



FIRST STEPS

A pre-departure guide for international students coming to study in the UK



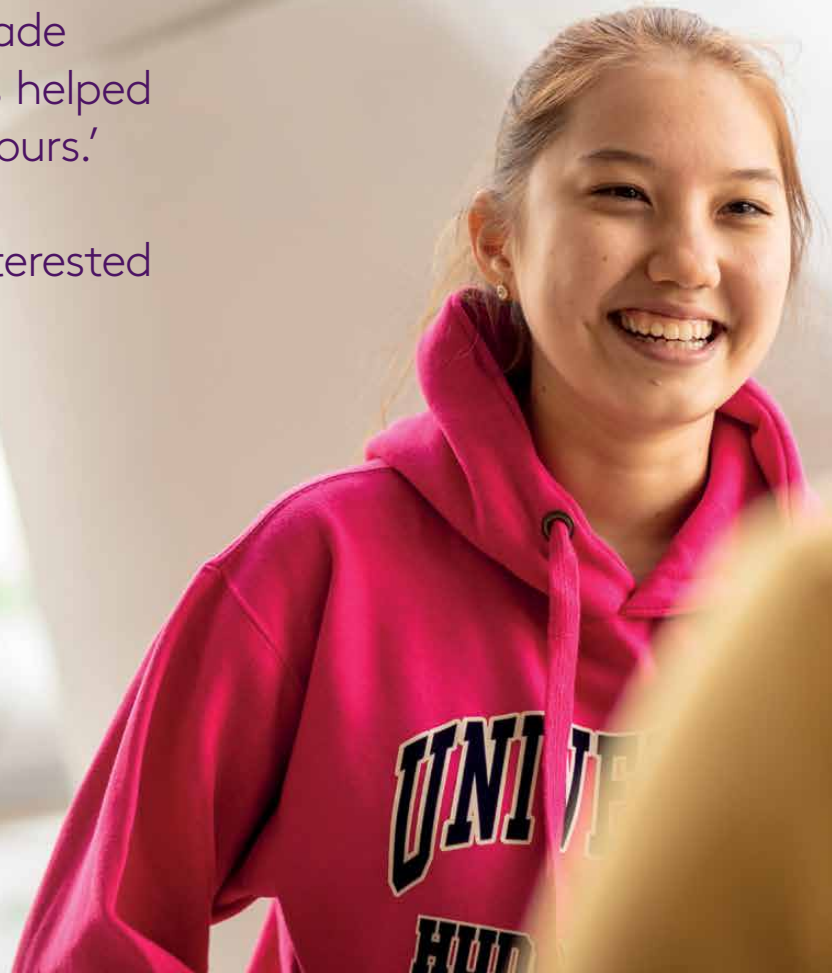
2019-20

STUDY UK
DISCOVER YOU



'It's important to integrate into the local community. I've made lots of friends locally and it's helped me understand local behaviours.'

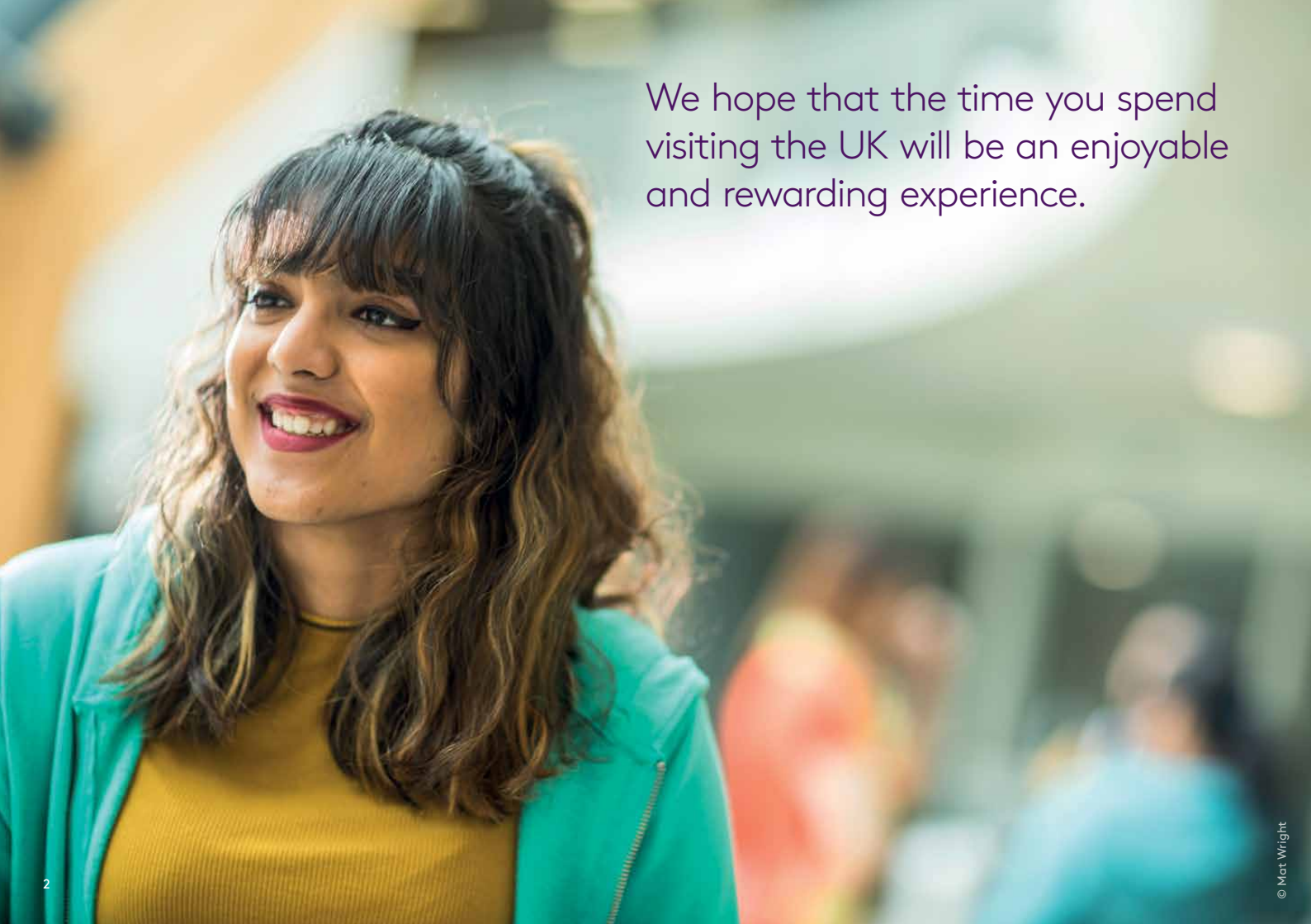
'It is nice to know you are interested in our safety.'



CONTENTS

Congratulations	3
Preparing to study in the UK	4
Preparing for your journey	6
Checklist for your place of study	10
Checklist for your journey	11
Arrival in the UK	12
Onward travel: how to get from the airport to your final destination	16
Checklist for onward travel	17
Settling in	18
Well-being	24
Checklist for studying	24
Checklist for settling in	25
Out and about	26
Useful organisations	28
Further information and guidance	30





We hope that the time you spend visiting the UK will be an enjoyable and rewarding experience.

CONGRATULATIONS

Congratulations on your decision to study in the UK. Every year, the UK welcomes hundreds of thousands of students from all over the world. Perhaps like you, they come here to experience the fantastic opportunities a UK education can offer, and the amazing social and cultural mix you can enjoy while living here.

For those of you who are getting ready to come to the UK you will benefit from excellent teaching, world-class facilities and support and guidance from staff at your institution. The website www.prepareforsuccess.org.uk is a free resource containing activity-based interactive learning to help you prepare for your study in the UK.

This guide is designed to help you get ready for what we hope will be the experience of a lifetime, and it's packed with useful and important information. There's a lot to take in, so please take the time to read it carefully.

In its pages, you'll find everything you need to know, and what to do, before you leave home, as well as advice about your arrival in the UK, settling in, getting organised, and making the most of your new student life.

It includes information about immigration, fees and finances, preparing for your journey, travelling, the weather, the clothing you'll need, looking after yourself, studying, shopping, enjoying yourself and more.

We've also provided a list of useful organisations and a web address where you can download further guidance if you need it. We look forward to welcoming you to the UK.

PREPARING TO STUDY IN THE UK

Obtaining your visa

Unless you are a British citizen or an EEA or Swiss national, or you already hold immigration permission that allows you to live and study in the UK, you will most likely need to obtain immigration permission before travelling to the UK to study.

The UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration> gives up-to-date information on how and where to apply as well as local application procedures. You should read through the information note on Tier 4 students: <https://www.gov.uk/tier-4-general-visa>

As part of your visa application you will require a Confirmation of Acceptance for Studies (CAS). Information on obtaining a CAS will be available from your institution. You should be given a comprehensive guide to obtaining your visa once you have received your CAS.

Names on documentation

Occasionally, problems occur with the spelling of names and addresses, especially in connection with students from countries that use a different alphabet from English. It is best to decide on how you wish your name to be spelt in English and then use this spelling at all times. Preferably, this should be the spelling that is given in your passport.

Biometric Identity Document (BID)

Your visa will be issued for a period of 30 days, which provides you with time to travel to the UK, and then you must collect your BID, which contains your permission to stay longer.

When you complete your visa application you will need to provide contact details in the UK and/or those of where you are studying and which post office you wish to collect your BID from. You can use your institution's address for this purpose, so you may need to know the address of the nearest post office.

You will need to take your passport containing your visa and the letter which you received when your visa was issued when you go to collect your BID.

Accessing healthcare in the UK

You will be required to pay the immigration health surcharge before applying for your visa. Please check these details carefully for the surcharge required: <https://www.gov.uk/healthcare-immigration-application/overview>

Students doing a short course of study in the UK

You can stay in the UK for six months for any short course (including English language courses) or short period of research if you are 16 or over or for 11 months if you are 16 or over and taking an English language course:

<https://www.gov.uk/study-visit-visa>

Tuberculosis (TB) screening

TB screening is compulsory for those applying for a visa for longer than six months in certain countries. Further information can be found here: <https://www.gov.uk/tb-test-visa>

Visiting Europe and the USA while in the UK

If you are planning to visit Europe or the USA either on holiday or on a course field trip while you are studying, you may find it easier to apply for an entry visa from the appropriate embassy in your country before you travel to the UK.



PREPARING FOR YOUR JOURNEY

Make sure you have your student entry clearance before you travel to the UK. Being well prepared for your journey makes life a lot easier. With this in mind, make sure you've got everything organised with plenty of time to spare before you leave home. Your place of study should have sent you information. Read it all very carefully: it will help you with your pre-departure preparations. You should also have been provided with a 24-hour telephone number and the name of someone you can contact if you have any problems on your journey, or if you arrive later than planned. You should plan your journey from your point of entry into the UK to your final destination, and know when and where you are supposed to arrive.

If you do not have the above information, contact your place of study as soon as possible so that you can be fully prepared for your journey. You may also want to look up your place of study on the internet before you leave.

Many institutions offer a 'meet and greet' airport or railway station collection service for your arrival in the UK. If you want to use this service you will need to book it in advance.

It is important you arrive in time for your institution's welcome or orientation week. This is a part of the institution's overall welcome and helps international students settle into

life in the UK. Usually the international office or National Union of Students (NUS) runs a welcome international or orientation programme in September each year. The programme will provide you with dedicated local support and information to help you to settle more quickly. This includes support with opening a bank account, registering with the police, registering with a doctor or dentist, details about local shops and other useful information: <https://www.nus.org.uk/en/who-we-are/how-we-work/>

Visit Britain may have an office in your country – consult their website at www.visitbritain.com – they will be able to give you help and advice on planning your journey.

It is assumed that you will be arriving at an airport in the UK, although other methods of transport are detailed in the 'Arrival in the UK' section on page 12. If you will be studying in or near to London, you may wish to book your flight into Heathrow, Gatwick, Luton, Stansted or London City Airport: www.visitlondon.com/traveller-information/travel-to-london/airport

If you are studying elsewhere in the UK, you should book a direct flight to one of the 24 commercial international airports, or book a connecting flight from a European airport or one of the London airports.

Documents required for your journey

Certain documents are needed when you arrive at the airport in the UK, where you will be interviewed by immigration and health officials:

- ◆ Your completed landing card given to you during your flight (if you're not from an EEA country).
- ◆ A valid passport, with a visa or UK entry clearance (if applicable).
- ◆ Your BID decision letter which sets out the leave granted and explains the BID collection process in the UK; and your short-term visa vignette in your passport. This visa will have a validity of only 30 days from the expected date of travel to enable you to travel to the UK and to collect your BID.
- ◆ An air ticket.
- ◆ Vaccination certificates, if required.
- ◆ An X-ray certificate, if required:
<https://www.gov.uk/tb-test-visa>
- ◆ A letter of acceptance from your place of study (Tier 4) or work (Tier 5). Keep information about the course you're studying (Tier 4) or the place you are working (Tier 5) in your hand luggage. This must be a paper copy (not an electronic copy on tablet or phone). This includes your university CAS number or Confirmation of Sponsorship (COS) if you are coming as a Tier 5 applicant.
- ◆ Documentary evidence that you have enough money to pay your tuition fees and accommodate yourself while you're in the UK (recent bank statements, proof of scholarship or sponsor's letter).
- ◆ Originals (or certified true copies) of any degree certificates or technical qualifications.

Make sure you keep the above documents and the following in your hand luggage:

- ◆ Some warm clothing.
- ◆ Some British currency.
- ◆ Insurance documents.
- ◆ A list of what you are carrying in your luggage in case you have to make an insurance claim.
- ◆ Any prescribed drugs or medicine you are taking, plus a letter from your doctor explaining what they are.
- ◆ An address, telephone number and travel instructions to your final destination.
- ◆ The First Steps pre-departure pack.
- ◆ A reference letter from your bank in your own country – this will be useful when you come to open a bank account in the UK.

Check hand luggage restrictions:

<https://www.gov.uk/hand-luggage-restrictions/overview>

Medical insurance

You may be entitled to free NHS treatment while in the UK (see pages 21–22), but you should still consider taking out insurance which covers other medical-related costs. An insurance policy may cover, for example:

- ◆ Lost fees if you are unable to complete your course.
- ◆ Costs of returning home if a relative is ill.
- ◆ Costs of a relative visiting you in the UK if you fall ill.
- ◆ Cost of returning to your home country for treatment.
- ◆ Or in the worst possible situation, returning a body home for burial.

There is often a long wait for NHS treatment, sometimes many months. An insurance policy which gives you access to private medical care could give you much quicker access to the treatment you need.

If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK, as well as looking at options available from UK insurers.

Money

You need to order British currency and travellers' cheques and bring enough money to cover your immediate needs on your arrival in the UK, including customs charges, rail fares and any emergency expenses. About £250 should be enough, but if you have any family with you, you will need correspondingly more.

If you are travelling to the UK from a country outside the EU and carrying more than €10,000 you will need to declare this to customs.

It is also likely that you will have to pay a deposit for your accommodation before you move in. This is normally the equivalent of one month's rent but it can be substantially more, depending on the type of accommodation you are renting. You will need to ensure that you have sufficient funds immediately available to cover this. The international student calculator will help you work out how to manage your money and build a budget for living and studying in the UK: <http://studentcalculator.org>

To check the banknotes used in the UK and for further information visit <https://www.bankofengland.co.uk> See also 'Banks and money' on page 20.

Transfer of funds

If you are planning to transfer extra money to the UK you should arrange this before you leave your home country.

Also before you leave home, check whether you need permission to transfer money to the UK and whether your government has restrictions on the amount of money you can take out of your country. Opening a bank account in the UK can take a few weeks.

Clothing and other items

You should have enough warm clothing for your flight and subsequent journey. Several layers of lightweight clothes are better than a single shirt or dress. It is probably cheaper and easier to buy warm winter clothing in the UK, rather than in your home country.

It is worth bringing items of your national dress to wear at social events, and photographs of family and home may be of interest to new friends who would like to learn about other cultures.

It is useful to bring some passport-sized photographs of yourself. See also 'Climate and clothing' on page 22.

Luggage

You will have a free baggage allowance, which will be shown on your air ticket; this is usually from 20kg with a restricted weight of 32kg per single item of luggage. Only essential personal possessions may be brought in addition to research materials. You may be charged for excess baggage if you exceed the baggage allowance, so check with the airline before you leave if you are not sure of your allowance.

When you are packing your suitcase you should be aware that some food, plant and medicines are made from endangered species and are not allowed through UK customs.

Advice on importing personal effects and goods into the UK may be obtained from <https://www.gov.uk/duty-free-goods>

Insurance

You should always take out travel insurance covering your journey to the UK. This should cover delays, medical emergencies and the cost of replacing any belongings if they are lost on your journey. If you are coming to the UK for less than six months you should also take out travel and medical insurance for the duration of your stay.

Personal security

The UK is generally a safe place to be, but as with anywhere – especially if you're new to it – it pays to take a few common sense precautions.

For example, always carry your money in an inside pocket, not in your back pocket or the outer pockets of coats or jackets. If you want to leave your coat or jacket anywhere, then take your money with you. And if you carry a handbag, keep it by you and don't leave it unattended, even for short periods.

Don't carry large amounts of cash with you – just enough to meet your day-to-day needs. Order travellers' cheques in small denominations – £5, £10 and £20 – and remember to keep a note of their serial numbers in case you lose them.

Avoid leaving luggage, bags or briefcases in waiting rooms, on railway platforms or on luggage racks where you can't see them. It's much safer to carry valuables like cameras, radios and computers with you, and again, make a note of their serial numbers.

Take care of your mobile phone and try to avoid using it in crowded places or when you're walking along busy streets. If your phone is stolen, report it (and give your number) to the network operator and the police – to minimise the chance of thieves using it.

Finally, take special care of your passport, tickets and other personal documents. For further tips read the Creating Confidence booklet (a personal safety guide for international students) or the Safety First booklet (a personal safety guide for dependents, workers and visitors) to make sure that your time in the UK is safe and enjoyable: <https://study-uk.britishcouncil.org/planning/advice-support>

Preparations for your course

Some courses require you to write a dissertation or seminar papers. If you are on such a course you should bring with you important documents relating to your own country, which may not be available in the UK.

If you want to bring items of high value such as a computer or audio equipment, you should also bring receipts showing when and where they were purchased. British customs officials may ask you to certify that the equipment is for your own use and that you are not importing it permanently.

CHECKLIST FOR YOUR PLACE OF STUDY

Once your preparations for arrival are complete, you should ask yourself the following questions:

- ◆ Have you checked if you are able to book an airport collection, and have you booked it?
- ◆ Have you received information on how to get to your place of study from the airport, and how much it will cost?
- ◆ Do you know exactly when and where you are supposed to arrive at your place of study?
- ◆ Have you told your place of study when you are likely to arrive?
- ◆ Do you have a 24-hour telephone number for someone you can contact at your place of study, in case you have problems on your journey?
- ◆ Do you have a contact when you arrive at your place of study or other meeting point, e.g. the railway station?
- ◆ Have you planned your journey from your point of entry into the UK to your final destination?

CHECKLIST FOR YOUR JOURNEY

Once your preparations for arrival are complete, you should ask yourself the following questions:

- ◆ Have you bought travel tickets (including connecting flight to regional airports, if required) and travel insurance?
- ◆ Have you made all the necessary arrangements for family members that are coming with you?
- ◆ Have you obtained a letter from your doctor for any prescribed drugs you may need to bring with you?
- ◆ Have you ordered British currency and travellers' cheques for your immediate arrival expenses?
- ◆ Have you checked whether you need permission to transfer money to the UK?
- ◆ Have you checked whether your own government has restrictions on the amount of money you can take out of your country?
- ◆ Have you read the Creating confidence or Safety first booklets?
- ◆ Have you taken out personal possessions and medical insurance?

- ◆ Have you checked with your local British embassy what you must declare at customs and what you are not allowed to bring into the UK?
<https://www.gov.uk/guidance/personal-food-plant-and-animal-product-imports>
- ◆ Have you weighed your baggage to ensure that it is within your baggage allowance and is easily transportable for your onward journey?



ARRIVAL IN THE UK

If you are travelling by sea you will probably arrive at one of the UK ports – Dover, Folkestone, Harwich, Hull, Portsmouth or Southampton – from where you can travel to your final destination in the UK. These major ports have many onward coach and rail connections.

You can also arrive in London on the Eurostar train using the Channel Tunnel. Rail services throughout Europe connect in Paris and Brussels with the Eurostar service and, on arrival in London, connections can be made by rail throughout the UK from one of the main London stations. You may need to travel into central London in order to catch a train or coach to your final destination.

However, most international students travel by air and your first sight of the UK is likely to be an airport. If you are travelling by air you will usually arrive at Gatwick, Heathrow, London City, Luton or Stansted airports, all of which are convenient if you are studying in London or the south-east of England.

If, like many international students, you are studying elsewhere, there are many international regional airports located throughout the UK, and your journey is likely to be much easier if you fly to the regional airport closest to your place of study. Many intercontinental flights now serve UK airports such as Birmingham, Edinburgh, Glasgow and Manchester; direct and onward connections are available from these, as well as from the London airports, to destinations throughout the UK.

There are also excellent connections to UK regional airports through European airports such as Amsterdam, Paris or Frankfurt.

Through Europe you can reach several UK regional airports, such as Birmingham, Bristol, Liverpool, Norwich and Southampton, that are not connected to the major London airports.

If you pass through another European airport check beforehand whether you require a 'transit visa', which will normally give you a fixed number of hours or days after arrival in which to complete your onward journey. Certain nationalities require a 'direct airside transit visa' even to transit to another flight within the airport, which means that you cannot leave the airport under any circumstances. Certain other nationalities can 'transit without visa' provided that the transfer is within the same airport, and you remain within the airport to take an onward flight.

If your air journey involves a connection, whether in Europe or in the UK, ask the airline staff to check you and your baggage through to your final destination, as this will make your transit through the connection airport much easier.

At first sight an airport can appear a difficult and confusing place, but if you follow the steps below, getting through it is actually quite easy.

These are the steps you must take:

- ◆ Follow the sign for 'Arrivals' unless you are transferring to another plane at the same airport. If you are transferring to another plane, follow the 'Flight connections' sign and any further instructions.
- ◆ 'Arrivals' will take you to passport control.
- ◆ As you approach passport control you will see electronic screens; these will show you which zone you will need to go through. Make sure you join the right queue or you could waste a lot of time.
- ◆ All passengers must go through the immigration zone dealing with their flight. Note that there is one zone for passengers who have UK, European Economic Area (EEA)* or Swiss national passports and one or more zones for all other passport holders.
- ◆ The immigration officer will want to see: that your passport is up to date, that your documents are in order, your landing card from the plane, and, if required, a valid visa.
- ◆ If you are studying in the UK the immigration officer must also be satisfied that you speak English at the required level, without needing an interpreter:
<https://www.gov.uk/tier-4-general-visa/knowledge-of-english>
- ◆ If you do not require prior entry clearance or a visa, you will also need to show a letter of acceptance as a student from a UK institution and proof that you are able to pay for your course and living expenses without working in the UK, for example, bank statements for the last three months and/or a sponsor's letter: **<https://www.gov.uk/tier-4-general-visa/eligibility>**
- ◆ If you are bringing family to live with you in the UK, and they are not EEA nationals, they must have obtained entry clearance from a British embassy before travelling to the UK: **<https://www.gov.uk/tier-4-general-visa/family-members>**
- ◆ The immigration officer needs to be satisfied that you meet the immigration rules for students and that you intend to leave the UK at the end of your studies.
- ◆ If you are coming to the UK as a Tier 5 applicant you will need to ensure you bring with you all the documents you must show the immigration officer – details can be found here: **[https://www.gov.uk/tier-5-government-authorized-exchange/documents-you-must-provide](https://www.gov.uk/tier-5-government-authorised-exchange/documents-you-must-provide)**

* The countries of the EEA are Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

- ◆ Another part of the immigration process is health control: you might be asked to undergo a brief, routine health check by the airport doctor, which may include an X-ray as part of a short medical examination. The health check will take place in a separate room. Afterwards you will have to return to immigration control.
- ◆ As long as your documents are in order, you should pass through immigration smoothly. But if you find you need any help for any reason, you can ask the immigration officer to telephone your college or university (keep the telephone number with you).
- ◆ If you have travelled by Eurostar train through the Channel Tunnel your passport and documents will be checked, and you may be asked further questions when you arrive in London. If you are driving you will pass through UK immigration at the terminal in France before taking your car on to the shuttle train.

UK visas and registering with the police

Some people need to register with the police after arriving in the UK with a visa, or after getting permission to stay for longer in the UK.

If you need to register, you must go to the police within seven days of:

- ◆ arriving in the UK if you applied for a visa from outside the UK
- ◆ getting your biometric residence permit if you applied to stay for longer from inside the UK.

Check if you need to register

<https://www.gov.uk/register-with-the-police/who-needs-to-register>

If you applied outside the UK

Check your visa 'vignette' (sticker in your passport). You must register if it has 'Police registration' or 'Register with police in seven days of entry' on it.

If you applied inside the UK

Check the letter you get from the Home Office when your application's approved. It will tell you if you must register.

If you don't register, your permission to stay might be shortened and you'll have to leave the UK. You can also be stopped from getting or extending a UK visa in future.

Police registration

If you live in the area of London covered by the Metropolitan Police (<https://www.met.police.uk/advice/advice-and-information/ov/registering-overseas-visitor/af2/who-need-to-register/>), you must register at the Overseas Visitors Records Office.

Overseas Visitors Records Office (OVRO)
323 Borough High Street
London
SE1 1JL

+44 (0)20 7230 1208

<https://www.met.police.uk/advice/advice-and-information/ov/registering-overseas-visitor/af2/how-to-register/>

Contact your local police station if you are elsewhere in the UK to find out where to go: www.police.uk

When registering you will be charged a registration fee (currently £34 so please try to take the correct currency if you are paying by cash), and must take your passport and two photographs of yourself. Your student adviser at your place of study will explain, if necessary, how to register.

Each time you change your address or status, or extend your permission to be in the UK you must renew your police registration. There is no charge unless you have lost your original registration document.

EEA nationals and Commonwealth citizens do not have to register.

Customs control

Once you are clear of passport control you can proceed to the baggage reclaim area, where you can collect your luggage. Above each baggage carousel is an electronic display unit. Find the one that shows your flight number, as this will be the carousel that has your luggage on it. If any item of your luggage does not appear, find a representative of the airline on which you travelled and in a lost-luggage form.

At UK airports there are normally three exits through customs – a green channel if you are travelling from outside the European Union and have nothing to declare; a red channel if you are travelling from outside the European Union and have goods to declare; and a blue channel if you are travelling from an airport within the EEA, where your luggage has already been cleared through customs control.

The notices in the customs areas will tell you if you need to declare anything you have brought into the country. If in doubt, check with one of the customs officers before passing through customs control.

Even if you pass through the green channel, the customs officers may ask you to open your luggage for checking.

To check what goods are banned or restricted go to:
<https://www.gov.uk/duty-free-goods>

When you have come through customs, you will have completed all the formalities and will have officially arrived in the UK.

ONWARD TRAVEL: HOW TO GET FROM THE AIRPORT TO YOUR FINAL DESTINATION

Onward travel

There are increasing numbers of direct flights to the larger non-London airports such as Birmingham, Edinburgh, Glasgow, Manchester and Newcastle. You can check out the institution's website for onward travel details and Visit Britain should be able to provide travel information if they are contacted well ahead of time: www.visitbritain.com

If you have not already arranged onward travel from the airport, the general information desk at the airport will advise you on the best way to travel to your destination. There are also commercial information desks where you can find information about onward travel.

Some places of study send a staff member to meet new international students at the airport or local railway station. If they offer this service they should have sent details of it in your information pack: <https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Preparing-for-your-arrival-to-the-UK>

You may need to use a telephone to contact your place of study.

Telephone

Public telephones or 'payphones' are available in the UK. They operate either with cash or a phonecard (which you can buy from post offices and some shops), or with a credit card. If necessary, you can contact the operator by dialling 100 (155 for the international operator).

To access the directory enquiries service for information about telephone numbers, dial 118 500 for UK numbers, or 118 505 for international numbers.

You can sign up for a mobile phone service in the UK and you can usually use an existing handset. When you first arrive, you can use your existing mobile phone service from home to make calls within the UK, but you are likely to be charged for an overseas call. Check with your home provider what rates they will charge for calls and text messages when you are outside your home country. You can also send emails from internet cafes and public access computers in public libraries in the UK: <https://www.gov.uk/local-library-services>

Travelling on the Underground is generally the quickest way to get around London and is one of the best ways to get to London's mainline stations for trains to take you to your place of study.

CHECKLIST FOR ONWARD TRAVEL

Once your preparations for arrival are complete, you should ask yourself the following questions:

- ◆ Have you got instructions on how to get to your place of study?
- ◆ Have you checked out your place of study on the internet?
- ◆ Have you seen a map of the UK and the location of your first place of study?
- ◆ Do you know the length of time of any onward journey from the airport?
- ◆ Do you know about the information desks at the airport?
- ◆ Do you know how to use public transport, e.g. the Underground, buses and trains?
- ◆ Have you arranged accommodation if you need to stay overnight in London?
- ◆ Have you made sure you obtained a receipt for your deposit that includes the date, the amount paid and the words 'deposit for accommodation'?



SETTLING IN

Accommodation

It's always best to arrange accommodation in the UK before you leave home, but if for any reason you haven't been able to do this, here is some practical advice.

Think carefully about your needs. For example, how close is the accommodation to your place of study? Is there good public transport? How much will it cost? Are you near shops and facilities? How big is your room? How secure is it? Will you have enough quiet and privacy for study? And so on.

Then start by going to the accommodation office at your place of study, where they will be able to advise you on all of this and more.

To have the best chance of securing accommodation at your place of study you must:

- ◆ Apply as soon as you can.
- ◆ Fully complete any accommodation forms and return them before the deadline date.
- ◆ Confirm your accommodation arrangements with the accommodation office at your place of study before you arrive in the UK.
- ◆ Be prepared to have to pay for accommodation in advance, if necessary.
- ◆ Not bring any family with you unless you have booked accommodation for them in advance.

Where it is not possible to book accommodation in advance, you will be asked to meet the accommodation officer at your place of study, who should be able to help you find permanent accommodation.

University/college accommodation

Most universities and colleges have their own accommodation office and this should be the first place you go to ask about accommodation. Most institutions provide accommodation for single and unaccompanied married international students in a hall of residence (either full-board or self-catering) or a self-catering shared house or flat. Space is usually limited, so applications for such accommodation should be made as soon as you have been accepted on your course and certainly before the required deadline.

Private accommodation

The accommodation office at your institution may be able to help with this too. The office may keep lists of private accommodation available in the area, and some offices may even help you arrange a booking.

The most usual type of private accommodation is a room in a house, sharing facilities. Renting a furnished house or a flat is likely to be expensive, especially in city centres, and quite difficult to find. A good way of making this affordable is to share with other students. If you do this, make sure you agree beforehand on how you will share costs.

You will have to do your own cooking and cleaning, and in some cases, will need to provide your own bed linen and cooking equipment. Ask the landlord about these things.

You may decide to stay in lodgings, as part of a family. This will give you the opportunity to speak English on a regular basis. But be sure to discuss any 'house rules' with your hosts first.

Whatever type of private accommodation you decide on, you will need to meet the owner of the property so that you can see it for yourself, and discuss the rent.

Do not sign any accommodation contract you do not understand, as contracts are legally binding. If you are unsure, take a copy of the agreement to your college accommodation officer or student welfare officer for their advice.

If you decide to move in, ask for a tenancy agreement that both you and the owner will sign. This will set out the agreement between you.

You will probably be asked to pay a deposit before you can move in (usually equivalent to one month's rent). This will be given back to you when you leave, provided all the bills have been paid and there is no damage to the property or its contents. Make sure you get a receipt for this.

If you rent a property from a private landlord or property management agent and you pay a deposit, they must protect your deposit in a government-authorised scheme.

You can get further guidance at the websites below:

<https://www.gov.uk/tenancy-deposit-protection>
<https://www.gov.uk/private-renting>
<https://www.gov.uk/private-renting-tenancy-agreements>

You may be asked to sign an inventory for all the items listed in the property. Get a copy of this and a receipt for all the rent payments that you make. Always ask for a rent book in which your payments can be recorded.

You may have to use a card for the electricity and gas that you use. In some situations it will make more sense to share bills for lighting and heating with other tenants, but make sure you agree beforehand on how the costs are to be shared.

You should not bring your family to the UK until you have found suitable accommodation for them. University accommodation is very limited and it can be extremely distressing and very expensive for a family if they have to stay in a hotel for a long time. The best thing is to travel to the UK first to arrange family accommodation. This also gives you time to consider the amount of space you need, heating costs, safety, local amenities, and so on.

Disabled students

UK institutions are legally required not to discriminate against disabled students, and not to treat them less favourably than students without a disability. Institutions are also required to make adjustments to services for disabled students so that they are not disadvantaged in comparison with non-disabled students. These laws apply to international students as well as to students who are UK citizens.

Council Tax

In the UK most people over the age of 18 have to pay a charge for local community services, such as the police, fire brigade, rubbish collection and leisure services, and this is called Council Tax.

If you live in an educational institution's halls of residence, a hostel owned by a charity, or share a home with other full-time students or with your family, then you should not have to pay this tax. If you live anywhere else you may have to pay it. The exact amount will depend upon where you are living: <https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Council-Tax>

Your students' union or Citizens Advice Bureau can usually help with Council Tax problems: www.citizensadvice.org.uk

Checklist

- ◆ View the property.
- ◆ Tenancy agreement.
- ◆ Deposit.
- ◆ Inventory.
- ◆ Rent book.
- ◆ Payment of bills.
- ◆ Council Tax.

Banks and money

Long-term students need to open a bank account as soon as possible, ideally with one of the banks on campus, or nearby. Many banks offer special facilities and schemes for students and the bank's financial advisers can help you organise your account. You will need to take your passport and the letter of acceptance from your place of study with you, together with proof of your addresses at home and in the UK, and a reference and statements from your home bank when you go to open your account.

Most banks in the UK are open from 09.30 to 16.30 Monday to Friday (some are also open on Saturday mornings). But if you have a cash card for your account you can use a cash machine at any time of the day, on any day of the week.

Banks in Scotland and Northern Ireland issue their own notes. While they can be accepted as currency in England and Wales they are not 'legal tender', so can be refused. If you have a large number of Scottish or Northern Irish bank notes and are travelling to England, it is advisable to have them changed to English notes at a bank before your visit.

Try to find out as much as you can about banking in the UK before you get here and visit <https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account> and ask your college or university what your options are for paying fees, so you'll know what facilities you'll need. Then contact your bank in your home country and ask:

- ◆ How best to transfer your money to the UK.
- ◆ About running a bank account in the UK.
- ◆ Whether your bank has a special relationship with any UK banks.
- ◆ Whether you can use cash cards from your home bank in cash machines in the UK.

It is important not to overspend on your account, as you can incur charges if your account is overdrawn. If you need to spend more money than you have in your account, then you need to talk to the bank's student adviser about arranging an overdraft: <https://www.moneyadviceservice.org.uk/en>

Medical reports

You should have a health check at least four weeks before you leave for the UK. Don't leave this to the last minute, as you won't have enough time to readjust to any medication before starting out on your journey and course of study.

You should also obtain a copy of your chest X-ray certificate (if required) and carry it with your offer letter, as you may have to produce this at passport control. This may avoid having to have another X-ray.

Medical costs in the UK

- ◆ If you are using the six-month 'student visitor' route or the six-month 'short-term student' route you should make sure you have private health insurance from the beginning of your stay.
- ◆ Those who have paid the health surcharge are entitled to free healthcare under the UK's National Health Service (NHS): <https://www.gov.uk/healthcare-immigration-application> This includes access to a family doctor (called a general practitioner or GP) and most hospital treatment, although there are charges for some services such as prescriptions.

- ◆ Many students who will be here for less than six months can also access free NHS healthcare, for example, EU students and nationals of countries with which the UK has a reciprocal health agreement. Full details of your healthcare entitlement, as well as advice on staying healthy, can be found at: <https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>
- ◆ If you are entitled to NHS care, you should register with a GP near your accommodation within the first few days of arriving in the UK. Find your local GP on the NHS website: <https://www.england.nhs.uk/contact-us/how-can-we-help/how-do-i-choose-and-register-with-a-gp/>; <https://www.nhsinform.scot/scotlands-service-directory>
- ◆ We advise you to register separately with a dentist. You should ask for NHS treatment when you register but be aware that there is a charge for dental treatment. You can find local dentists using the NHS website: <https://www.england.nhs.uk/contact-us/how-can-we-help/how-do-i-find-an-nhs-dentist/>; <https://www.nhsinform.scot/scotlands-service-directory> If you are registered with the NHS you are entitled to the services of an NHS dentist, although dental treatment is not free.
- ◆ You can register with any local optician of your choice. There is a fee for eye tests and all eye treatment.
- ◆ NHS inform is a new national health information service for Scotland. It provides a co-ordinated approach and a single source of quality-assured health information for the public in Scotland: <https://www.scot.nhs.uk/>

- ◆ Reciprocal healthcare agreements are limited to hospital treatment of some illnesses that arise during your visit to the UK (i.e. which did not exist before your arrival).
- ◆ If you are ill and unable to attend your training course you must inform your academic tutor of the cause of your illness.

Climate and clothing

The UK has a temperate climate, with few extremes. But the weather here is famously changeable, so be prepared. It can be quite wet and cold in the winter (roughly November to March). A warm topcoat, hat, scarf, gloves and an umbrella are a good idea. It also gets dark early. Summers can occasionally be showery and overcast, but are mostly pleasant and rarely extremely hot. The days are long and it stays light until late in the evening.

Keeping healthy

The best way to stay healthy while you're in the UK is the same way to stay healthy when you're at home: eat healthy foods, exercise fairly regularly, and make sure you get enough sleep.

Eating a balanced diet (a selection of foods) can be a challenge when you first arrive – the food in the UK may be very different from what you're used to.

Try to eat, every day:

- ◆ Lots of fresh fruit and vegetables.
- ◆ Some bread, potatoes, rice, noodles or pasta.
- ◆ Some protein, such as beans, lentils, eggs, fish or meat.
- ◆ Some milk, cheese, yogurt or soy products (e.g. soy milk, tofu).

Try to get some exercise several times a week. Most colleges and universities in the UK offer lots of opportunities to practise your favourite sport or learn a new one. If you don't like sport, try an exercise class, or go for a long walk.

Travelling to a new country with a different climate and different foods can cause small health upsets. You may develop minor illnesses such as coughs and colds. If you haven't had these symptoms before, they may seem worrying at first, but don't be alarmed – these problems are usually easy to treat and advice can be given by a pharmacist at your local chemist. You may need to make an appointment to see your doctor, and remember to explain any changes in your lifestyle that might be affecting your health.

Meningitis and septicaemia

When you have registered with a local doctor you should make an appointment to be immunised against meningitis and septicaemia. This immunisation is free of charge and provides protection against the disease for three to five years.

Meningitis and septicaemia can kill in hours. Meningitis is the inflammation of the lining around the brain and spinal cord. Septicaemia is the blood poisoning form of the disease. The two forms of the disease have different symptoms – see <https://www.meningitis.org/symptoms> Early symptoms of meningitis are similar to flu, such as feeling feverish or suffering from an aching back or joints, headaches and vomiting. If any of the symptoms develop then you must get medical help urgently.

Further information is available from your college or university nurse or from the Meningitis Research Foundation: call the free helpline on +44 (0)80 8800 3344 or visit <https://www.meningitis.org/meningitis/check-symptoms/teens-young-adults>

Studying

Study methods in the UK may be very different to your own. Students in the UK use a variety of textbooks and often have to write extensively, use computers, and draw their own conclusions and analyses. In lectures and seminars note-taking is encouraged, and in small group tutorials you should be prepared to participate actively. You may have to carry out original research or participate in practical experiments and projects.

Personal and academic support during your stay

You may find that you need to speak to someone regarding problems you are experiencing that are adversely affecting your studies. In the first instance, you should discuss any problems affecting your studies with your personal tutor or welfare or personal supervisor.

Interview with a university counsellor

Anne Bentley is a Counsellor and Manager of the Student Wellbeing Services at the University of Plymouth.

We asked her a few questions about the work of counsellors in UK universities. To see the full interview and other interviews go to: <https://study-uk.britishcouncil.org/planning/advice-support>

WELL-BEING

Whatever the problem, you're never alone: <https://study-uk.britishcouncil.org/planning/health-safety> Ask for help at your place of study. There may be an international student advisory service, welfare tutors, main tutors, security staff or police on campus who are trained to offer advice and support to those who are experiencing personal problems.

You can always contact www.samaritans.org or call 116 123 free anytime, from any phone, 24 hours a day, 365 days a year.

You can also contact the Papyrus HOPELineUK. It also gives confidential suicide prevention advice and support to young people and others worried about them. Call +44 (0)800 068 4141, text +44 (0)7786 209697 or email pat@papyrus-uk.org

Opening hours

Monday to Friday: 10.00 to 22.00

Weekends: 14.00 to 22.00

Bank holidays: 14.00 to 22.00

Whether you are looking for support for your own mental health at university, support for a friend or loved one, or services that might be available to you as a student, help is available at Student Minds: <https://www.studentminds.org.uk/findsupport.html>

CHECKLIST FOR STUDYING

- ◆ Keep in regular contact with your personal academic tutor/supervisor at your place of study and let them know about any problems you may have that affect your studies.
- ◆ The student counsellor at your place of study, as well as the academic staff in your department, and your fellow students, can offer support and advice if you are having difficulties of any kind.
- ◆ Punctuality and attendance are particularly important. Absence without a valid reason, e.g. illness, will be looked upon very seriously and may be reported to UK Visas and Immigration (UKVI).
- ◆ You should let your place of study know of any doubts you have about the relevance or level of your course of study before you depart for the UK. It is extremely difficult to make changes to your course, course level or extensions to the agreed period of study after your arrival, and these are sometimes simply not permitted by UKVI.

CHECKLIST FOR SETTLING IN

- ◆ Have you arranged suitable accommodation?
- ◆ Do you know about Council Tax?
- ◆ Have you arranged your finances?
- ◆ Have you had a health check?
- ◆ Have you arranged medical insurance if you are not covered under the NHS?
- ◆ Do you know what to do if you become ill?
- ◆ Are you prepared for the differences in study methods used in the UK, and do you know where to seek advice if you have any difficulties?



OUT AND ABOUT

Shopping

If you are living in self-catering accommodation, shopping for food is likely to be a priority. Eating the right food, and enough of it, is vital for keeping healthy (see the previous section, 'Settling in').

You may find it easier to shop in self-service shops or supermarkets, where you can use a basket or trolley provided for you to carry the goods you intend to buy.

There are smaller shops, where you can buy specialised foods from overseas, and street markets, which are particularly good for fresh fruit and vegetables, often sold at low prices.

Because of the unpredictability of the British weather it is a good idea to wear several layers of clothes, a waterproof coat and sturdy shoes. An umbrella is essential. You can find good-quality, reasonably priced clothes in high street stores, but you can find bargains in street markets, and in the second-hand shops run by charities. These shops often have clothes that are almost new, at very low prices.

Leisure activities

On campus, the students' union usually organises all kinds of social functions and supports the many clubs and societies that you can join. Joining clubs is a good way of making friends.

Various activities are organised by local authorities, and you can join evening classes, including English language classes, which you can find out about at a local library or college.

HOST – a unique opportunity for international students

HOST is a voluntary organisation supported by the British Council, the Foreign and Commonwealth Office and many universities and colleges: www.hostuk.org

Volunteer hosts offer a friendly welcome and an insight into their customs and way of life. They enjoy meeting people from other countries, and can help you practise your English conversation.

There are hosts in most regions of the UK. Wherever your visit, you will be a guest rather than a tourist. Eating home-cooked meals and discovering regional practices are important parts of a HOST visit.

If you are interested, contact your international student adviser or HOST on info@hostuk.org. Alternatively, complete an application form on the HOST website:

www.hostuk.org/index.php/application/

Religion

Exploring life in the UK does not mean having to give up your own culture or religion. In the UK there are many people practising various faiths, and as the number of people from different cultures has grown, so have the facilities that allow them to lead a life according to their religious beliefs. Places of worship in most major cities and towns almost invariably include Hindu and Buddhist temples, mosques and synagogues, particularly if there is a large ethnic minority population. Today there are few places, other than remote areas, where the religious needs of people from other countries are not met.

The UK is a multicultural society: people from ethnic minorities now live in most areas and are a well-accepted and well-integrated part of the population. However, if you do experience any racial prejudice, speak to your student welfare officer.

Travelling around

Once you have established your study routine, you may want to take a break from your studies and travel beyond the town or city where you are living. Your time in the UK would be incomplete without spending some of that time enjoying what the country has to offer.

The cheapest way to travel is by coach – trains are more comfortable, and a lot quicker, but more expensive.

You can travel around quite cheaply with a student railcard or coach card. Full-time students attending courses of at least 20 weeks at a UK educational institution can buy a young person's railcard. You can get more information about student travel discounts from information centres at coach or railway stations, or ask at your place of study.

Your time in the UK can be a truly happy and rewarding experience – all you need to do is plan properly and keep in mind the information you are given at your pre-departure briefing.

Take the opportunity to read this booklet and you can be assured that there will always be people you can turn to for help and advice, wherever you choose to study in the UK.





USEFUL ORGANISATIONS

British Accreditation Council for Independent Further and Higher Education (BAC)

14 Devonshire Square
London EC2M 4YT, UK
T +44 (0)300 330 1400
info@the-bac.org
www.the-bac.org

British Council

Customer Service
Bridgewater House
58 Whitworth Street
Manchester M1 6BB, UK
T +44 (0)161 957 7755
www.britishcouncil.org
<https://study-uk.britishcouncil.org/>

English UK

47 Brunswick Court
Tanner Street
London SE1 3LH, UK
T +44 (0)20 7608 7960
F +44 (0)20 7608 7961
info@englishuk.com
www.englishuk.com
<https://study-uk.britishcouncil.org/>
www.britishcouncil.org/education/accreditation

National Union of Students

Macadam House
275 Gray's Inn Road
London WC1X 8QB, UK
T +44 (0)300 303 6602

www.nus.org.uk

(offers practical advice and information on student issues)

Tourism Northern Ireland

Floors 10–12, Linum Chambers
Bedford Square, Bedford Street
Belfast BT2 7ES, UK
T +44 (0)28 9023 1221
info@tourismni.com

Dublin

Block F2, EastPoint Business Park,
Clontarf, Dublin 3, Ireland
T +353 (0)1 865 1880
infodublin@tourismni.com

www.tourismni.com

Visit Scotland

Ocean Point One
94 Ocean Drive
Edinburgh EH6 6JH, UK
T +44 (0)845 859 1006
info@visitscotland.com

www.visitscotland.com

Scottish Youth Hostels Association

7 Glebe Crescent
Stirling FK8 2JA, UK
T +44 (0)1786 891 1400
info@syha.org.uk

www.syha.org.uk

UKCISA: UK Council for International Student Affairs

1st Floor, Noble House
3–5 Islington High Street
London N1 9LQ, UK
T +44 (0)20 7288 4330

www.ukcisa.org.uk

Visit Britain

Thames Tower
Black's Road
London W6 9EL, UK
T +44 (0)20 8846 9000

www.visitbritain.com

Visit Wales

T +44 (0)333 006 3001
info@visitwales.com

www.visitwales.com

Youth Hostels Association (YHA) – National Office

Trevelyan House
Dimple Road
Matlock DE4 3HY, UK
T +44 (0)1629 592 700
T +44 (0)800 0191 700 (Freephone)

www.yha.org.uk

FURTHER INFORMATION AND GUIDANCE

Student advice line

The information in the Student Advice Zone at www.ukcisa.org.uk will answer most of your questions.

But if you cannot find the information you need, you may want to speak to someone for further advice:

- ◆ If you are currently a student in the UK, contact an international student adviser in your college, university or students' union. They may be located in the international office, student services or an advice centre.
- ◆ If you are not yet in the UK, you could contact your local British Council office or the international office at the college or university where you plan to study.
- ◆ Alternatively, you can telephone the UKCISA advice line.

The advice line is open from Monday to Friday, 13.00–16.00 hours (UK time). UKCISA answer about 8,000 calls annually, so the telephone advice line is very busy. This is why they ask you to try to find the information on their website first, or contact an adviser in your college or university. If you do have difficulty getting through to the advice line, please keep trying, and you should get through eventually.

+44 (0)20 7788 9214

Standard national/international call charges apply.

Please note that UKCISA only give advice by telephone. They do not offer personal appointments or advice by email.

Textphone users

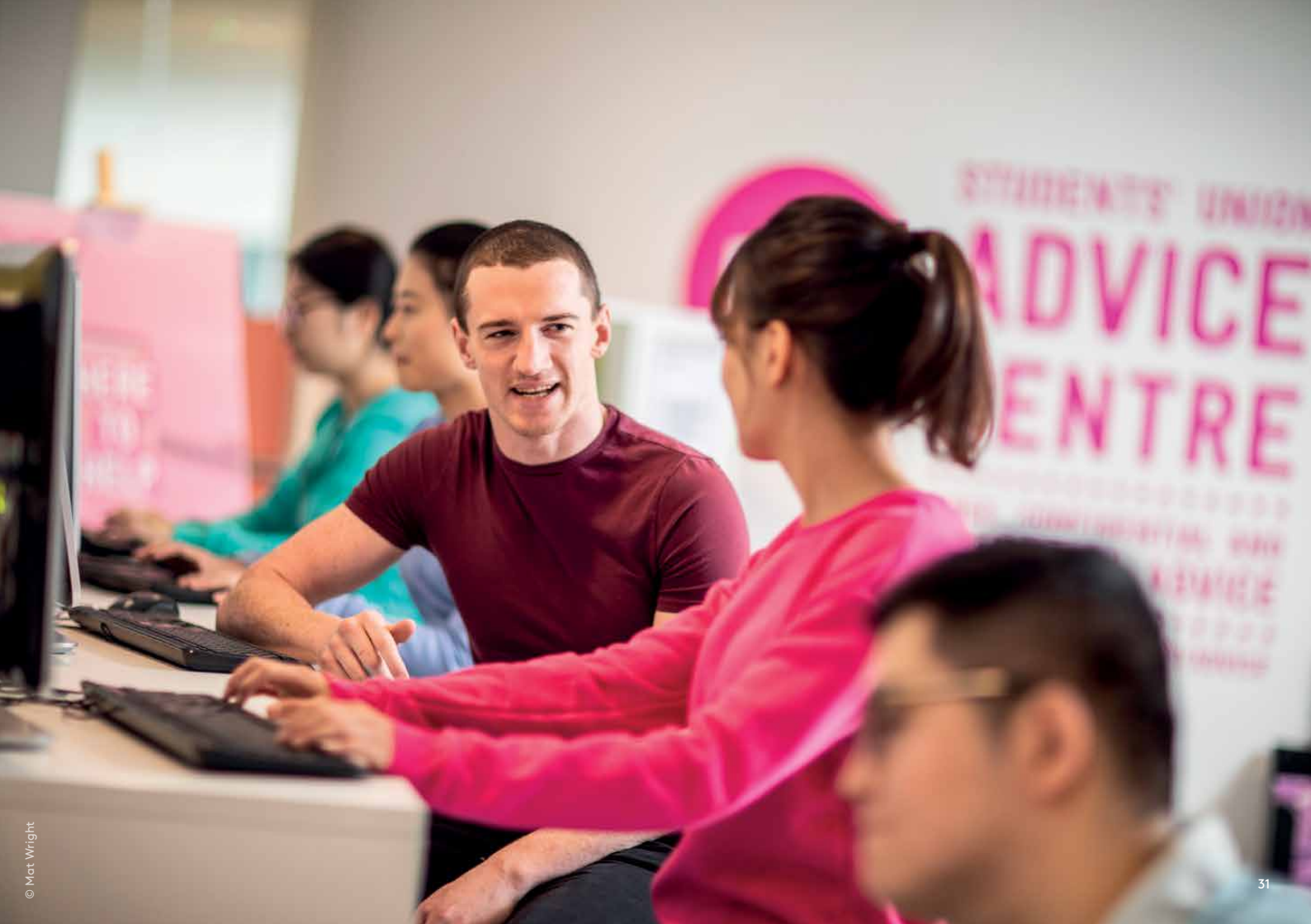
If you have difficulties with speech and/or hearing and you use a textphone, you can call the advice line using BT TextDirect.

+44 (0)151 494 1260

In both cases, you will be connected to an RNID Typetalk operator who will translate your typed words to voice and their spoken words to text.

Alternatively, you can write to them at:

UKCISA
1st Floor, Noble House
3–5 Islington High Street
London N1 9LQ, UK



ACT

ACTION
COUNTERS
TERRORISM

<https://act.campaign.gov.uk/>

Why Act?

The police and the security and intelligence agencies depend on information from the public. By looking out for suspicious activity and reporting it to the police, in confidence, the public can help keep themselves, their family and their local community safe. They may see or hear something that could be that vital piece of information needed to stop a terrorist attack.

Although terrorism is rare in the UK, recent events clearly demonstrate that an attack could happen at any time or place without warning. The current threat to the UK stands at severe, which means an attack is highly likely.

By working together with the police, staying alert and thinking about your safety and security at home or when you are out and about, you can make it harder for terrorists to plan or carry out an attack.

You should report suspicious activity or behaviour – anything that seems out of place, unusual or just doesn't seem to fit in with everyday life.

These are just some examples of suspicious activity and behaviour which could potentially be terrorist related:

- ◆ Anyone hiring or acquiring large vehicles or similar for no obvious reason.
- ◆ Anyone buying or storing a large amount of chemicals, fertilisers or gas cylinders for no obvious reasons.
- ◆ Anyone taking notes or photos of security arrangements, or inspecting CCTV in an unusual way.
- ◆ Anyone visiting the dark web, ordering unusual items online or carrying out unusual bank transactions.
- ◆ Anyone who has illegal firearms or other weapons or has shown an interest in obtaining them.
- ◆ Anyone holding passports or other documents in different names, for no obvious reasons.
- ◆ Anyone who goes away travelling for long periods of time but is vague about where they're going.

Report potentially crucial information about suspicious activity confidentially to the police free on +44 (0)800 789 321.

If you would prefer to report information online rather than over the phone, you can do so via <https://www.gov.uk/act>

Always remember, if something is occurring now, call 999.



