

A guide for UWE students studying, volunteering, and working abroad 2012-2013



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I. Before you leave

A. Pre-departure checklist

	Make VISA application & book visa interview if needed. Confirm with host organisation what is needed
	Arrange for any immunizations you may need. Speak to your GP about any ongoing medical conditions, needed prescriptions, etc.
	Find out how to access healthcare and dental services in the host country.
	Speak to your UK mobile provider to find out about phone service options while abroad.
	If you receive a UWE Bursary and you still remain eligible, make sure to arrange for UWE Finance to forward your cheque to a guardian who can deposit the cheque for you.
	Notify your bank that you will be abroad and discuss best options to access your money overseas. Do you need to get a credit card? Do you know what to do/who to call if this gets lost or stolen?
	Prepare for your adventure abroad through reading up and where possible speaking with other students who have been involved in the same/similar program or are from the country you will be going to.
	If you need accommodation, speak with your host institute/company/volunteer organisation to see what opportunities exist. They may be able to help you find accommodation with another student or colleague.
	Make sure your family/friends/UWE have your new contact details
	Make sure your emergency contact details on MyUWE are up to date.
	If you are involved in an already established programme find out the contact details for previous participants to gain their views on the experience/advice.
	Remember to take all necessary paperwork with you on the plane. Leave copies at home with relatives for safety.
	If you are participating on an official UWE study abroad or placement exchange, make sure to take a copy of the UWE Travel Insurance Cover Summary with you and read through it thoroughly. A copy of this is included at the end of this guide.
	Remember to take prescription medications with you on the plane in case your baggage is lost.
	Make sure you have access to cash/credit/prepaid cash card on arrival – you may need to take public transportation to get to your accommodation.
	Register with the UK government's FCO LOCATE service: https://www.locate.fco.gov.uk/locateportal/
	If you would like travel advice on travel overseas to problem areas, you can contact the Global Security Centre at gsc@travelsecurity.com . Alternatively, log on to the GSC website with the user name umal70 and password 28y64 .
	Pack the essentials (think about climate and cultural norms); a suggested packing list is provided in section 1D.
	Make sure you make arrangements/plans on how to get from your host country arrival point to your accommodation. If possible, see if someone can meet you and keep their contact details with you. When making your travel plans, we recommend that you arrive on a weekday during working hours in case you need to contact staff where you will be studying/working/volunteering for further support.

B. Visa information

In order to study/work/volunteer overseas, you will most likely be required to obtain a relevant visa for your time spent abroad. The university/company/voluntary organisation you will be with may be able to help you with the visa application process – so do seek advice from them. You should also look at the website of the Embassy/Consulate of the country of destination for further information. Most countries will have an office in London which should be able to offer assistance. The FCO has a helpful listing on its [Find a Foreign Embassy in the UK](#) page.

Before you leave the UK, it is recommended that you also check that your passport is up-to-date and will cover the time that you are away - some countries require a minimum amount of time still on your passport before you enter.

C. Travel Advice

For specific country travel advice and further information on passport and visa requirements you may also wish to visit the **Foreign and Commonwealth Office's website** at: <http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/>

Important Notice: Please make sure to register your travel overseas with the UK Foreign and Commonwealth Office via their 'LOCATE' service. This service is designed so that embassy and crisis staff can provide better assistance in an emergency such as a tsunami or terrorist attack.

It only takes a few minutes to register your contact details and travel plans online and the local British embassy in your destination country will be aware of your presence. Your family can be contacted quickly by the embassy should anything happen.

For more information, and to register, visit:

<http://www.fco.gov.uk/en/travelling-and-living-overseas/Locate/>

While emergency situations are fairly rare, it is always good to remain prepared during your stay in the host country. Here are some simple things you can do in preparation:

- Always keep both your host and home university's contact information handy – not just saved on your mobile phone but also written down and kept with you at all times.
- Find out if your host university has a disaster management plan and familiarise yourself with any evacuation or emergency procedures.
- Find out who should be your first point of contact in the event of an emergency.
- Stay-up-to-date with the latest news and local events in your host country.
- Think about different options and routes that might be possible should you urgently need to leave your host country.
- Be flexible and remember that you can not plan for everything.
- Always think worst-case scenario, but think positively!

For further travel advice on travel overseas to problem areas, you can contact the Global Security Centre at gsc@travelsecurity.com. Alternatively, log on to the [GSC website](#) with the user name **umal70** and password **28y64**.

D. Suggested items to pack

Do remember everything you pack....you carry....

✓	
	Passport & necessary visas
	Recommended documentation (financial information; student status letter from UWE and acceptance letter from host university/company/organisation; contact numbers; etc.); these should be taken in your hand
	Take the address of your new accommodation with you on the plane as you may need to complete a landing card to go through immigration. Your New Address:
	Climate/culturally appropriate clothing (if you need larger sizes, plan accordingly)
	Some local currency / ATM / Bank card
	Prescription Medicines (take with you on plane if possible in case luggage is lost) and letter from doctor stating generic name of medication.
	Spare glasses/contact lenses and solution
	2 pairs of comfortable shoes (a pair of laceless shoes is suggested for easy slipping on and off)
	Favourite tunes / photos / teddy bear
	Travel towel/bed sheets – if your accommodation does not supply these
	A couple of small, lightweight gifts from the UK
	A copy of the UWE Travel Insurance Cover Summary (insurance coverage for students participating on an official UWE study abroad or placement exchange). A copy of this is included at the end of this guide.
	Institution contact details and details for where you will be staying

When packing make sure you review the airline/country regulations on what items you are/are not allowed to bring with you. A violation of these rules could result in legal action against you.

Don't forget to also take along copies of your passport/visa, university entrance/finance documents, and credit card numbers in case of loss or theft. (Also leave copies with a family member/friend back home.)

With electrical appliances, although the electrical voltage may be the same in the UK and host country, the plug/sockets may be different. It is therefore advisable to check whether you will need to buy an adapter or convertor.

E. Your Health

1. Health insurance

UWE students on a UWE study abroad exchange or placement which is part of their formal University course are covered by UWE insurance. The UWE policy includes medical cover as follows:

MEDICAL EXPENSES – up to £10,000,000

- £25 Deductible (NB – for claimants using an EHIC to reduce the cost of treatment the £25 deductible will be waived)
- Including Supplementary Travel Expenses
- In-patient supplementary benefit outside UK - £50 each 24 hours for up to 1 year.
- Including Search and Rescue Expenses.
- Funeral expenses up to £3,000 (£5,000 USA/Canada) including reasonable cost of transporting the body to country of domicile.

PERSONAL INJURY/ACCIDENT -

- £50,000 payable in the event of accidental death, loss of limb or eye or permanent inability to work again.

- Funeral expenses up to £3,000 (£5,000 USA/Canada) including reasonable cost of transporting the body to country of domicile.

Please make sure to review the insurance policy so you are aware of the scope of activities this policy will/will not cover (e.g., the insurance will not cover your holiday travel outside of the exchange country); this will also help you decide if you will need to take out any additional medical and/or travel insurance.

A copy of UWE's Travel Insurance Policy is included at the end of this guide as you must take this document with you overseas. A full copy of the [travel policy](#) wording is available online for your reference. If you have any questions about this policy, please contact John Elliot in Financial Services, John2.Elliott@uwe.ac.uk.

2. Thinking about your health before you leave home

When travelling overseas the [NaTHNaC](#)¹ or the [Fit for Travel](#)² websites are helpful in regards to any immunisations that you need to have beforehand or other health issues to be aware of. Make sure you do this well in advance as some vaccinations will need to be given over a period of time.

If you are suffering from any ongoing health issues it is advisable to visit your GP to inform them of this trip well before you leave for their advice and to insure that you have sufficient medication, if necessary.

It would also be a good idea to visit the dentist and opticians for a check-up before you leave – it is a lot less hassle to sort out any problems before you go rather than when you're overseas!

F. Finances

i. Before you leave—Consent to Share and Power of Attorney

You may want to set up Consent to Share and Power of Attorney with the UWE Finance department. This will allow the UWE Finance department to contact your parents (or whomever you designate) in case any financial issues arise while you are away. Visit http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/Gettingstarted/DG_171578 for complete details and instructions.

ii. Banking abroad

- Inform your home bank that you will be abroad as part of your degree and confirm that they have up to date contact details for you (if you are ending your lease before travelling overseas you may wish to provide a parent/guardian's phone number or address). They will be able to help advise you about credit cards, traveller's cheques, foreign currency etc. You may wish to see if you can take out a mandate to enable a family member to operate your UK account on your behalf. Upon request they may also provide a letter of introduction to allow easier opening of accounts overseas.
- Students on a short programme often do not feel the need to open a local bank account. If however you wish to do, you should seek the advice of your primary contact (line manager, international student support officer at your host institution, etc.).
- You may wish to spend some time looking through the travel section of "Moneysavingexpert". It provides information on options for obtaining money abroad (e.g., prepaid cards). It also has a useful tool for finding the best exchange houses (<http://travelmoney.moneysavingexpert.com/>).
 - If you wish to buy a prepaid international credit/cash card (Cashplus, Travelex, Escape, etc.) before going overseas, Moneysupermarket also offers comparisons at:

¹ Recommended Website: <http://www.nathnac.org/travel/index.htm>

² Recommended Website: <http://www.fitfortravel.nhs.uk/home.aspx>

<http://www.moneysupermarket.com/prepaidcards/>; just make sure to review the fine print for associated costs and read personal reviews.

iii. Student Loan

If as part of your course you take part in a UWE study abroad exchange or placement overseas, you may still qualify for a student loan. To find out more, make an appointment to speak to an advisor in Student Advice and Welfare, 011732 82852. You can also contact the Student Loan Company on 0845 026 2019, or <http://www.slc.co.uk/> for further information.

iv. UWE Bursary

If you are currently in receipt of a UWE bursary and you still remain eligible, based on the universities set criteria, you will be notified of your bursary in the usual way by the UWE bursary unit. You will receive an email to let you know when your cheque is ready for collection – at this point you will need to reply to this email to make alternative arrangements to bank this cheque. You may wish to have a friend or relative bank this for you in the UK and you will need to supply an appropriate address for the cheque to be sent to.

G. Read before you leave

Before you leave, take some time to read up about the country, its people and life. By taking the time to prepare in advance, you will have more of an idea of what awaits you (although this may change depending on your actual experiences there). Below you will find some useful websites and books to get you started with your orientation:

- Statistical facts about the country including the population, climate and languages spoken - <http://www.travelblog.org/>
- A traveller's perspective of the country including practical information and public transportation - <http://www.lonelyplanet.com/>
- Travel and consulate advice and information from the Foreign and Commonwealth Office - <http://www.fco.gov.uk/en/travel-and-living-abroad/>
- British Council: <http://www.britishcouncil.org/>
- Information and support aimed at English speakers living in particular regions - <http://www.angloinfo.com/>
- Learn some commonly used phrases and words which may help you during your stay there: <http://www.omniglot.com/language/phrases/index.htm> or <http://www.linguanaut.com/>
- Also google the official Tourism Board website of your destination country to find information about history and culture, things to do and places to visit
- Also check the airline website for information on duty-free allowances, banned goods etc.
- *Get Set for Study Abroad*. Tom Barron, 2006, Edinburgh University Press [book and electronic resource available in the UWE Library]
- *Culture Smart!* Kuperard, an imprint of Bravo Ltd. (note: these are country specific guides)
- *Kiss, Bow, or Shake Hands*. Terri Morrison, 2006, Adams Media [available in the UWE Library]

H. Additional useful websites:

- STA Travel offers a range of student travel deals: <http://www.statravel.co.uk>
- International Student Identity Card (ISIC), www.isiccard.com – provides a variety of student discounts in the UK and worldwide. Available via STA travel.
- If you are studying abroad, also see whether your host university has its own Student Union Membership/discount cards.



II. While abroad

A. Arrival/on course checklist

- Upon arrival email your department office and/or studyabroad@uwe.ac.uk to let us know you arrived safely
- Register with your host organisation and attend all possible induction sessions/orientation sessions arranged by your host
- If studying abroad: visit the International Office at your host institution and find out where to get additional student support at your host institution
- Fulfil your commitments (attend/be on time to: classes, work, etc.).
- Check your UWE email regularly and respond accordingly
- Register with a local doctor. Uncertain how? Then speak to your host work/university contact.
- Keep a journal to record your memories – especially the first day/week/milestones
- Act responsibly** – remember you are an ambassador of UWE and the UK
- Provide us with feedback about your experience
- If needed, purchase Health Insurance for the duration of your stay (in some countries this may be mandatory)
- Familiarise yourself with the British Foreign & Commonwealth Office website (<http://www.fco.gov.uk>)

B. Culture shock

The first few weeks in a new country can be a wonderful and exciting time. However it can also be an anxious and stressful experience. Even for the most properly prepared student, it is normal to feel levels of disorientation, homesickness, helplessness and frustration as you settle into a new community and host culture. However if you acknowledge that you may experience some of these feelings, that you will need time to adjust, and are patient with yourself you will be in a better position to manage this.

The reality is that the culture you are about to enter will be different and the climate, the food, the language, the style of dress, social/gender roles, expectations of behaviour, and cultural values can all contribute to culture shock. For some, this experience can be reflected in a series of stages.

1. The “honeymoon” stage

When you first arrive in a new culture, differences are intriguing and you may feel excited, stimulated and curious. At this stage you are still protected by the close memory of your home culture.

2. The “distress” stage

A little later, differences create an impact and you may feel confused, isolated or inadequate as cultural differences intrude and familiar supports (e.g. family or friends) are not immediately available.

3. “Re-integration” stage

Next you may reject the differences you encounter. You may feel angry or frustrated, or hostile to the new culture. At this stage you may be conscious mainly of how much you dislike it compared to home. Don't worry, as this is quite a healthy reaction. You are reconnecting with what you value about yourself and your own culture.

4. “Autonomy” stage

Differences and similarities are accepted. You may feel relaxed, confident, more like an old hand as you become more familiar with situations and feel well able to cope with new situations based on your growing experience.

5. “Independence” stage

Differences and similarities are valued and important. You may feel full of potential and able to trust yourself in all kinds of situations. Most situations become enjoyable and you are able to make choices according to your preferences and values.

(The above is taken from: UKCISA – International students and Culture Shock, http://www.ukcisa.org.uk/student/info_sheets/culture_shock.php)

Dealing with Culture Shock

There are a number of things you can do to help yourself cope with these feelings:

- Get to know fellow international students and share your experiences
- Speak with staff in the appropriate student service offices at the host institution
- Get involved with your local community (Student societies/activities at your host institution; volunteering; your faith community in the area; etc.,)
- Keep in touch with family, friends, and university staff back home
- Eat healthy food and exercise (at home if culturally inappropriate publicly)
- Seek support from the UWE contacts listed below.

Please also remember that you are not alone. UWE and UWESU staff are here to support you while you are overseas. These services can offer support by phone and email. Please keep in mind the time difference between your host country and the UK.

Department	Support with...	Contact details
UWE Counselling and Psychology	<ul style="list-style-type: none">• Homesickness• Stress Management	Email: counselling@uwe.ac.uk Tel: +44 (0) 117 32 82558 Information on Counselling support
Student Advice and Welfare	<ul style="list-style-type: none">• Finance	Email: saws@uwe.ac.uk Tel: +44 11732 82822

Your Faculty/Program Contacts	<ul style="list-style-type: none"> • Course specific enquiries 	Emails: Tel: +44 117 32 _____
International Development Office	<ul style="list-style-type: none"> • Study Abroad/ Work placements (including advice on bursaries, health insurance...) 	Email: studyabroad@uwe.ac.uk Tel: +44 11732 81253/81255
Global Student Support	<ul style="list-style-type: none"> • International work/ volunteering/ study; preparing students for overseas experiences 	Email: globalstudents@uwe.ac.uk Tel: +44 11732 82010
UWE Students' Union Advice Centre 	<ul style="list-style-type: none"> • Provides independent advice, guidance & information to all UWE students 	Email: advice@uwe.ac.uk Tel: 0117 32 82676

C. Getting settled

i. Your Neighbourhood

Upon arrival, it is good to take some time to get to know your local neighbourhood. As is the case in Bristol, there are areas that you would and would not feel comfortable going into. We therefore recommend that you check with local university staff for expert knowledge about your community.

Do make sure you know where the closest 1) hospital 2) police and 3) food markets are located. It is also good to note their opening hours.

ii. Language

It is always good to learn helpful greetings and phrases before going to a new country. See: <http://www.omniglot.com/language/phrases/index.htm> or <http://www.linguanaut.com/> to learn some helpful phrases.

iii. Work Placements

It is a good idea to go through some Health and Safety checks when you arrive at your placement. Please read the [training notes](#) and then work through the [Safe and Comfortable Computer Use Self Assessment Checklist](#). You may also want to read the [Tips for safe and comfortable computer use](#). These guides and tips are typically used for UWE staff, but may assist you while you are on your placement. Also see the Placement Induction checklist located on this website <http://www1.uwe.ac.uk/whatcanistudy/studyabroad>. This document is general checklist as a guide/reminder of the sorts of things you should be finding out about when you start your work placement.

D. University Details

i. UWE contact information

University of the West of England	Contact Details
UWE Gatehouse (24 hour)	<u>Tel</u> : +44 11732 82552 (general) or +44 11796 56775 (after hours emergency)
International Development Office	<u>Tel</u> : +44 11732 81253/81255 <u>Fax</u> : +44 11732 81262 <u>Email</u> : studyabroad@uwe.ac.uk
Global Student Support	<u>Tel</u> : +44 11732 82010 <u>Fax</u> : +44 11732 81622 <u>Email</u> : globalstudents@uwe.ac.uk

ii. Local contact information

Organisation:	Contact Details
Contact Person:	
Address:	
Telephone:	
Email:	

iii. British Embassy, Consulate, High Commission Information

Contact Details
Address:
Telephone:
Email:
Website:
Hours:

* To find the contact details of the nearest British Embassy/Consulate to your destination country/city, go to "Quick Links: Find an embassy" on <http://www.fco.gov.uk/en/>

III. Upon your return



A. What you need to do

- Submit all faculty and/or Erasmus documentation where appropriate
- Provide us with feedback about your experience to help us better prepare others
- Participate in promotion/preparation activities for future study abroad students
- Meet with a Careers Consultant, to discuss how you can include your experience within your CV! To make an appointment call 011732 82570.
- Send your photographs and quotes to (studyabroad@uwe.ac.uk) so we can use these in our website and promotional materials.

Notes:

Guide developed in a partnership between
Global Student Support and the International Development Office,
University of the West of England. Updated March 2012.

Important Note: The Travel Insurance described on the next two pages covers UWE students on official university study abroad and placement exchanges. Please read through the document carefully for a fuller understanding of what this policy does and does not cover.

TRAVEL INSURANCE FOR UWE EMPLOYEES AND STUDENTS

When you travel outside the United Kingdom you are covered by a group Travel scheme administered by U. M. Association Ltd. A summary of benefits and the services available is shown below. If necessary, please refer to the Insurance Officer (John Elliott, Financial Services) for the full terms and conditions of the cover. **The policy does NOT include cover for any accompanying spouse or children, or for any holidays undertaken before, during or after the trip.**

TRAVEL COVER SUMMARY

MEDICAL EXPENSES – up to £10,000,000

- * £25 Deductible (NB – for claimants using an EHC to reduce the cost of treatment the £25 deductible will be waived)
- * Including Supplementary Travel Expenses
- * In-patient supplementary benefit outside UK - £50 each 24 hours for up to 1 year.
- * Including Search and Rescue Expenses.
- * Funeral expenses up to £3,000 (£5,000 USA/Canada) including reasonable cost of transporting the body to country of domicile.

PERSONAL PROPERTY/BUSINESS EQUIPMENT - up to £5,000

- * £25 Deductible (Increased to £100 in respect of Business Equipment and 10% of claim in respect of laptop computers)
- * Emergency Purchases - £750 e.g. in respect of lost or delayed luggage (outside your control) for more than 12 hours.
- * Single Article Limit - £1,500 (**Increased to £2,000 in respect of laptop computers**).

NOTE: You must report any loss, theft or damage to either the local Police or, where appropriate, the airline (or other carrier) within 24 hours and obtain a written report.

MONEY - up to £2,500

- * £25 Deductible
- * Credit Card Misuse - £1,500 (payable in addition to Money limit)
- * Loss of Passport/Emergency Passport Replacement - £1,500 (payable in addition to Money limit)
- * Cash Limit - £1,000

NOTE: You must report any loss or theft to the local Police within 24 hours and obtain a written report.

DISRUPTION -

- * Cancellation up to £7,500 - Any reasonable cause outside the control of the travelling Person (prior to departure)
- * Curtailment up to £7,500 – Specified causes
- * Rearrangement up to £7,500 – Any reasonable cause outside the control of the travelling Person
- * Travel Delay - £100 for the first 12 hours and £50 for each further 12 hours, up to a maximum of £500, if strike, weather conditions, or breakdown causes delayed departure or arrival of your aircraft or other public transport.
- * Hi-Jack - £100 for each day you are detained.

PERSONAL INJURY/ACCIDENT -

- * £50,000 payable in the event of accidental death, loss of limb or eye or permanent inability to work again.
- * Up to £1,500 payable in respect of funeral expenses.

PERSONAL LIABILITY -

- * up to £2,000,000 if you become legally liable to pay damages in respect of:
accidental bodily injury (which includes death illness and disease) to any person
accidental loss of or damage to material property.

POLITICAL EVACUATION

- * Reimbursement of evacuation expenses up to £50,000 following formal advice to leave the destination country.

LEGAL EXPENSES (underwritten by First Assist Group)

- * up to £25,000 to help you recover damages or compensation from a third party following any event which results in Bodily Injury to you or financial loss suffered resulting from the breach of any travel or accommodation contract
- * up to £25,000 to help you in the defence of Criminal Proceedings brought against you
- * Legal Proceedings entered into in the USA or Canada are not covered.

IN THE EVENT OF A CLAIM

Claim forms are available from the travel section of the following web site: http://www.umal.co.uk/umal/pro_claims_forms.html.

Please complete, attaching all relevant receipts, documentation etc and forward to J Elliott in Financial Services (if you are an employee). Students are expected to settle their own claims directly with Insurers. The contact number for U.M. Association Ltd is **0207 8478681**.

International Medical Assistance/Rescue (Specialty Assist)

The medical expenses section of the cover is designed to provide you with advice and assistance should you become ill or sustain injury during your journey abroad. This service is operated by a team of multi-lingual coordinators at Specialty Assist in the UK, who can be contacted at any time of the day or night, 365 days of the year. Specialty Assist will decide the most appropriate course of action to help you through an emergency. The services available include:

- Advice over the telephone
- Consultation with a local doctor
- Arranging for admission to the most appropriate hospital for your needs
- Medical repatriation to the most appropriate hospital or to your home address.
- Keeping your family and employer fully informed
- Arranging for up to two relatives or friends to travel out to you - if this is considered medically necessary
- Guaranteeing that your hospital bills will be met.

To ensure that the assistance services operate smoothly when you need them most, in the event of a medical emergency or if you require repatriation you must:

- *Telephone or fax Specialty Assist in the UK using the number shown below and remembering to use the correct international dialing code from the country in which you are calling*
- *Quote your Certificate Reference Number (see below) the title of your Institution and your Name.*
- *Give the telephone number where you can be contacted.*
- *Give details of anyone you would like to be contacted - relative, friend, employer.*

PLEASE REMEMBER

- *Always carry this summary with you.*
- *Do not pack money or valuable items in your checked-in luggage when in transit. Retain these as hand luggage.*
- *Keep a separate record of the telephone and fax numbers.*
- *Give details to a travelling friend, relative or colleague just in case you are unable to make the call yourself.*
- *Contact Specialty Assist before incurring any substantial expenses or being admitted as an inpatient at any hospital/clinic etc.*
- *Do not arrange repatriation without the prior approval of Specialty Assist.*
- *This Summary will not be recognised as a guarantee of cover or payment by any hospital.*

FOR ANYTHING OTHER THAN MINOR AILMENTS, PLEASE CONTACT SPECIALTY ASSIST ON THE FOLLOWING NUMBER:

From outside the UK: ++44 (0)20 7902 7405
FAX: ++44 (0)20 7928 4748
Reference: UMAL/068

The Global Security Centre (GSC) Security and Incident Management Support Service

GSC are the leading international security consultancy organisation providing security advice and support to travelers. This service also includes the online Country Risk Forecasts and City Briefs which provides the latest security/political information for all destinations throughout the world (see website contact details below). GSC's fully equipped Operations Centre is manned 24 hours a day at their at Control Risks' Head Office in London. It is operated by a dedicated team of experienced security consultants who provide assistance with any security and incident management situations that may arise. By registering your journey and contact information – mobile and e-mail, with myself (john2.elliott@uwe.ac.uk) relevant alerts will be communicated to you if they affect your travel. Should you become aware of, or are caught up in an incident, you may call the Global Security Centre for advice and support. GSC's experienced consultants will be able to respond immediately and provide callers with all important reassurance and practical advice. Should you need to use this service whilst travelling contact details are:

Tel: ++44 (0)20 7939 8658
Fax: ++44 (0)20 7970 2234
E-mail: gsc@travelsecurity.com

For prior advice on travel overseas to problem areas, please contact the Global Security Centre at gsc@travelsecurity.com. Alternatively, logon to their website with the user name **umal70** and password **28y64** at <https://www.crg-online.com/Headlines.aspx>