

INTERNATIONAL AND EUROPEAN STUDENT ARRIVAL GUIDE 2019–20



Hi!

We're so pleased you've chosen UWE Bristol. You've got an exciting few years ahead of you.

Starting at a new university in a new country can be daunting, but we're here to help you every step of the way. We're sure you've got lots of questions – so you'll find lots of useful information in this guide to help you settle in.

From helping you develop your academic skills to supporting your wellbeing – we have advisers who can help with anything. All you need to do is contact an Information Point and speak to one of the team there.

We're looking forward to getting to know you!

Kerry, Bree, Carmen and Sylwia
Global Student Support Team

globalstudents@uwe.ac.uk

0117 32 86964

Checklist: things to do when you arrive

Full details about what you need to do when you arrive are available online at uwe.ac.uk/newstudents – but here’s an overview to get you started.

Register online and pay your tuition fees

First of all, you need to complete your online registration. This involves confirming your personal details, paying your fees and agreeing to our Terms and Conditions.

You can pay your fees in full or set up a direct debit to pay in instalments. If your employer or another sponsor is paying your fees you will need to complete the appropriate forms that can be found on the Fees and Funding section of our website.

If you need any help, ask an Information Point. You’ll find their details at uwe.ac.uk/help

Attend a welcome event

When you get here, you’ll need to attend a welcome event to complete your registration.

Your Preparing for Study materials are available online: courses.uwe.ac.uk/joining

Visa and passport scanning

If you need a visa to enter the UK, you’ll need to have your visa and passport scanned as part of your registration. If your visa is a separate biometric card, please bring this along as well.

If you’re arriving late, you should go to the Welcome Hub at Frenchay Campus and we’ll scan your documents there.

Collect your student ID card

At the final stage of your registration, we’ll give you your new student ID card – that means you’re officially a UWE Bristol student! You should keep this with you at all times.

Come along to International and European Student Orientation

We run an orientation programme in September and January for all new international and European students. It's a chance to make new friends and find out everything you need to know about living in the UK.

If you're going to miss orientation because you're arriving late, please contact us (the Global Student Support team) and we'll make sure you have everything you need.

Attend your course induction

Your course induction will tell you what you can expect from your course and gives you the opportunity to meet your tutors and other students.

It's compulsory to attend – your Preparing to Study materials and your timetable (available on myUWE) will tell you where you need to be.

Register with the police

If it's a condition of your visa that you must register with the police, you will need to do this within seven days of arriving in the UK.

You can see if you need to do this by checking your vignette, your BRP or the letter you received when your passport was returned to you by UK Visas and Immigration.

You'll need to:

- Complete an online form – create an account with your email address and a memorable password:
foreignnationals.avonandsomerset.police.uk/
- Book an appointment to see them – you can't be seen without an appointment.

Check you have your IT login details

You should have received your university username, password and email address before you arrived (to your personal email account). You have the option to change your password to something memorable.

If you didn't receive these, contact an Information Point and they'll re-send the email.

Connect to the WiFi

You can access free WiFi across all of our campuses – just look for the 'Eduroam' network.

Your username is your university username (e.g. a7-smith) followed by @uwe.ac.uk (so it'll look something like this: a7-smith@uwe.ac.uk).

Your password is your university password.

Open a bank account

Spend some time comparing banks before you open an account – think about its location, opening hours, services and account charges.

Lots of UK banks offer free basic accounts. Some require a minimum deposit or have a monthly fee.

To open an account you'll need a UWE Bristol bank letter addressed to your chosen bank confirming your student status and residential address.

To get a bank letter, complete the bank letter request form available at

uwe.ac.uk/newinternationalstudents

(under the 'On arrival at UWE Bristol' section). You'll be able to collect your letter from an Information Point within 5 working days.

TIP: If you select paper rather than internet bank statements, you can show these if you need to extend your visa.

TIP: Opening an account can take up to a few weeks so please make sure you have access to money during this time.

Register with a doctor

You must register with a doctor. The University Health Centre on Frenchay Campus is open to all students – no matter which campus you're studying at. You can register with them online:

uwe.ac.uk/healthcentre

Alternatively you can find doctors, dentists and opticians close to where you live on the National Health Service (NHS) website: **[nhs.uk](https://www.nhs.uk)**

Once registered with the NHS, you'll receive a medical card and NHS number.

If you fall ill when you are away from Bristol, any doctor in the UK will see you as a temporary resident.

We've included some information about how health services work in the UK in the next section.

TIP: A lot of new students get something we call 'Freshers' Flu'. It's usually just a bad cold – you can look after yourself with medicines from a pharmacy, lots of rest and water! If you're not better after a few weeks, make an appointment with your doctor.

Living in the UK

Living in a new country will take a bit of time to get used to! Knowing some of the basics will help you settle in quickly.

Visa Check In

Home Office regulations require all universities to monitor their students' attendance.

If this is a condition of your visa, we will ask you to visit an Information Point at certain times throughout the year. Make sure you attend when asked.

Council tax

Council tax is charged by the local council. You won't normally be charged council tax if you are a full-time student on a course of one year or more, or if you live in university accommodation and your course is less than one year.

If you arrive in the UK before the start of your course, you may be charged council tax until your course starts.

TV licence

If you are going to watch live television (whether it's on a TV, tablet or laptop) or BBC programmes via iPlayer, you will need a TV licence.

You can apply for one online at **tvlicensing.co.uk**. It costs around £150. If you watch TV without a licence, you could be fined up to £1000.

Shopping

The nearest supermarkets to Frenchay Campus are ASDA, Lidl and Sainsbury's, which are a short walk away. You can buy essential items including bedding and clothing.

Bristol has two main shopping areas – Cabot Circus/Broadmead, which is in the City Centre, and Cribbs Causeway, an out-of-town shopping mall. There are buses from Frenchay Campus to both of these.

Along Gloucester Road and in Easton (an area of Bristol) there are independent shops which sell food from around the world.

TIP: You can buy an NUS (National Union of Students) TOTUM discount card to save money on bus fares, cinema tickets, high street stores and restaurants at **totum.com**

Buying a mobile phone

You may find buying a UK mobile/SIM card is more economical than using your home mobile. There are many mobile phone companies in the UK. Some companies specialise in international calls.

'Pay as you go' allows you to top-up your credit as and when you need it without a contract. You can buy credit online, in shops and through ATM machines ('cash points').

A contract phone/SIM card means you pay a set amount each month for phone calls/texts/internet usage. If you go over your allowance you will have to pay extra. Once agreed, a contract can't be cancelled and you must pay this bill until your contract expires.

Medical care

Medical care through the National Health Service (NHS) is mostly free if your course lasts longer than 6 months.

You are entitled to:

- Free access to doctors (find out how to register with a doctor on page 5).
- Free hospital treatment.
- Fixed charges for medicines.
- Fixed charges for dentistry and opticians.

Further information about your entitlement to NHS care is available on the UKCISA website (search for 'health and healthcare').

If you're on a course less than 6 months, you'll need to arrange health insurance.

Hospital treatment

If you're referred to a hospital by your doctor, treatment is free. You might have to pay a fixed fee for prescription medicines.

Sometimes there can be long waiting lists for hospital treatment (unless it is an emergency), so you may have to wait to be treated in your home country.

NHS charges for medicine, dentistry and opticians

Most people over 19 are charged for medicines, dentistry and optician services.

You may be able to claim help with these costs if you have a low income by completing an HC1 form. HC1 forms are available from Information Points.

What to do in an emergency

If there's an emergency on campus call **0117 32 89999** (available 24/7, every day of the year). Put this number in your phone.

We'll send staff to help and we'll call the emergency services for you so they can find you quickly.

If you're off campus, call **999** and ask for the police, fire service or an ambulance.

The Accident and Emergency (A&E) Department at Southmead Hospital is open 24 hours a day. You should only go there for emergency treatment for serious illness or injury.

If you're not sure if you should go to A&E or not, call **111** (the NHS non-emergency number) for advice.

If it's not an emergency

If you need medical care but it's not an emergency, you have a number of options:

- Make an appointment with your doctor.
- Visit your local pharmacy (find your nearest one at [nhs.uk](https://www.nhs.uk)).
- Visit a NHS Walk-in Centre. The nearest one is Broadmead Medical Centre, 59 Broadmead, Bristol BS1 3EA.
- Call **111**, the NHS non-emergency phone number. It's open 24/7, every day. They'll tell you what to do next.

For non-urgent police matters (e.g. reporting stolen goods or lost property), call **101**. They can also tell you where your nearest police station is.

Studying

Our style of teaching and assessment may be different to what you're used to.

During your course, you'll be expected to increase your knowledge of specialist subject areas whilst developing skills in research, independent study and critical thinking.

These skills will help you to form your own opinions which you will be asked to share in lectures, tutorials and assessments. Don't be afraid to speak up and get involved in discussions – lecturers want to hear your thoughts and ideas!

Academic Personal Tutors

Your Academic Personal Tutor will review your academic progress and identify goals so that you can get the most out of your studies. You'll meet them several times during your first year.

They will also be able to provide you with a reference to help with job applications or further study.

myUWE and Blackboard

myUWE is your student online portal. You'll use it to access Blackboard, teaching and exam timetables, your university emails and your library account.

Blackboard is where you'll find everything to do with your course, including module handbooks and lecture notes.

TIP: As a condition of your Tier 4 visa, you must make sure all your contact details on myUWE are up-to-date at all times.

Check your university emails

Now you're a student with us, we'll only email your university email account. It's where we send messages about your course, visa check in and your fortnightly student newsletter, yourUWE Bristol.

Make sure you check your emails regularly. You can set them up on your phone (there are instructions on the University website about how to do this).

English language support

If you need some extra support with your English, we can help.

We run writing and grammar courses if you want to improve your academic writing.

We also run an Advanced English Language course if you want to improve your reading, writing, listening and speaking skills. These courses are free.

You can also attend study skills workshops throughout the year or try our online tutorials.

Library services

Our libraries have a range of resources for your subject: books, e-journals, past exam papers, referencing advice and more.

Librarians will help you find what you need, or you can use the online 'Ask a Librarian' service. It's available 24/7 – perfect for quick questions.

The Library also hosts study skills workshops all year-round to help you improve skills you're struggling with.

Attendance

It's important that you attend all of your timetabled lectures and tutorials, even if they clash with important events like Chinese New Year or Tết Nguyên Đán.

If you travel back to your home country during term-time, you'll miss teaching and you might fall behind with your studies.

If you need help with your course, ask!

Your lecturers and tutors will give you lots of guidance throughout your studies.

We also have support and resources to help you develop the skills you need to succeed – both face-to-face and online.

If you're struggling with your course or anything to do with university life, please ask for help. There's lots we can do to make things better for you.

uwe.ac.uk/studysupport

Student support

We offer a wide range of services to make sure you stay happy, healthy and supported during your time with us. There's someone you can talk to at almost any time of the day or night.

Whether it's about money, your visa, your course, your wellbeing or something else, we have someone who can help.

Information Points

Whatever your question, ask an Information Point. They can answer your question straightaway or book you an appointment with an adviser. There are Information Points on each campus.

Email: infopoint@uwe.ac.uk

Call: 0117 32 85678

Face-to-face: Visit the Information Point on your campus.

uwe.ac.uk/help

Global Student Support

(that's us!)

We're here especially for you – so you get the best out of your time with us. We'll help answer your questions about university life and living in the UK.

We also run events and days out, including day trips to other towns and cities. We organise them with the Bristol International Student Centre (BISC), giving you the chance to explore the UK.

bisc.org.uk

Support from other students

We've got a great group of second year students known as PAL (Peer Assisted Learning) Leaders, here to help you with different aspects of university life.

Academic PAL Leaders are students who will help you master concepts covered in your modules – after all, they did them last year!

We also have PAL Leaders who can help with study skills, emotional resilience and employability skills.

Faith and spirituality

There are various ways for you to explore and practise faith and spirituality during your time with us.

We have multifaith rooms on every campus for prayer, meditation, reflection and quiet, for students of any faith or none.

Frenchay Campus – The Octagon (near the Library) and The Student Centre

Glenside – B Block (1B28a)

Bower Ashton – B Block (0B024)

Arnolfini – Level 4 (4AF028)

We have dedicated Muslim prayer rooms with washing facilities on Frenchay Campus (3E41 and 3E44A). Friday prayers are held at The Student Centre.

Our Coordinating Chaplain offers pastoral care for students of any faith or none.

The Students' Union at UWE runs a number of different faith networks.

uwe.ac.uk/faithandspirituality

Out-of-hours team

You can drop into the Student Centre at the Farmhouse and speak to a member of staff face-to-face. They're available from 19:00 to 07:00 Monday to Friday and 24 hours at weekends. You can also contact them on **07814 791212** and via **outofhours@uwe.ac.uk**

Kooth Student

Free, anonymous online counselling. Sign up with your university email address and speak to someone within minutes **uwe.ac.uk/kooth**

24-7 Crisis Textline

In crisis? Text 'UWE' to **85258** and a trained volunteer, supervised by a clinician, will respond to you.

Wellbeing Service

If you need counselling, mental health support or to explore any difficulties in depth using solution-focused methods, register online with the University's Wellbeing Service for an initial consultation

View the full range of support:
uwe.ac.uk/wellbeing

Money advice

As a student with us, you have free access to Blackbullion, an online budgeting and money management tool. Learn through videos, quizzes and competitions.

Use your university email address to log in: **blackbullion.com**

If you'd prefer learning in a group, join us for our award-winning Financial Capability module to develop and improve your knowledge, confidence and financial skills. Book via a place via **infohub.uwe.ac.uk** (log in with your university email address).

Stay in a British home

We work with HOST UK, offering you the chance to stay in a British home for a weekend. All hosts are unpaid volunteers and offer a home-away-from-home experience. You'll get to try home-cooked meals, learn about British culture and see an unknown part of the UK.

We pay the application fee for your first stay.

hostuk.org



The Students' Union at UWE

The Students' Union is there for you. Led by elected students, they provide advice and support and have a wide range of sports clubs, societies and events for you to get involved in.

Advice Centre

The Students' Union Advice Centre gives friendly, non-judgemental and confidential advice – all for free. You can go and see them for advice on academic issues, housing, financial queries and employment problems.

Societies

The Students' Union run societies for different countries, different courses and different hobbies. They're a great way to meet new people as they're run by students just like you!

Societies usually meet a couple of times a month, where everyone gets together for a social event or to try a different activity.

If you have an idea for a new society, The Students' Union will support you to set one up.

Sports

Whether you want to continue a sport you played at home or want to try something new, The Students' Union has lots of different sport clubs that you can join. It doesn't matter if you're a beginner!

The Students' Union also have a 'MOVE' programme, which gives you access to over 40 different sports and activities for £40 a year. It's great if you want to try something new and meet other students without committing to a team or society in the long term.

thestudentsunion.co.uk

Working during your studies

Before securing employment while you study, ensure you have the right to work in the UK. You'll need to check the number of hours you're entitled to work during term-time and during the holidays.

Finding a job

You'll find lots of resources on our Careers Toolkit to help you write a CV, complete job applications and get ready for interviews.

Our Careers team offer drop-in appointments where you can ask for help.

The Students' Union JobShop is a great way to find flexible part-time work which fits around your studies. You can sign up for weekly emails to find out about new vacancies.

You can also find vacancies through InfoHub, our online careers portal.

National Insurance number

If you want to start working, you'll need to apply for a National Insurance number. You can do this by calling **0345 600 0643**. You may need to attend an interview.

You'll only be issued a National Insurance number if you have the right to work in the UK.

The International Talent Scheme

Our International Talent Scheme helps you develop your employability skills and gain work experience.

Opportunities include translating and interpreting, providing cultural advice, identifying new markets and liaising with overseas suppliers, clients and customers.

You can sign up for alerts to find out about new opportunities.

uwe.ac.uk/careers

Travel and transport

Local buses

All of our campuses have great bus links to the city centre and wider region.

You can plan your route by using the Travelwest journey planner at

[travelwest.info](https://www.travelwest.info)

You can also download the UK Bus Checker app so you know when the next bus will arrive and where it's going.

TIP: To catch a bus in the UK, you need to hold out your hand at the bus stop so that the driver can see you want to get on.

Travelling around the UK by coach

There are two main coach services that connect Bristol to the rest of the UK:

- **Megabus** – these leave from the North Entrance on our Frenchay Campus and the city centre.
- **National Express** – these leave from Bristol city centre bus station.

Travelling around the UK by train

The two main train stations in Bristol are Bristol Parkway (near our Frenchay Campus) and Bristol Temple Meads (near the city centre).

Useful contacts

General

Information Points:

0117 32 85678 / infopoint@uwe.ac.uk

Global Student Support:

0117 32 86964 / globalstudents@uwe.ac.uk

University helplines

Accommodation: 0117 32 83601

IT Helpdesk (24/7): 0117 32 83612

The Students' Union at UWE:

0117 32 82577

The Students' Union at

UWE Advice Centre: 0117 32 82676

Safety and security

Campus Security (24/7): 0117 32 86404

Emergency (on campus): 0117 32 89999

Emergency (off campus): 999

Health and wellbeing

Urgent medical advice (24/7): 111

University Health Centre:

0117 32 86666

Wellbeing Service: 0117 32 86268

INFORMATION POINTS



Email: infopoint@uwe.ac.uk



Telephone: +44 (0)117 32 85678