs Village lawn

27 UoW Business School

28 West Downs Centre

29b West Downs Student Village 1-54

31 West Downs Workshop

WEST DOWNS QUARTER





Your memories of Welcome Week

- With those around you, reflect on your positive memories of your own welcome week:
 - What were the highlights?
 - What and who helped you to feel welcomed?



The role of Student Helper

- Student Helpers are a key part of the University's strategy to ensure a positive experience of arriving and acclimating to student life in Winchester.
- Student Helpers primary purpose are to:
 - Help our Students feel welcome
 - Help our Students feel safe and secure
 - Help our Students feel at home



Key attributes required for Student Helpers

- **Positivity** - a friendly greeting or smile can go a long way – try not show frustration or externalise a 'bad day'.
- **Professionalism** - wear uniform if issued, be on time, be available and open, *be exemplars of a friendly welcome*.
- **Knowledgeable/Helpful** - try to answer all queries, but do not make anything up (CMA). If you don't know, try to contact someone who does. Use radios/**Teams**/WhatsApp group – note "I'm with a student". Read Welcome Pack/Union Guide, be familiar with UoW App. Know how to access 'My Record'.
- **Empathy** - being a student, your experiences are highly relevant to understand the needs and queries of our new students.



Student Helpers – Different but the same.

- Student Support & Success, Student Helpers (ambassador uniforms)
 - Answer general queries/Ask a student
 - Be a point of contact around campus
 - Be a guide
 - Make students feel safe, welcome and at home



Student Helpers – Different but the same.

- Students' Union, Student Helpers/Ambassadors (pale blue or navy tees/hoodies)
 - Help students become involved.
 - Answer queries (particularly Union related – events & extracurricular activity).
 - Make students feel safe, welcome and at home.



Student Helpers – Different but the same.

- Housing, Student Helpers (red tees)
 - Issuing Housing items and information,
 - Answer queries (particularly housing related)
 - Guidance and assistance for moving in,
 - Make students feel safe, welcome and at home



Student Helpers – Different but the same.

- Music Centre, student helpers/music makers (purple tees)
 - Providing 'pop up', performances during arrivals and welcome week
 - Answer queries (particularly related to creative expression)
 - Make students feel safe, welcome and at home



Arrivals & Welcome week

- **Key collection** – WDBC (11) and SAB001
 - Saturday, 9am to 6pm
 - Sunday, 12pm to 5pm
- **Information**
 - Ask a student
 - Enrolment zone (Food Hall – admissions, finance, international)
 - Wellbeing Hub (outside WB6, 10am to 3pm, Mon to Fri)



Arrivals & Welcome week

- **Information** – 'Ask a student' stands
- **Information** – Student Union gazebo on the Terrace or Stripe plaza (*Sat to Monday only*)
- **Information** – Housing in SAB over the weekend or St Swithuns during the week unless a 'servicedesk' request will be the better option
- **Information** – App and websites:
www.winchesterstudents.co.uk &
www.winchester.ac.uk/welcome



www.winchesterstudents.co.uk



University of Winchester

University of Winchester

Contains ads

10K+
Downloads

E
Everyone



Store

Mac

iPad

iPhone

Watch

AirPods

TV & Home

Entertainment

Accessories

Support



App Store Preview

This app is available only on the App Store for iPhone and iPad.



University of Winchester 17+

University of Winchester

Free



www.winchesterstudents.co.uk

- **Information** - Welcome week guide



- www.winchesterstudents.co.uk/events



- **Information** – www.winchesterstudents.co.uk/helpers

Arrivals & Welcome week

Faculty welcome

- Students have been sent an email link to their Faculty and Enrolment Welcome Week Schedule (these can also be found in 'My Record')
- Students will have been sent options for their enrolment – they only need to attend one!
- Students are expected to attend all sessions listed for their programme

Arrivals & Welcome week

Enrolment

- **Online** registration – to be completed before arrival
- **In person** enrolment & ID check – most new students must enroll in person. This is taking place in the Foodhall:
 - 10am-5pm** – Saturday (for those in halls) & **10am-5pm** – Sunday (for those in halls)
 - 9am-6pm** – Monday and Tuesday (by faculty for those not in halls)
 - 9am-6pm** (tbc) Wednesday (late enrolment)
- *Later enrolment is available from the Student Support and Success Welcome Area (Winton Building) - Thurs, 9am-5pm & Friday, 9am to 12pm*
- *Students will have been provided with a time slot to attend enrolment*
- *Students need to enroll to access IT accounts and timetables*



www.winchesterstudents.co.uk

IT support and ID Cards

- If in UMH/Halls with access control ID Card will be issued with key or as a key
- Otherwise, ID cards will be issued with enrolment. Students can also use their eIDCard via the UoW app (but not for door entry)
- Further IT support – walk up service available at Martial Rose and West Downs Centre Libraries.

Information for all Student Helpers.

- General points
- Good neighbours, SSHH and safe students in the community
- Health & Safety
- Year round, key messages

General points for all Student Helpers...

- **MyRecord** for online enrolment, Term 1 timetables (available once enrolment is complete) and other University resources (know how to access and explain).
- Use and recommend the use of the University App, Website and Union website.
- The **weather** is currently forecast to be somewhat overcast at the weekend with sunny weather predicted through the week
- Stay hydrated and be aware of direct sun exposure if outside a lot
- In the event of rain, your team leaders will have access to wet weather gear for you. Use communication channels agreed (ie Whatsapp)



General points for all Student Helpers...

- Personal items – check with your team leads
- Breaks – where possible please take breaks out of sight of the students and parents you are welcoming – only smoke in designated areas
- Issuing of uniform
- For inclusion and engagement, please promote the Freshers Fayre, taking place on 26th September, KAC, SAB, Stripe & Dytche Marquee
- Other specific points will be (or have been) covered by your specific training or guidance.

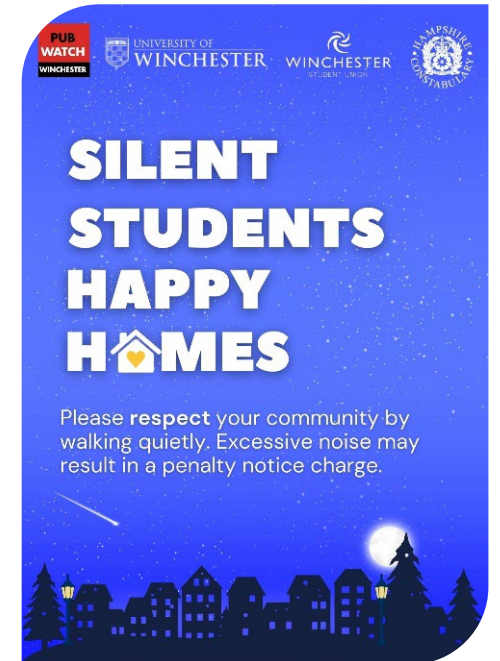
General points for all Student Helpers...

- Money spent on campus with the Union and University gets reinvested on campus
 - Promote all union & university events and engagement opportunities

"Head to the Union this week, you can always check out the town later"
 - Promote all union & university shops, bars, coffee stations and eateries
- The Vault, Terrace & Lounge, The Shop, Union Shop WDS, Laundries
- Food Hall, Learning Café, KKB, WDC outlets

Good neighbours and safe students in the community

- Noise and SSHH – reminding students (new or otherwise) to be mindful that those around them might have different sleep patterns or tolerance to noise.
 - Live it up, but keep it down.
 - Hospital & maternity.
 - Orchard House & Milnthorpe Lane.
 - Erskine/Peninsula Road
 - The Barracks
 - Undue noise Unlawful after 11pm and before 7am.
 - Zero tolerance on initiations or initiation like behaviour



www.winchesterstudents.co.uk

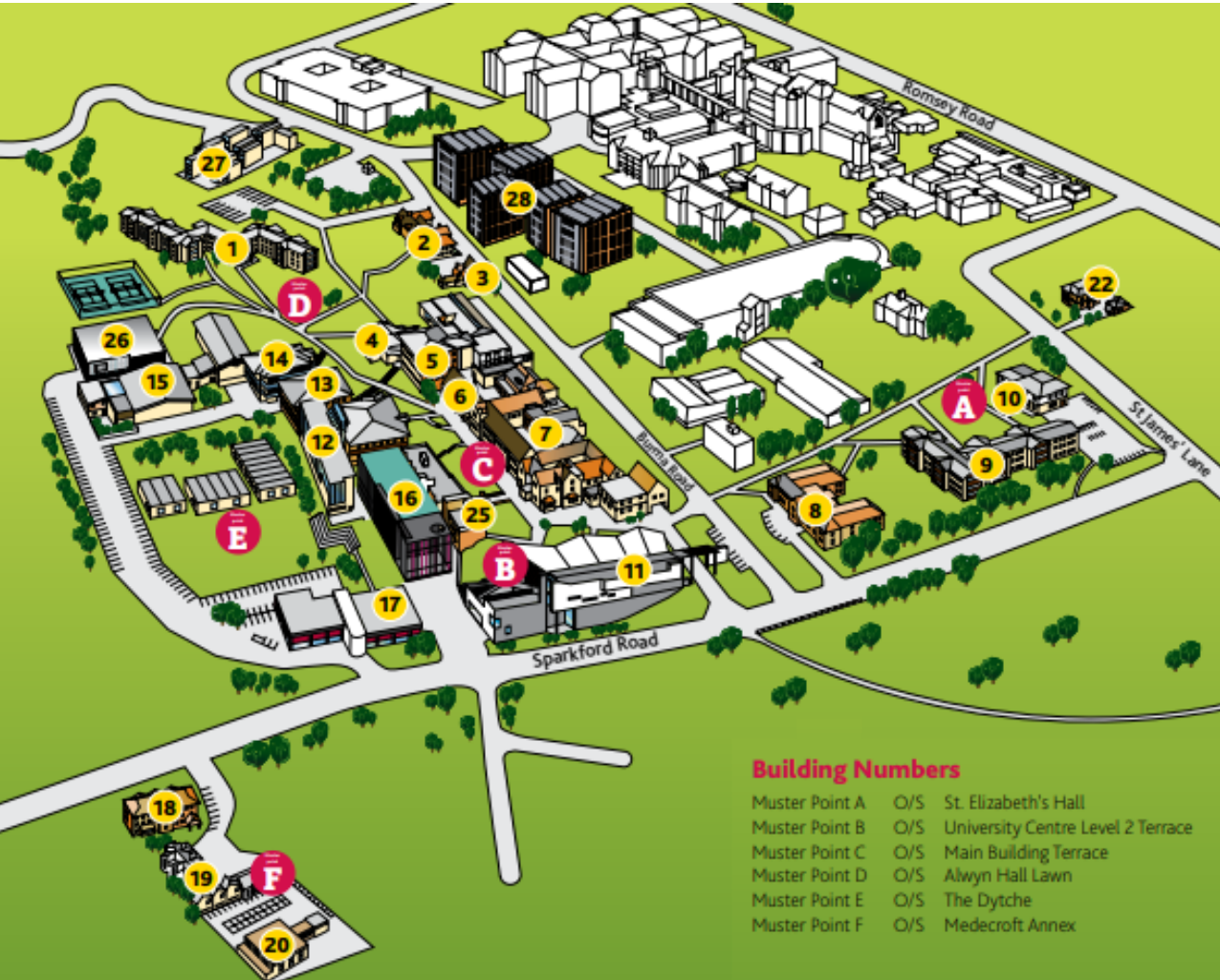
Good neighbours and safe students in the community

- Good neighbours and Winchester
 - We are keen to celebrate a positive image for students. They/you truly do add huge value to the community and city.
 - Students to be reminded that age ID (passport, driving license, PASS card) is required for all pubs/venues in the city – we may trial Uni ID only at the Union.
 - Be respectful of rules, processes and staff in place in the Union and other venues.
- Money spent on campus is reinvested – **promote us before others** 😊

Health & Safety

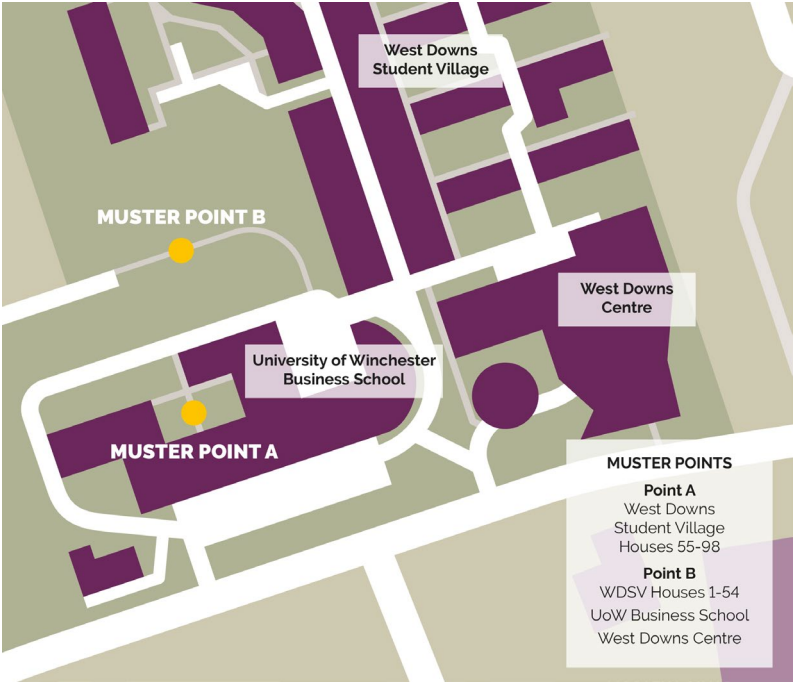


- Fire evacuation during arrivals
 - Know where your assembly points are.
 - No drills are scheduled. Follow the directions of staff in the event of an evacuation. Help to evacuate and direct people to muster point, if you feel safe to do so.
 - Self
 - Others (they may not know their way around)
 - Property
 - If you see any obstructions, faults or other issues communicate with your team leader/staff lead.



Building Numbers

Muster Point A	O/S	St. Elizabeth's Hall
Muster Point B	O/S	University Centre Level 2 Terrace
Muster Point C	O/S	Main Building Terrace
Muster Point D	O/S	Alwyn Hall Lawn
Muster Point E	O/S	The Dytche
Muster Point F	O/S	Medecroft Annex



MUSTER POINTS

Point A

West Downs
Student Village
Houses 55-98

Point B

WDSV Houses 1-54
UoW Business School
West Downs Centre

Muster Point A

- 10 St James Hall
- 9 St Elizabeth's Hall
- 8 St Grimbald's Court
- 22 Holm Lodge & Holm Lodge Stables

Muster Point B

- 7 Main Building
- 25 St Edburga

Muster Point C

- 11 University Centre Levels 3 and 4

Muster Point D

- 4 Kenneth Kettle Building
- 6 The Chapel
- 12 Martial Rose Library Top Floor
- 3 The Cottage
- 2 St Swithun's Lodge
- 1 Alwyn Hall
- 5 Herbert Jarman Building
- 14 Fred Wheeler Building
- 13 Tom Atkinson Building
- 26 Performing Arts Studio First Floor
- 27 Queen's Road Student Village
- 28 Burma Road Student Village

Muster Point E

- 15 Bowers Building & the Centre for Sport
- 12 Martial Rose Library ground & middle floor
- 16 St Alphege Building
- 17 The Stripe
- 11 University Centre Levels 1 and 2
- 26 Performing Arts Studio ground floor

Muster Point F

- 20 Medecroft Annexe
- 18 Beech Glade
- 19 Medecroft

Health & Safety



- Venue protection system
 - The University have installed a site wide public address system
 - This allows the University to issue clear, immediate voice instructions across buildings and outdoor areas during incidents such as evacuation, invacuation or lockdown
 - The following film explains further the system – this film is shown to all students

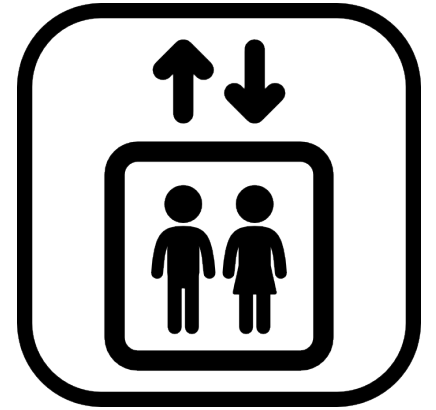
Health & Safety



Venue Protection System

protection system.

Health & Safety



- Lift usage
 - Advise all students and parents who may wish to use lifts to adhere to the signage present – this includes occupancy and weight limits.
 - Advise not to use lifts unnecessarily.
 - Advise not to jam lift doors open.
 - If lifts do go out of service, be empathetic and apologise about the situation.
 - For those who may like to, you can subscribe to lift status updates - [sign up here](#).

Health & Safety



- Manual handling:

A brief video to demonstrate the correct/safe way to lift and carry.

Attribution: *Sport Structures - Youtube*



www.winchesterstudents.co.uk

Keep the load close to the body
for as long as possible while
lifting.



Year-round key messages

These messages are relevant year-round, and we would love you to promote these during arrivals and beyond, via your peers.

- GP Registration
- Personal Safety
- Safe Taxis
- Respect & Consent
- Social Media

GP Registration



- All students should be encouraged to register with a local GP service:
 - all GPs are now accepting registration online so students can do this themselves.
 - Winchester has 3 GP surgery providers, and we do not recommend one over another.
 - Friarsgate (Weeke and Badgers Farm)
 - St Clements (City Centre)
 - St Pauls (near rail station)
- 'Freebie Bin' - The Union has a number of sexual health, single use and reusable period products, pregnancy tests, and personal safety items available free of charge from Union Advice Centre.

Personal safety



- Winchester is a very safe place to live (it's even won a national accolade for safe living) but we should all be aware of our own safety:
 - Stick to well lit routes at night
 - Walk with a friend or household member
 - Don't clearly display valuables
 - Report suspicious behaviour (on campus to site stewards, 7666)
 - Be aware of your surroundings
 - Don't leave drinks unattended – be spikeaware
 - Personal safety alarms, drinks testing kits and glass safety devices are available from Union Bars and Advice Centre
 - Ask for Angela – campaign recognised in Winchester/nationwide

Safe Taxi

- Winchester has a number of reliable Taxi providers, but students should be aware to check that their Taxi is a legitimate service, licensed by Winchester City Council.
- Largest Winchester cab co. **Wintax & Wessex Cars**



STAY SAFE - KNOW YOUR TAXI

HACKNEY

Taxi sign on roof

Hackney Carriage vehicles have a **yellow plate** on the back of the vehicle.
Take note of plate number.



- Hackney's can be picked up from a rank
- Fares set by Winchester City Council
- Drivers wear an ID badge

PRIVATE HIRE

Private Hire vehicles have a **blue plate** on the back of the vehicle.
Take note of plate number.



- Must be pre-booked (not booked = no insurance)
- Fare arranged by Operator or Driver
- Drivers wear an ID badge



winchester.gov.uk



UNIVERSITY OF
WINCHESTER



www.winchesterstudents.co.uk

Respect & Consent

- The Union and University both promote Respect and Consent
 - Respect means to:
 - treat each other and others in the University and wider community with, tolerance and civility regardless of identity, background or belief;
 - Not to allow sexual harassment in any form.
 - Consent means:
 - To agree by choice to any sexual activity or intimacy – no means no!
- Any concern about respect or consent can be reported at: report@winchester.ac.uk

WHEN DOES DRUNKEN SEX BECOME RAPE?

IF THROUGH DRINK OR DRUGS, THE
PERSON YOU HAVE SEX WITH HAS
LOST THEIR ABILITY TO **CHOOSE**,
THEY ARE NOT CONSENTING!

SEX WITHOUT CONSENT IS RAPE.

#consentiseverything #respect

www.winchesterstudents.co.uk/consentiseverything



YES YESTERDAY DOESN'T MEAN YES TODAY.

SEX WITHOUT CONSENT IS RAPE.

#consentiseverything #respect

www.winchesterstudents.co.uk/consentiseverything



**WIN FREE SU
EVENT TICKETS
FOR LIFE,* A £50
DELIVEROO
VOUCHER OR A
£50 AMAZON
VOUCHER!**



THIS INCLUDES BOP & OTHER SELECTED SU
EVENTS BUT WE RESERVE THE RIGHT TO SAY NO



**FRESHERS
GIVEAWAY**

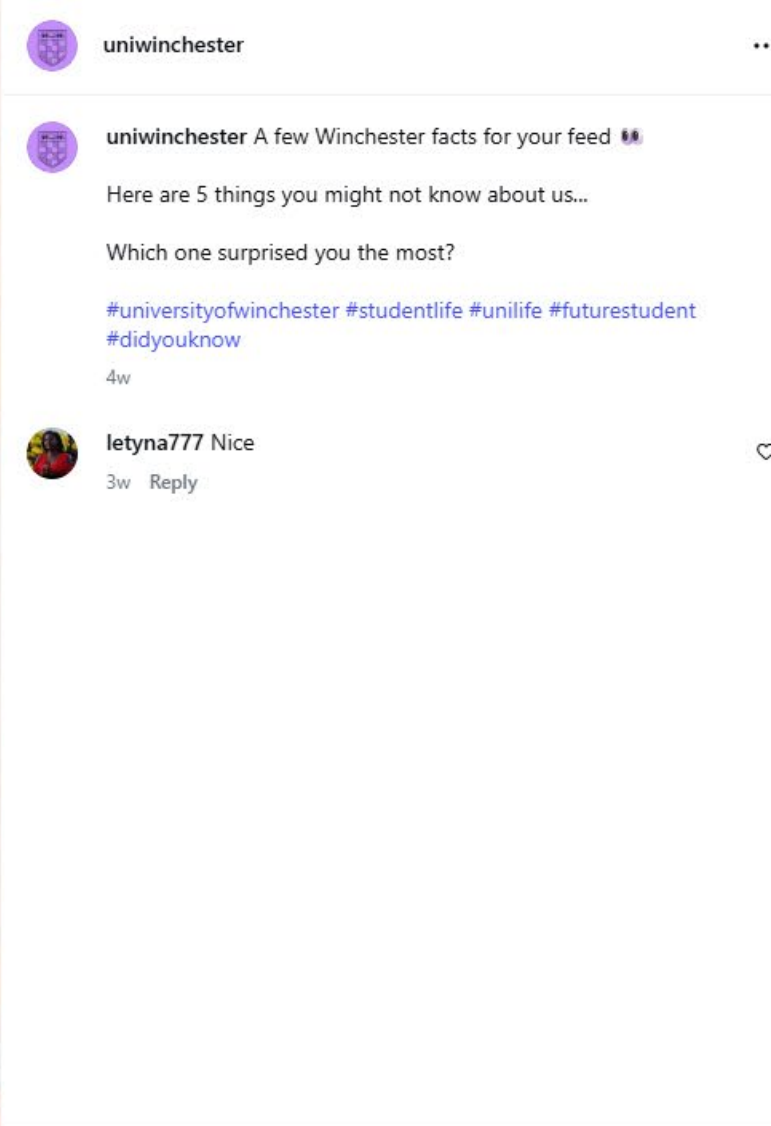


TO ENTER:

FOLLOW @WINCH_SU

**COMMENT WHAT FRESHERS
EVENT YOU'RE MOST
LOOKING FORWARD TO!**

TAG A FRIEND



The FAQ (and other resources)

- www.winchesterstudents.co.uk/helpers



Your questions?



UNIVERSITY OF
WINCHESTER



UNIVERSITY
OF
WINCHESTER

Thank you

