

Staff Open Day Briefing

June 2025



Open Day Dates

Friday 13th June

Saturday 14th June

9.00am – 4.00pm

Your working hours are likely to be 7.30-5 to allow for set up and close down unless otherwise agreed.



Attendee Numbers

We cap our events to 10,000 visitors

Current Numbers!

Friday: 9,515

Saturday: 10,502

Priority for places at all sessions will be given to prospective students, followed by parents, and then other visitors.

Areas & Staffing



Event Staff



Event Manager:
Megan Clark



Deputy Event Manager:
Chloe Robinson

Area Leads



TLC:
Ellie Stoddart



Midfield (Library Square):
Natalie Milburn



East Side:
Jessica Walton



Up Front (Geo Map):
Lucy McCabe



City Centre:
Boawe Rankin-Carr



TLC Information
Hub Lead:
Megan Nicholls



CLC Lead:
Hailey Loke



Up Top:
Ashley Callard



Waterside:
Lou Rankin-Carr



West side:
Natalie Kennedy



Travel Manager:
Jennifer Barton



Mount Oswald
Hub:
Frankie Barton

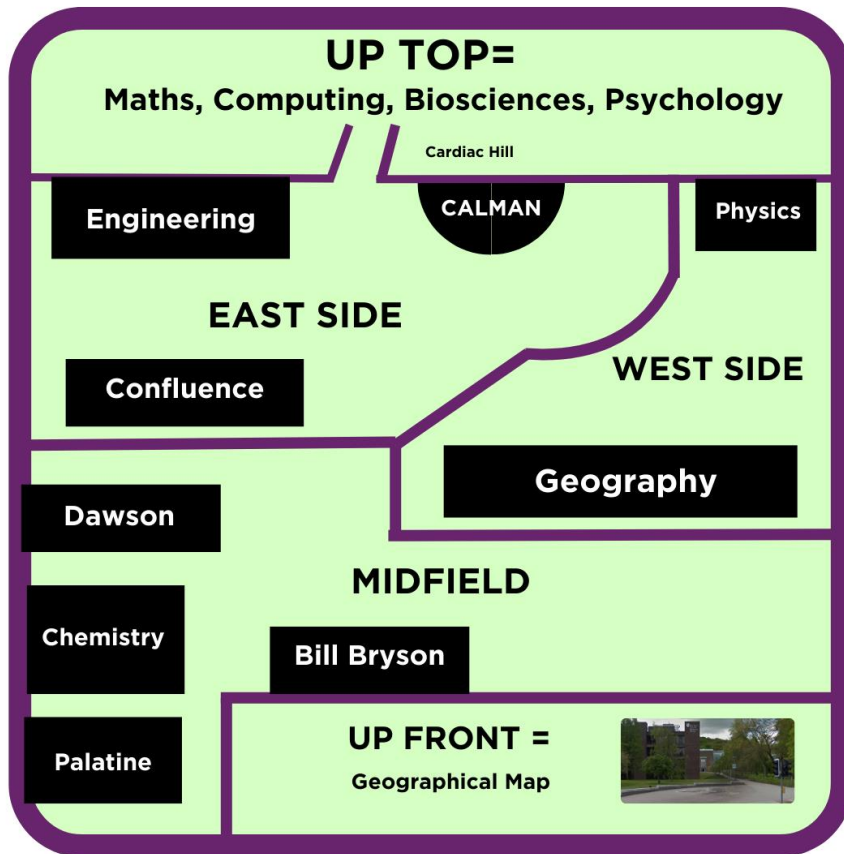


Sports & Wellbeing:
Tia Van Loggerburg

Areas

- Maiden Castle/Sports & Wellbeing Park

- Bailey Colleges
- Palace Green
- Market Square
- Waterside Business School
- Elvet Riverside



- Hill Colleges
- Al-Qasimi

- Teaching & Learning Centre

All of these have 'Area Leads' but individual buildings will also have staff and ambassadors available to assist.

Escalation Team



Overall Event Escalation:
Karen Wilson

The rest of escalation staff listed as below:

- Ross; Lower & Upper Mountjoy Escalation
- Rik; Waterside Escalation
- Miriam: Admissions Desk escalation
- Laura: Applying to Durham session monitoring/escalation
- Richard: Welcome to Durham Talk & secondary event escalation if required when not in sessions

Information Points



Event Information



Open Day Guide

- Best source of information for the whole day, recommended to download digitally to your phone.
- Can be found on the Open Day website pages (<https://durhamuni.eventsair.com/2025-june-undergraduate-open-days/key-information>)
- Direct Guide link: durham.ac.uk/media/durham-university/visit-us/documents/Open-Day-Guide-2025.pdf
- Hard copies of a condensed Open Day Guide available on day from information points.



Free Shuttle Buses

Attendees have been told that shuttle buses will occur at regular intervals between 8:30am – 4:30pm and timings are dependent on traffic.

Last bus will leave Palatine Centre at 4:30pm to go to the train station.



Route 1: Train Station

Durham Train Station > Framwellgate Bridge (for Waterside Business School) > Palatine Centre > Rushford Court (College of St Hild and St Bede)

Route 2: College Hopper

John Snow College > South Road > Durham Students' Union > St Cuthbert's Parson's Field > Palatine Centre

Route 3: City Hopper

Upper Mountjoy (for Maths/Computer Science/ Psychology/Biology) > Palatine Centre > Durham Students' Union > Sports and Wellbeing Park

Types of Sessions

- Presentations
- Tours
- Drop-in / Q&A
- Exhibitions



First come, first served basis, prospective students get priority.

You may have to help to prioritise the spaces for prospective students

Academic Sessions

***Waterside rooms not listed due to rotating rooms. Session lists provided to staff working in that building.**

Academic sessions

You do not need to book these sessions. They are first-come, first-served on the day with priority given to prospective students if the room is at capacity. Presentations are repeated throughout the day to provide you with flexibility to create your own schedule. Sessions at the start and end of the day tend to have the most availability.

- 1 Departments with this symbol will also be available in the Information Hub located in the Teaching and Learning Centre.
- 1 Student ambassadors studying with the Faculty of Business with this symbol will be available in a drop-in hub located within the Business School when not in presentations.

Key: Presentation Drop-in Tours Exhibition

Session Title	9.30-10.30	10.50-11.50	12.10-13.10	13.30-14.30	14.50-15.50
Accounting Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Anthropology (Including Health & Human Sciences) Davison Building, D104, Second Floor, DH1 3LE	16				
Archaeology Davison Building, D216, Ground Floor, DH1 3LE	16				
Biosciences Psychology Building, L50, Ground Floor, DH1 3LE	5				
Business and Management Durham University Business School, The Waterside Building, Riverside Place, DH1 1SL	1 73				
Chemistry Chemistry Building, CG85, Ground Floor, DH1 3LE	14				
Chemistry Experience Chemistry Building, CG141, 1st Floor, DH1 3LE	14				
Classics and Ancient History Teaching and Learning Centre, South Rd, TL/C123, DH1 3LS	50				
Combined Honours in Social Sciences Gaiman Learning Centre, Gaiman Christopherson Lecture Theatre, CLC406, 4th Floor, DH1 3LE	8				
Computer Science Maths and Computer Science Building, MCS2068, 2nd Floor, DH1 3LE	1				
Computer Science Tours Maths and Computer Science Building, First Floor, DH1 3LE	1				
Criminology Arthur Holmes Building, ES220, 2nd Floor, DH1 3LE	9				
Earth Sciences* Arthur Holmes Building, ES228/229, 2nd Floor, DH1 3LE	9				
Economics Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Education Studies CB0015, Confluence Building, Ground Floor, DH1 3LE	12				
Engineering** Engineering Christopherson Building, E005, Ground Floor, DH1 3LE	11				
English Studies Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Finance Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Geography Geography Building, W103, DH1 3LE	13				
Geography Exhibition (meet staff and view exhibitions on different aspects of the degree e.g. fieldwork, dissertations) Geography Building, Reception, DH1 3LE	13				

*30 minute presentation followed by a tour/exhibition
** 45 minute presentation followed by a 45 minute tour/exhibition

Academic sessions continued...

- 1 Departments with this symbol will also be available in the Information Hub located in the Teaching and Learning Centre.
- 1 Student ambassadors studying with the Faculty of Business with this symbol will be available in a drop-in hub located within the Business School when not in presentations.

Key: Presentation Drop-in Tours Exhibition G&A Panel

Session Title	9.30-10.30	10.50-11.50	12.10-13.10	13.30-14.30	14.50-15.50
Department and International Affairs (DIA) St James Building, Room 100/101 + 201, 2nd Flr	64				
History Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Law Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Liberal Arts Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Marketing and Management Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Mathematical Sciences Maths and Computer Science Building, MCS2068, 2nd Floor, DH1 3LE	1				
Modern Languages and Cultures (Presentation and G&A) Teaching and Learning Centre, TL/C106, 2nd Floor, DH1 3LS	10				
Language-Specific Sessions (Presentation and G&A) Arthur Holmes Building, Gaiman Lecture Theatre, CLC406, 4th Floor, DH1 3LE	10				
Music Christa Green Music Department, Concert Room, MUGB5, DH1 3LS	16				
Natural Sciences Confluence Building, 2005, Ground Floor, DH1 3LE	1 16				
Philosophy Chemistry Building, CG80, Ground Floor, DH1 3LE	14				
Political Science and Economics (G&A) & Economics and Politics Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Physics Physics and Astronomy Building, PAB, Ground Floor, DH1 3LE	7				
History Tours (Students only, you may have to wait for your tour if booked in 1 hour) Physics and Astronomy Building, Lab 1205, First Floor, DH1 3LE	7				
Primary Education Confluence Building, CB0015, DH1 3LE	12				
Psychology Psychology Building, Upper Pharmacy, L48, DH1 3LE	5				
Psychology Tours (Self-guided) Psychology Building, Reception, Ground Floor	5				
Sciences (Including Joint Masters Anthropology and Archaeology) Maths and Computer Science Building, MCS2068, Second Floor, DH1 3LE	9				
Sport and Exercise Sciences Sports and Working Park, Hadden Castle, Small Sports Hall	16				
Theology and Religion Teaching and Learning Centre, South Road, TL/C103, DH1 3LS	10				
Visual Arts and Film (Presentation and G&A) Teaching and Learning Centre, TL/C106, First Floor, DH1 3LS	10				






















*This drop-in session will occur in the Arthur Holmes Building, Room ES228/229
** 45 minute presentation followed by a 45 minute tour/exhibition

























































If you are interested in studying more than one subject, why not think about Liberal Arts, Combined Honours in Social Sciences or Natural Sciences? Each of these options allow you the opportunity to study, in some cases, up to four subjects. Find out more by visiting <https://www.durham.ac.uk/undergraduate/combined-honours-liberal-arts-natural-sciences>

Further information on Foundation Studies can be found by visiting <https://www.durham.ac.uk/undergraduate/foundation-studies>

Individual language sessions

Session Title		9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
Arabic: TLC039	50					
Chinese/Japanese: TLC040	50					
French: TLC129	50					
German: TLC117	50					
Hispanic Studies: TLC101	50					
Italian: TLC116	50					
Russian: TLC124	50					

Information Hub & Other Presentations

Session Title		9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
Applying to Durham Teaching and Learning Centre, TLC042, Ground Floor, DHI 3LS	 50					
Colleges & Wider Student Experience Mount Oswald Hub Building, The Approach, DHI 3FR	18					
Current Student Q&A Panel Teaching and Learning Centre, TLC033, Ground Floor, DHI 3LS	50					
Disability Support at Durham Palatine Centre, PCL054, Ground Floor, DHI 3LE	18					
Placement Years Chemistry Building, CG91, Arthur Holmes Lecture Theatre, Ground Floor, DHI 3LE	 14					
Student Enrichment (Music) Sir Thomas Allen Assembly Rooms Theatre, North Bailey, DHI 3ET	45		 		 	
Student Enrichment (Theatre) Sir Thomas Allen Assembly Rooms Theatre, North Bailey, DHI 3ET	45			 		 
Student Enrichment (Sport) Sports and Wellbeing Park, Maiden Castle, Dojo, First Floor, DHI 3SE	19		 		 	 
Study Abroad Palatine Centre, Hogan Lovells Lecture Theatre, PCL048, Ground Floor, DHI 3LE	 18					
Student Finance PH30, Physics Rochester Building, DL1 3LE	7					
Welcome to Durham Teaching and Learning Centre, TLC033, Ground Floor, DHI 3LS	50					

Only big changes from previous years is the Student Q&A Panel occurring in the afternoon in the TLC & the Colleges/WSE talk is now being held at Mount Oswald Hub.

Drop-in activities 9am - 4pm

- 50 Academic Support for Students
- 17 Bill Bryson Library
- 50 Careers and Enterprise Centre
- 18 College Membership & Accommodation
- 18 Counselling and Mental Health Services
- 47a Cranmer Hall
- 18 Disability Support
- 50 Foundation Programme
- 50 International Office
- 45 Music and Theatre (Student Enrichment)
- 50 Placement Years
- 50 Study Abroad (Student-Led)
- 19 Sports Facilities, Team Durham
- 50 Scholarships and Bursaries
- 50 Undergraduate Admissions Team
- 19 Volunteering (Student Enrichment)

Open Day Map

Open Day map: key

Durham University Sites: ● Rushford ● Peninsula ● Mountjoy ● The Hill ● City Centre

- 1 Maths & Computer Science Building
- 4 Biosciences Building
- 5 Psychology Building
- 7 Physics Rochester Building
- 8 Calman Learning Centre
- 9 Arthur Holmes Building
- 11 Engineering Christopherson Building
- 12 Confluence Building
- 13 Geography Building
- 14 Chemistry Building
- 16 Dawson Building
- 17 Bill Bryson Library
- 18 Palatine Centre

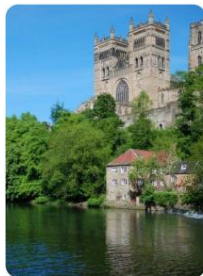


College of St Hildd & St Bede

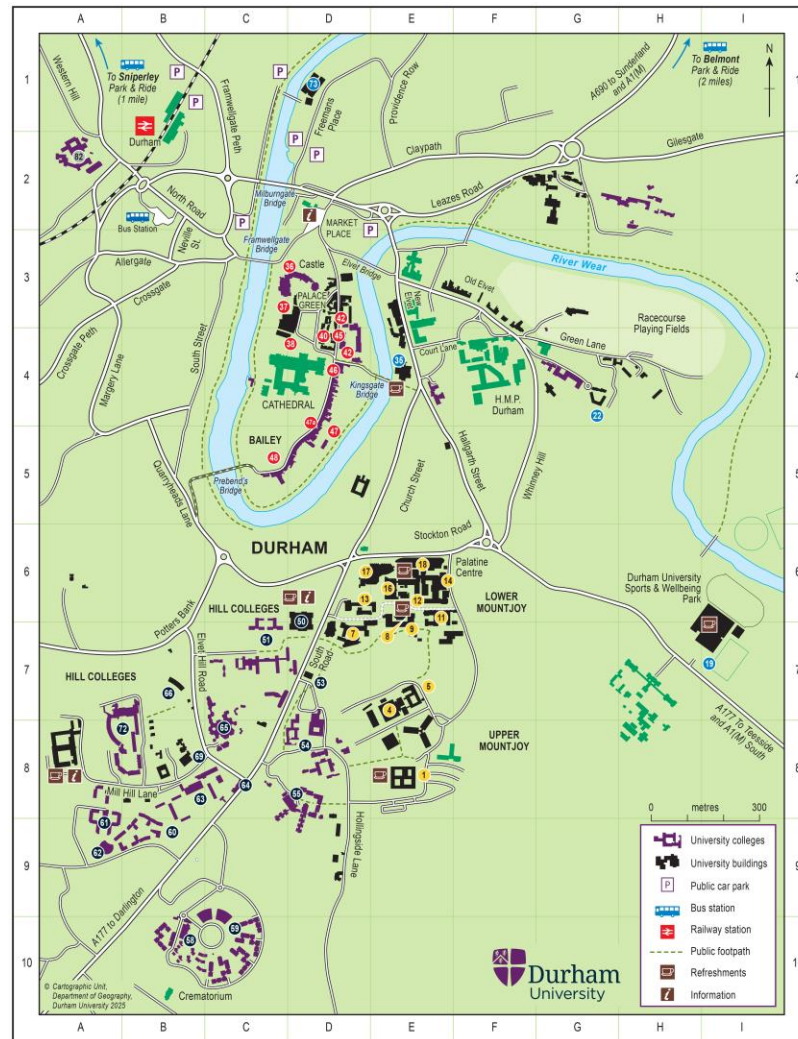
- 19 Sports & Wellbeing Park
- 22 St Cuthbert's Society (Parson's Field site)
- 23 Durham Students' Union (Dunelm House)
- 24 Durham University Waterside Business School

- 25 Teaching and Learning Centre
- 26 St Mary's College
- 27 Ogden Centre
- 28 Grey College
- 29 Collingwood College
- 30 Stephenson College
- 31 Josephine Butler College
- 32 South College
- 33 John Snow College
- 34 Mount Oswald Hub
- 35 Van Mildert College
- 36 Trevelyan College
- 37 Al-Qasimi Building
- 38 Oriental Museum
- 39 St Aidan's College

- 36 University College (Castle)
- 37 Palace Green Library
- 38 Music Department
- 40 Pemberton Rooms
- 42 Hatfield College
- 43 Sir Thomas Allen Assembly Rooms Theatre
- 46 St Chad's College
- 47 St John's College
- 49 Cranmer Hall
- 48 St Cuthbert's Society (Bailey site)



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Colleges

- Colleges will be open for drop-in throughout the day on both days. Please note: Stephenson College will be closed on Saturday 14th June for their College Day.
- College Membership and Accommodation Team will also be located on top floor of TLC to answer questions throughout the day.
- Colleges Guides available from colleges or from the TLC.

Our colleges

Colleges at a glance

	Collingwood College	Grey College	Hatfield College	John Snow College	Josephine Butler College	South College	St Aidan's College	St Chad's College	St Catharine's Society	St Hilda & St Bede	St John's College	St Mary's College	Stephenson College	Trinity College	University College	Van Mildert College	Ustinov College (PG only)
Year of foundation	1972	1959	1846	2001	2006	2020	1947	1904	1858/88	1839	1909	1899	2001	1966	1832	1965	1965
Self-catered (S) Catered (C), (Undergraduate)	C	C	C	S	S	S	C	C	CS	S	C	C	S	C	CS	C	N/A
(Postgraduate)	C	CS	CS	S	S	S	CS	CS	S	S	C	C	S	C	S	C	S
Gowned formal dinners*	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	No	No
Total number of students living in (UG & PG)	555	516	400	554	624	556	442	245	468	426	251	354	494	363	486	466	509
En-suite 1st year rooms	164	56	67	304	421	311	42	58	64	281	25	27	222	4	80	63	N/A
No. of shared rooms	16	13	42	0	0	0	52	45	30	0	26	0	0	11	29	0	N/A
Total number of full-time student members	1804	1412	1298	1564	1553	1499	1135	733	1377	1378	870	1171	1291	1048	1750	1430	1538
Chapel/Multifaith room	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	No	No



Please note: these figures are correct for 2025; however, they will be subject to annual change.

Scan the QR codes below to bring up Google Map directions to each college to help you navigate your way around.



Things you need to know



Important Information – Strike Action

Notice of industrial action: 13, 14, 19 June

Durham UCU have today (Thursday 29 May) given the University notice of three days of strike action on 13, 14, 19 June.

We will ensure students are appropriately supported and will minimise any impact.

We view this action by Durham UCU as unnecessary. We have tried strenuously to ensure financial savings can be made through voluntary means.

Durham UCU know there are no current plans for redundancies.

The way forward must be that we continue to work constructively with our four trade unions to ensure the University's **financial sustainability**.

Examinations will have finished before the strike dates. Assessment processes will proceed as normal.

We will keep students updated on any important developments via email.

Important Information – Strike Action..

What does this mean for the event?

Mitigation plans and documents are in place for all possible circumstances. We don't know in advance the level of impact and so we will stay in communication with everyone on the day to keep you all updated.

Student Ambassadors will be assigned to academic subject sessions, and the plan is to run a student experience Q&A in the case of non-attendance of academic/pss staff to deliver the planned session.

We're working with marketing for agreed statements/information to provide and we will circulate this as soon as it's complete.

Important Information – Strike Action..

What does this mean for me as staff?

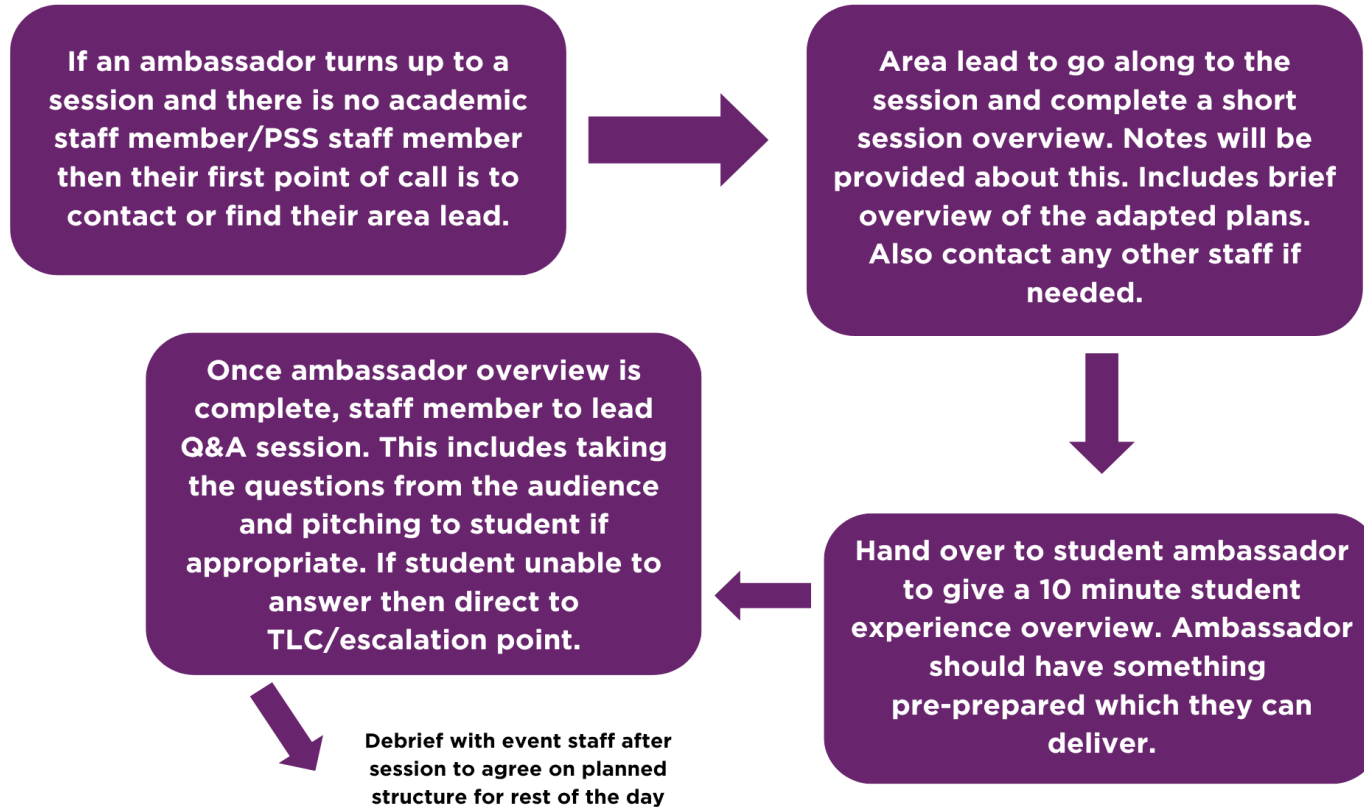
Quick adaptations: You might need to step into roles that aren't normally part of your job (e.g. giving a short introduction to a session, answering broader queries, or managing crowd flow, managing a Q&A).

Changing schedules: The open day programme might shift last-minute due to cancellations or picket line disruption, requiring quick decision-making and communication. We will utilise the MS Teams Open Day Support channel and the Attendee App to communicate this.

Visitor concerns: You'll likely face more questions from prospective students and families about the strike and its implications. Any questions you do not feel comfortable answering please escalate to event staff.

If you need to report any issues, use the Open Days Teams' channel and flag as urgent.

Industrial action plan - on the day



Lunch/Refreshments

You are entitled to
2 x refreshment vouchers per day and
your area manager will hand these out to
you and any supporting staff.

Vouchers not required for lunch. Collect
packed lunch from Palatine Centre on
day (Room – PC005). Only exception will
be SWP and waterside.

Upper Mountjoy/ Travel/ City Centre will
be arranged to be collected in cooler
trolley and transported to location.



Left Luggage

We no longer accept left luggage

Martyn's Law aims to improve protective security and organisational preparedness across the UK by mandating, for the first time, those responsible for certain premises and events to consider the terrorist risk and how they would respond to an attack.

What you need to know about Martyn's Law:

The Bill requires certain venues to fulfil necessary but proportionate steps according to their capacity to mitigate the impact of a terrorist attack and reduce harm. The duties that premises will have will depend on the size of the venue. The University falls into the premises and events with a capacity of 800 or above which is the enhanced tier

A risk assessment has been undertaken and a proportionate step is to no longer accept left luggage. Attendees staying overnight will be asked to leave them at their overnight accommodation or make alternative arrangements.

First Aid

- We have multiple first aiders on site who will be available.
- If the situation is life threatening, please call 999 as a priority.
- You can call for University security (who are first aid trained) on the following number:
0191 334 2222
- Ask people for help (Staff or other visitors).



Faith Facilities

We have access to a number of faith facilities for on the day.

Many of these facilities are available to use, including multi-faith rooms at St Aidan's College and Trevelyan College (ask college reception staff for details), and Islamic Prayer rooms immediately North of Grey College or on Old Elvet. Attendees will need an access code for these buildings which can be collected from event staff.

For more information on our faith facilities,
please visit: **durham.ac.uk/faithsupport**

Quiet Room

We have a designated quiet room for use during the Open Days which people can use as a space set aside from the noise and crowds of the event. The room is PCL057 in the Palatine Centre.



Event Bursary

- If someone has applied for the Event Bursary then they are required to sign in with at the desk.
- Event Bursary Claim Desk is located in the **Teaching and Learning Centre.**
- Payment can take up to 8 weeks following the event.
- All event bursaries should have been applied for prior to the event, but Sharon is happy to take queries on the day so please direct anyone here if they believe they have missed out.



Setting Up & Taking Down of Equipment

- Area Managers and Deputies will give instructions
- Large equipment is the large inflatables and spider domes
- Smaller equipment includes deckchairs and camping chairs in the food court
- Some equipment will need to be put away overnight on Friday
- On Saturday we will be loading all equipment back into TLC Storage area.



ACT Training

The ACT Training is mandatory, and we request that you all complete this before working on the Open Days

- Training can be found on the ProtectUK website (<https://www.protectuk.police.uk/group/2?type=catalog>)
- If you have organised your own additional staff or ambassadors, ensure this is completed by them too
- Key messages are the 'power of a smile' & 'see it, say it'.

ACT Summary

Action Counters Terrorism

Pre-event

- Challenge unusual behaviour – Prevention/Deter

During the event

- See, Check, Notify – See it Say it
- Power of hello and good customer service

Download the Protect UK app



Consumer Protection Legislation (CPL) / Competition and Markets Authority (CMA)



Applies to Universities

& staff working for the university
(including ambassadors) must adhere to it

This means the information that we provide must be timely, clear, up-front, accurate and comprehensive! This requirement applies regardless of whether the information is provided in writing, visually or verbally.

* Please complete oracle learning module if you haven't already.

Roles & Responsibilities



Different Roles

Building or Area Lead / Building or Area Support

- Direct ambassadors to where needed
- Assist guests with directions and other questions
- Support staff = support building/area lead
- Signpost and support guests

Signposting

- Provide directions and info

Meet & Greet

- Welcome guests to the Open Day
- Direct guests appropriately

Information Hub

- Answer questions
- Signpost to other areas in the TLC and other nearby sessions

Checking people in:

- We are not making people 'check in' to the event due to the high volume of attendees.
- We will be ensuring that accurate tally records are kept for the attendance at each of our scheduled sessions.
- In academic sessions, tally sheets will be done on paper by the designated student ambassador. Area leads are responsible for checking that these are being completed throughout the day, and ensuring that they are collected and returned to event staff at the end of each day.
- Please remind ambassadors that two figures to record per session:
 - a) Estimated potential students
 - b) Overall attendance including guests

High Vis Jackets

- Durham City Market taking place (Saturday)
- DSA must wear high vis jackets when outside across all locations if t-shirt not visible but especially city centre.
- Durham Pointers will also be on shift in City Centre (Saturday)



DU Tours App

- Find out more on our webpage: durham.ac.uk/visit-us/open-days/self-guided-tours
- Our Durham University Tours app is available to download in the [Apple App Store](#) and the [Google Play Store](#) now!
- Encourage guests to download it!
- Use the app before the event to familiarise yourself with any areas that you don't know much about!
- You can use it on your phone to assist you!



Teams Channel

- You should all have been added to the Open Day 2025 Support channel which will be your primary point of call with staff on the day!
- There will be area channels if you need to get in touch with area leads or you can use the general support channel to get in touch with any member of staff.



In the case of an emergency, the quickest way to get hold of myself or Chloe is via Teams call.

[Open Day Support 2025 |](#)
[General | Microsoft Teams](#)

Any Questions?

