**Campus Tours Guidance**

Campus tours take place at both Headingley and City Campus and can be part of an Outreach Day or school visit or can be a standalone event. Tours are given to students from years 6 to 13 and to parents and group sizes can vary from one or two people, up to 25 people with one or two Student Ambassadors leading them. It is therefore essential that Student Ambassadors are able to deliver a high-quality campus tour at any of one of our events and on both of our campuses.

You receive training in delivering Campus Tours in your initial Ambassador Training session, but we also try to ensure that new Ambassadors are paired up with an experienced Ambassador when you work on your first Campus Tour event. In the Appendix of this document, you will find detailed tour notes for Headingley and City Campuses. These detailed notes are also available on the day of the tour for your reference.

**When Leading a Tour:**

* **Be polite, approachable and professional –** engage with your group and ask if there are any specific areas that people are interested in seeing.
* **Know your facts** – if you don’t know something, don’t say I and if you are unsure of the answer to a question, say that you will find out the answer or refer them to the Events Managers.
* **Talk about your experiences –** providepositive and personal stories of living in halls or any social groups you attend, as personal experiences are often more memorable than facts. Also emphasise the fact that we are very much a community at Leeds Beckett.
* **Keep everything PG-rated** – no swearing, innuendo or inappropriate jokes or comments. Keep it purely professional at all times. Prospective students often ask about the Leeds nightlife and Ambassadors should feel comfortable answering questions on this, but should avoid talking about any excessive party culture related to the city and our University.
* **Don’t walk and talk –** it is important to be seen and heard by the people in your group. Ensure you stop and wait for everyone to catch up before you start

**Routes:**

|  |  |
| --- | --- |
| **Headingley Campus** | **City Campus** |
| * Library | * Rose Bowl Levels 2 and 3 |
| * Acre/James Graham | * Portland Building Entrance |
| * Carnegie Village | * Students’ Union Offices |
| * Students’ Union | * Portland Professional Suite |
| * Food Court | * Students Union Bar |
| * Student Hub | * Gym |
| * Sports Centre | * Library |
|  | * Broadcasting Place |
|  | * Rose Bowl Reception |

**Health and safety**

* **Timekeeping and return point –** ensure that you stick to any return time specified by the event leader and return to the designated end location.
* **Keep track of numbers –** you may want to do a head count en route and when you return to check you haven’t lost anyone. This is particularly important when you are giving tours to school students.
* **Be aware of roads/traffic –** be careful when crossing the roads in the City and on Headingley Campus and supervise the visitors when crossing.
* **Be aware of any other issues or concerns -** e.g. trip hazards or icy/slippy conditions.
* **Keep your phone on, but don’t take personal calls –** it is important to be contactable when out and about, but stay professional and do not take personal calls or respond to texts when working.
* **Do not allow other students or people on campus to approach the participants –** you have a safeguarding duty towards any minors on the Tour, so keep them together and intervene if other people or students try to talk to them.
* **Report any issues or incidents to the facilitator –** any accidents need to be recorded and any complaints should be passed on to the event leader.

**Appendix:**

1. **History of the University**
2. **Headingley Campus Tour Route**
3. **City Campus Tour Route**
4. **History of Leeds Beckett University**

* 1824: Leeds Mechanics Institute was founded
* 1897: Became Leeds Institute of Science, Art and Literature
* 1927: Renamed Leeds College of Technology
* 1970: The college merged with Leeds College of Commerce, part of the Leeds College of Art and Yorkshire College of Education and Home Economics forming Leeds Polytechnic.
* 1976: James Graham College and City of Leeds College of Education joined Leeds Polytechnic
* 1987: The Polytechnic became one of the founding members of the Northern Consortium
* 1992: After the Further and Higher Education Act came into place Leeds Polytechnic became Leeds Metropolitan University with the right to award its own degrees
* 1998: The university merged with Harrogate College establishing the Harrogate Campus (until 2008)
* 2005: Beckett Park Campus became the Headingley Campus
* 2006: The Carnegie Stand became part of the teaching facilities at the University
* 2009: Broadcasting Place (Home of Arts, Environment and Technology), Rose Bowl (Home of Business) opened
* 2009: A partnership with the University of North Florida was established to begin a student and faculty exchange programme.
* 2010: Carnegie Pavilion Opened
* 2014: Leeds Metropolitan University formally changed its name to Leeds Beckett University

1. **Headingley Campus Tour Route**

At Open Days and Applicant Days you should attempt to follow this route as closely as possible, so that everyone is going around the same way, and the groups do not get mixed up.

If you are doing the Tour for a school visit, then you can deviate from the route as necessary, especially if your start location is different from the location at an Open Day.

Pay attention to the notes column, which may identify key points to talk about in that location and possible suggestions of the route to take to your next destination.

These notes were updated May 2017 – please review and note any changes.

|  |  |
| --- | --- |
| **Location** | **Notes** |
| **Acre Room** | This is where campus tours start from.  Introduce yourself to the guests you are showing around. (\*refer to The Tour paragraph for information to say)  “Welcome to Leeds Beckett University. My name is [insert]. I am studying [insert] and originally  come from [insert]. I chose to come here because [insert].  We are at the Headingley/City Centre Campus. At the university we have great transport links to all over the city and country, we have a bus that regularly runs between the two campuses which provides a cheap reliable service. There is a train station 10 minutes away from the campus (in both instances).  *Walk across the corridor and in to the Library.* |
| **Accommodation** |  |
| **Library** | **During Peak Busy times of the year the library may not be very accessible (December – January) & (April – May) due to exams and assignment hand ins – if this is the case present the library from outside the library or on the acre if warm enough**  The Library aims to support students to develop the skills and knowledge they need to achieve academic success via:  Working closely with each School– there is an Academic Librarian assigned to each subject who will help you find and use resources.  Providing workshops, tutorials and web resources from Skills for learning in subjects such as academic communication, critical thinking, maths and stats and referencing.  Helping students use learning technologies, including MyBeckett (the University’s virtual learning environment where they access modules, reading lists, resources and information; and where they submit their assignments online).  Offering Library and Student IT Advice for students, face-to-face or via our 24/7 IT Support phone service and online chat as well as videos available on our YouTube channel.  Providing library spaces and services to enable students to study when (we’re open 24/7, 365) and how they want to – with group and silent study spaces; bookable Student Meeting Rooms; self-service borrowing of books and laptops; printing from own devices etc.  Making sure students can access the information and material they need – we have approximately 325,000 print resources across the two Libraries plus 140,000 electronic books, journals and databases that can be accessed on or off-campus. And we make them easy to find with a Google-like search tool called Discover.  We also offer specialist support for distance learning students and for students with disabilities – there is a Disability Resource Area in each Library and assistive software and furniture available in the main study areas plus a Learning Support Officer who helps them to use the Library, for example by obtaining books in accessible formats.    *Head back out the front door of the library and out the front of James Graham.* |
| **Acre / James Graham** | This area (though larger than an acre) is known as The Acre. It is a great place to sunbathe and play football during the warmer months or to build a snowman in the winter.  [Open Days / Applicant Days]. Point out the bus departure point so that guests know where it is if they need to use a bus later.  When you pass, also point out the bus stop. Buses run approximately every 20 minutes, and link Headingley campus to the City Centre.  Point out Carnegie Village and departure point for Kirkstall Brewery – accommodation tours will be available [Open Day / Applicant Day]  Point out the surrounding buildings and course predominately studied in them:  Fairfax and Macaulay – Sports  Priestley – Computing  Macaulay - Events, Tourism and Management  *Head to the right of James Graham and lead the group towards the SU/Merchandise Shop* |
| **Students’ Union** | Leeds Beckett Students’ Union is a student-led organisation which is independent from the University, and exists with the main purpose of making students’ lives better.  Students are elected each year to lead the work of the Students’ Union and ensure that it is acting in the best interests of students here at Leeds Beckett.  There are a number of core services and opportunities that the Union provides, such as:  A free and impartial advice service on matters such as housing, financial and course issues. For example, if you were to end up in a dispute with your landlord, or you run into problems that are affecting your studies – the Advice Service is the place to turn to and will advise on the best course of action, in complete confidence.  *\*At this point, tour guide could ask if anyone on the tour has hobbies or interests that are hoping to continue and develop whilst at University. Then explain that:*  The SU also supports a vast range of student-led clubs and societies, ranging from cultural societies such as the Afro-Caribbean Society, through to active groups such as yoga and many, many more.  The Union supports societies through providing funding, resources and advice to help student groups get the most out of their time at Leeds Beckett – and if you have an interest that isn’t currently represented by an existing society – the Union will help you set up a new one!  As well as student-led Societies, there is a range of one-off and more long-term volunteering opportunities that you can get involved in if you want to make a difference in the community and gain some valuable skills at the same time. For example, in the past the Union has led a campaign to welcome Refugees to Leeds, as well as running a number of environmental initiatives around Leeds.    As well as advice and opportunities, the Students’ Union plays a key role in the social side of University. There are bars at both campuses which offer a range of pub food during the daytime, and provide a range of entertainment in the evenings.  At City Campus the Union venue, The Stage, hosts many club nights and gigs.  Bands and DJ’s including Foals, Cribs, Kristian Nairn have all played.  Keep an eye on the website and posters around the University to see who’s coming up.  Something that you may not have known about the Students’ Union is that it also organises and delivers the programme of events that form Fresher’s Fortnight, welcoming students to Leeds Beckett each September.  To find out more about the SU, they have a website and are also on:   * **Facebook** * **Twitter** * **Instagram** * **Snapchat** * **LinkedIn** * **Pinterest**   Just search Leeds Beckett SU!  *Head towards the Food Court* |
| **Food Court** | Mention the range of food available: Chicken Shack  Pasta and Pizza  Traditional English  Campus Shop  Tiki Coffee  Campus Shop is throughout the week and on Saturdays during term time.  Food is reasonably priced and they have just finished refurbishing Food Court.  *Head to the Student Hub.* |
| **Student Hub** | Let the guests know about the Student Hub, how it acts as a one stop shop for student problems. They can come here to get new student cards and get referrals to finance and student support services.  Also talk about the Student Job Shop.  They provide work for current and former students, both working in the university in different student ambassador and administrative roles, but also providing hundreds of thousands of hours of work at companies across the region.  At this point on Open/Applicant days ask the group if they would like to see the sport centre – if some do take them up to the sports centre reception – if not thank the participants for listening and wish them a good rest of the day and allow them to leave.  *Head to the Sports Centre Reception* |
| **Sports Centre** | **[[Sport & Active Lifestyles will be running tours of the Sports Centres.**  **A sports ambassador will meet you in the Sports Centre reception and take your group on the tour. If there is no ambassador, wait and chat to the group until they arrive.**  Follow the route as closely as you can be visiting each area. This tour will not cover all of the sports centre.  **DO NOT** mention athletes that have studied here other than those listed in the notes below. Also do not guess at prices or classes or mention any none sport related actions by students or student teams.   * + **Alistair Brownlee, MSc Finance 2013, Triathlon, Team GB**   + **Tom Bosworth, BSc (Hons) Sports Performance 2013, 20km Race Walking, Team GB**   + **Yona Knight-Wisdom, BSc (Hons) Sport and Exercise Science 2016, 3m Springboard Diving, Jamaica**   + **Laura Weightman, BSc (Hons) Sport and Exercise Science 2013, 1,500m, Team GB**   + **Emily Scarratt, BSc (Hons) Sport and Exercise Science 2011, Rugby Sevens, Team GB**   **Sport Reception**   * The Sport Centre is open 7 days a week * **Three types of membership** - **Active Beckett** - £70 (exclusive access to City Campus only) **Active Beckett Plus** £90 (access to both campuses and facilities apart from Tennis, Squash and Badminton Courts) **Sport Beckett** £120 (access to all facilities) * The Sports Office is the point of contact for:   + The Athletic Union, which currently features 40 sports clubs.   + Fitness class information   *Walk through reception, left through the double doors, and down corridor to Coach Education and Tennis Centre*   * Coach Education Office co-ordinates the organisation and delivery of Nationally Recognised coach education and development qualifications, supporting over 3000 students and community members every year. * All courses can be booked online or through the office. Great to add to CV and employability portfolio, and can assist with getting coaching work or during and after University – including summer camps to America. * **Specialist centre** for tennis and rugby union coaching qualifications. * There are discounts for Leeds Beckett student on SOME of the courses. Courses include: * First Aid * Lifeguarding * Variety of sports coaching courses (basketball, football and tchoukball…)   **Tennis Centre**   * Also have four all-weather outdoor courts on campus, which can be seen from St Chads Drive * Courts are bookable through reception, free for members   **Athletics Track and Outdoor Pitches**   * The track and field facilities are UK Athletics Class A facilities * Hosted the Chinese 2012 Track and Field Olympic team training camp * There are a number of current Leeds Beckett students and Alumni who competed in the Rio Olympics, including:   + Alistair Brownlee, MSc Finance 2013, Triathlon, Team GB   + Tom Bosworth, BSc (Hons) Sports Performance 2013, 20km Race Walking, Team GB   + Yona Knight-Wisdom, BSc (Hons) Sport and Exercise Science 2016, 3m Springboard Diving, Jamaica   + Laura Weightman, BSc (Hons) Sport and Exercise Science 2013, 1,500m, Team GB   + Emily Scarratt, BSc (Hons) Sport and Exercise Science 2011, Rugby Sevens, Team GB * Also the home for community based athletics clubs * The rubber crumb 3G pitch was installed at the end of 2011, and allows for football (up to 3 7-a-side pitches), lacrosse, American football and rugby training. Portions or the whole pitch available to book through reception, free for members * The blue tiger turf STP is one of only a few in the country, and is the base for hockey in the University. It is used regularly by other sports for fitness and training. Portions or the whole pitch available to book through reception, free for members * We also have one dedicated grass rugby pitch, and two dedicated grass football pitches within the sports centre, as well as South Lodge football pitch, which can be seen from St Chad’s Drive * We also have a 5-a-side all weather pitch used for recreational and team training use   **Fitness Suite**   * New equipment was fitted in 2014, including a new specialist functional training zone, kettlebells, TRX and ViPR * The City Campus fitness suite has 56 stations and a fitness studio for classes * Both suites also contain a range of mats, dumbbells, benches and a Power Plate * Both suites are free to use for those with the Active Beckett Plus and Sport Beckett (in 2017/18) annual sports membership, with wide opening hours both in and out of term time – induction necessary, can be done through an online video * Strength and conditioning suite is now included in the sports membership of Active Beckett and Sport Beckett (£90 and £126 respectively) (2017/2018). * Walk through the double doors, and turn left. Go through another set of doors and turn right, towards Gym 2.   **Sports Arena**   * Opened late 2012, The Arena features fold away seating for 512 spectators, allowing for large audiences at our elite fixtures, such as basketball **(Leeds Force Basketball)** * Tickets are available for students for National League basketball events which draw in large crowds and a great atmosphere * The facility is also used extensively in academic delivery, as well as in our intramural and recreational sport programmes * The Olympic standard gymnastics equipment The Arena used to house has now been moved to new premises in Leeds (Seacroft), where our Gymnastics Club now train * The Blue Hall has markings for a range of sports, such as netball, volleyball, badminton and basketball |

1. **City Campus Tour Route**

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Pay attention to the notes column, which may identify key points to talk about in that location and possible suggestions of the route to take to your next destination.

|  |  |
| --- | --- |
| **Location** | **Notes** |
| **Rose Bowl Level 2** | **Key Talking Points**  Talk to the students about the Rose Bowl:   * It is the home of Leeds Business School * 7 modern lecture theatres across 5 floors * Social learning space and open access computers on each floor * Pay and display car parking both above and below ground. Allowing commuting students to park up if needed.   *Using the lift or stairs, head upstairs to RB Level 3* |
| **Rose Bowl Level 3** | The Business School has specialist facilities on Rose Bowl Level 3.  Below is a full list of the rooms and talking points:  **TV Studio (RB315 – left door)**  Our TV Studio allows our students to put their journalism and communications skills to the test. Part of our Media Suite at Leeds Business School, our TV Studio includes two fixed broadcast quality cameras with scrolling auto-cue on both, fixed green-screen for live keying of static or video backgrounds, a studio-feed monitor and Lighting rig.  **Control Gallery (RB315 – middle room)**  Our control room for the TV Studio and part of our Media Suite at Leeds Business School. The room is live broadcast and internet streaming capable and includes vision mixing tools Broadcast Pix and Geevs Broadcast Server to cue pre-recorded material and mix with live, hardware vision and sound mixing capability through mixing desks and five configurable monitors for pre-visualisation of broadcast output.  **Radio Studio (RB315 – right door)**  Part of our Media Suite at Leeds Business School, our Radio Studio has a synergy controlled show programming system and 16 track hardware based live mixing, dual monitor set-up, Burli audio newsroom editing tools for offline and online radio production and a dual purpose vocal booth which doubles as remote audio control room.  **Newsroom & Editing Suite (RB316)**  Our Newsroom and Editing Suite at Leeds Business School houses 19 workstations for students. EditShare connects the PCs and Macs direct to the Gallery with Avid media composer currently used as well as I-News in order to edit scripts and create running orders ready for broadcast.  The hardware connectivity panel enables direct connections from radio and TV studios for monitoring and control.  *Return to Level 2, exit the Rose Bowl and cross Portland Way to the Portland entrance.* |
| **Portland Building Entrance** | The new entrance to the Portland building opened in December 2016 and provides open plan access to the Portland, Woodhouse, Calverley and Leslie Silver Buildings, as well as social learning spaces.  The Portland Building Entrance is part of a £200 million investment in campus facilities taking place over the next 7 years.   * **Schools housed in this building involve:** * [Clinical & Applied Sciences](http://www.leedsbeckett.ac.uk/school-of-clinical-and-applied-sciences/) * [Cultural Studies & Humanities](http://www.leedsbeckett.ac.uk/school-of-cultural-studies-and-humanities/) * [Health & Community Studies](http://www.leedsbeckett.ac.uk/school-of-health-and-community-studies/) * [Law](http://www.leedsbeckett.ac.uk/leeds-law-school/) * [Social Sciences](http://www.leedsbeckett.ac.uk/school-of-social-sciences/)   *Enter via Portland entrance and head towards the lifts / Portland stairs, pointing out the social learning spaces on the corridor.* |
| **Campus Shop** | Point out the Portland Building campus shop.  Here you can pick up a range of pre-packed items including sandwiches, fruit, confectionaries, crisps and cold beverages. Hot food is also available, including pasta, curries, soups and jacket potatoes. Not only is the Campus Shop a one-stop shop for food and drink, but you can also purchase cards, stationary, newspapers and Leeds Beckett branded clothing.  *Using the stairs or lift, go to Portland Level 1* |
| **Students’ Union Offices** | Leeds Beckett Students’ Union is a student-led organisation which is independent from the University, and exists with the main purpose of making students’ lives better.  Students are elected each year to lead the work of the Students’ Union and ensure that it is acting in the best interests of students here at Leeds Beckett.  There are a number of core services and opportunities that the Union provides, such as:  A free and impartial advice service on matters such as housing, financial and course issues. For example, if you were to end up in a dispute with your landlord, or you run into problems that are affecting your studies – the Advice Service is the place to turn to and will advise on the best course of action, in complete confidence.  *\*At this point, tour guide could ask if anyone on the tour has hobbies or interests that are hoping to continue and develop whilst at University. Then explain that:*  The SU also supports a vast range of student-led clubs and societies, ranging from cultural societies such as the Afro-Caribbean Society, through to active groups such as yoga and many, many more.  The Union supports societies through providing funding, resources and advice to help student groups get the most out of their time at Leeds Beckett – and if you have an interest that isn’t currently represented by an existing society – the Union will help you set up a new one!  As well as student-led Societies, there is a range of one-off and more long-term volunteering opportunities that you can get involved in if you want to make a difference in the community and gain some valuable skills at the same time. For example, in the past the Union has led a campaign to welcome Refugees to Leeds, as well as running a number of environmental initiatives around Leeds.    As well as advice and opportunities, the Students’ Union plays a key role in the social side of University. There are bars at both campuses which offer a range of pub food during the daytime, and provide a range of entertainment in the evenings.  At City Campus the Union venue, The Stage, hosts many club nights and gigs.  Bands and DJ’s including Foals, Cribs and have all played.  Keep an eye on the website and posters around the University to see who’s coming up.  Something that you may not have known about the Students’ Union is that it also organises and delivers the programme of events that form Fresher’s Fortnight, welcoming students to Leeds Beckett each September.  To find out more about the SU, they have a website and are also on:   * **Facebook** * **Twitter** * **Instagram** * **Snapchat** * **LinkedIn** * **Pinterest**   Just search Leeds Beckett SU!  *Using the stairs or lift, continue to Portland Level 3.* |
| **PORTLAND - PROFESSIONAL SUITE** | Leeds Business School and Leeds Law School have specialist facilities on Portland Level 2. Below are some notes about these facilities.  ***Optional – please ask the group if they are interested in seeing these.***  Below is a full list of the rooms and talking points:  **Hydra Control Room (PD215)**  The Control Room is part of our Hydra Suite, used by our Faculty of Business & Law students. From here the ‘real-time’ and immersive scenarios are controlled and delivered. Various types of media, ‘injects’ as they are known, can be delivered to groups experiencing the scenario. The facilitators can communicate with groups in each of the syndicate rooms – handling questions, providing new challenges and keeping an overview of their decision making and group or leadership activity. Hydra delivers ‘real-time’ and immersive scenarios to offer participants the opportunity to practice, refine and develop their skills in a relaxed yet challenging environment.  **Hydra Boardroom (PD214)**  The Boardroom (or Plenary Room) is part of our Hydra Suite, used by our Faculty of Business & Law students. The Boardroom (or Plenary Room) is where groups are brought together with facilitators and/or subject matter experts examining participants’ ethical decision making, judgements, rationale and organisational skills as they were applied to the situations they were presented with. Analysis and discussion between groups can then be encouraged and explored.  **Hydra Syndicate Room (x4) (PD209-PD212)**  This syndicate room is part of our Hydra Suite, used by our Faculty of Business & Law students. The syndicate rooms are where the groups begin to work together to handle the ‘real-time’ and immersive scenarios they are presented with. A well designed scenario, which may run for one or two days, draws participants in, so that they begin to feel the experience is ‘real’, and what it can be like to manage critical business operations.  **Trading Floor (PD207)**  Our Trading Floor provides access to information and tools through Thomson Reuters and DataStream. This includes local and global economic and business news, historical and real-time economic and business data, the creation and monitoring of portfolio performance, firm level information, visual analysis through charting, thousands of research works on country and firm performance and the facility to transfer the information into relevant software. Thomson Reuters is one of the largest databases in the world and all these resource are equally important to students, professionals, researchers and academic staff.  **Law Courtroom (PD206)**  Our Courtroom at Leeds Law School provides students with an opportunity to practise their advocacy skills in an environment that simulates real life.  As well as being used for legal practice course teaching, the Law School hosts both internal and national mooting competitions where students from other universities compete against each other as opposing parties in a trial.  The Courtroom also incorporates the latest recording and video conferencing technology that enables recording and appraisal of student court submissions, training in special measures witness handling and Achieving Best Outcome interviews (Interview preparation, planning, advice and questioning techniques to make sure a witnesses gives the best evidence in proceedings).  **Law Clinic & Social Learning Space (PD316)** Part of Leeds Law School, our Social Learning Space features bespoke meeting rooms and houses our Law Clinic. The area offers students a place to study, meet clients under supervision and also undertake career development activities such as preparation for training contract applications, mock interviews and presentations.  **[OPTIONAL – for PG only]**  **Law Postgraduate Resource Room (PD314)**  Our Postgraduate Resource Room in Leeds Law School offers a dedicated study and resource space, fully equipped with both digital and printed research resources, exclusively for the use of our postgraduate students.  It provides a state of the art research centre in addition to our main library facilities and is adjacent to the Law School reception and above our Professional Practice Suite.  *From here, return to the ground floor, head back past the shop and then up towards the SU Bar.* |
| **Students’ Union Bar** | This is the SU Bar. There is a bar at both campuses offering food and drink Monday to Friday.  The SU Bar also forms one of the hub of activity for student life on campus.  *Head out of door and go to the 3rd floor and out in to the Gym.* |
| **The Gym** | The Gym is open weekdays from 8:30 till 20:00  **Three types of membership** (**Active Beckett** - £70 (exclusive access to City Campus only) **Active Beckett Plus** £90 (access to both campuses and facilities apart from Tennis, Squash and Badminton Courts) **Sport Beckett** £120 (access to all facilities)  The City Campus fitness suite has 56 stations and a fitness studio for classes  Both suites also contain a range of mats, dumbbells, benches and a Power Plate  Both suites are free to use for those with the £125 (in 2017/18) annual sports membership, with wide opening hours both in and out of term time – induction necessary, can be done through an online video  Strength and conditioning suite is now included in the sports membership (Active Beckett and Sport Beckett) (2017/2018).  *Head back down the stairs and towards the library.* |
| **Library** | **DO NOT** use the words Award Winning in reference to the library. The whole university holds Customer Service Excellence status, not just the library.  **During Peak Busy times of the year the library may not be very accessible (December – January) & (April – May) due to exams and assignment hand ins.**  **\*Deliver from outside the library at all times**  **Key Talking Points**  The Library is open 24/7 (one of only a handful of University libraries to do so all year round so a really good reason to choose to come to Leeds Beckett) so you can study whenever suits you best. Please don’t say anything about bringing pizzas in overnight or sleeping in the Library! Help is available 24/7 by phone or chat.  We have different study environments so you can also choose where to study depending on the assignment you have: group study areas, silent study space and bookable Student Meeting and Presentation Rooms.  There is a library at both City and Headingley campus. You can use either though the book-stock in each reflects the courses taught at that campus. We have over 315,000 print resources. (Borrowing is usually for 2 weeks & fines 20p per day if anyone asks).  Our website provides access to 150,000 electronic books, journals, newspapers and databases. You can access this from on or off campus or your mobile. Our search engine, “Discover” makes it easy to find resources.  You can use one of our networked PCs, borrow a laptop 24/7 from the new self-service lockers at the back of the Library or bring in your own and make use of the wireless network.  You will have a student email account, powered by Google, you can follow us on Twitter or Facebook or get regular announcements on the student portal so it is easy to keep up to date with everything happening in the Library and the university.  Printing or photocopying is quick, easy and environmentally friendly - you can put credit on your campus card from the Kiosks in the Library or online (or get your parents to!). (4p per sheet black & white)  We have the latest self-service facilities so you can borrow, return or renew your books day or night and we'll even send you an under-due - to tell you that your books will be overdue within a day or so - to help you avoid fines. But if you do have these you can also pay online or via Chip n PIN 24/7  Each course has its own academic librarian; we also have Disability Support if you need extra support and our Skills for Learning web pages and free workshops and tutorial can help you with all aspects of studying.  *Leave the library and head across to Broadcasting Place.* |
| **Broadcasting Place** | This is the heart of the School of Art, Architecture & Design.  The two main buildings are referred to as A and B Block.  The large tower is called Broadcasting Tower and is a privately run halls of residence for Students in Leeds.  Broadcasting Place A and B have 7 floors of art and design studios and workshops, as well as their own campus shop and social learning space.  *Leave Broadcasting Place towards building B (show and mention about Broadcasting Tower (awarded the ‘best tall building in the world’ 2010) and head down the road the 1st floor entrance of the Rose Bowl.* |
| **Rose Bowl Reception** | Let the guests know about the Student Hub, how it acts as a one stop shop for student problems. They can come here to get new student cards and get referrals to finance and student support services.  Also talk about the Student Job Shop.  They provide work for current and former students, both working in the university in different student ambassador and administrative roles, but also providing hundreds of thousands of hours of work at companies across the region.  Mention the range of food available in the canteen: Pasta and Pizza  Traditional English  Baguettes  Tiki Coffee  Food is reasonably priced and available every week day.  Thank the guests for their time.  Open Day / Applicant Day: Point out the service stands that are available to talk to (SU, Finance, Accommodation, etc)  **THIS IS THE END OF THE TOUR** |