

INTERNATIONAL AND EUROPEAN STUDENT ARRIVAL GUIDE 2022



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.

The orientation programme is designed to provide you with information and advice to ensure you receive all the support you need to get the best from your time at UWE Bristol.

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!

Nic, Carmen and Bree
Global Student Support Team

If you need any help or advice please contact
globalstudents@uwe.ac.uk

Facebook @uwebristolglobal
Instagram @uwebristolglobal

+44 (0) 117 32 86964
+44 (0) 117 32 83107
+44 (0) 117 32 83742
(WhatsApp available)
+44 (0) 7973 679835/
+44 (0) 7966 152072

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/life/preparing-and-arrival-before-arriving-international – 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. **my.uwe.ac.uk**

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. **uwe.ac.uk/courses/fees**

Be aware of fraud

Students are being approached by individuals offering to pay their fees at reduced rates or under special conditions. Fraudsters may present themselves as legitimate agencies or associates, they may be a friend. Never respond to these offers and **always pay your tuition fees direct to UWE using the authorised payment methods**. Information on paying your fees is available **uwe.ac.uk/courses/fees/paying-your-fees**

If you believe you have been a victim of fraud or have any questions contact us. If you are experiencing difficulty making payment contact credit control. **uwe.ac.uk/courses/fees**

Visa and passport scanning

If you need a visa to study in the UK, we'll need to check and scan your documents as soon as you arrive and every year after that. We can do this once you have completed your online registration.

We'll have a Passport Check and BRP Collection Point on Frenchay Campus for you to have your passport, visa and qualifications checked.

uwe.ac.uk/life/preparing-and-arrival/passport-and-visa-checking-international

Submit a photo via myUWE

Remember to upload a photo for your university ID card.

Attend the 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. **go.uwe.ac.uk/orientation**

Find out more on page 7.

We encourage you to regularly visit the international students events website for information about current and future events! **uwe.ac.uk/events/international-student-events**

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.

courses.uwe.ac.uk/joining

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/**

- Follow the Steps to register with the police. **uwe.ac.uk/courses/international-study/visas/your-responsibility/police-registration**

You cannot save your application

and go back to it later, so make sure you have all the information you need before you begin.

You'll need:

- Your personal details, including contact details, UK address and postcode
- A family member's details (if applicable)
- Your passport and Visa/travel details – if you do not have your BRP you can use the information provided in the letter from UKVI which was sent to you when your visa was processed
- Your study or employment details
- The ability to upload a passport style photograph

When you have completed the registration, you will need to make an appointment to register in person– this should be arranged for a time after you have completed any required period of

self-isolation and collected your BRP. Visit the Avon and Somerset Police website for the latest updates and current changes.

www.avonandsomerset.police.uk/apply/foreign-national-registration/

For further guidance, you can contact the UWE Immigration team.

immigrationadvice@uwe.ac.uk

Check you have your IT login details

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

If you didn't receive these, contact **UserIDLetter@uwe.ac.uk** 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 confirming your student status and residential address.

To get a bank letter, complete the bank letter request form. The Information Point team will issue the letter for you.

uwe.ac.uk/life/money-and-finance/banking-and-finances

Register with a doctor

You must register with a doctor. It's crucial that you register with the doctor in order to receive general support and specific medical care. Please note non-registered students will cause a delay on the help, support and advice. 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/life/health-and-wellbeing/access-health-services/university-health-centre

Alternatively you can find doctors, dentists and opticians close to where you live on the National Health Service.

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.

Coronavirus guidance

The most up-to-date guidance can be found on the Government's website **gov.uk/coronavirus**

We also encourage you to regularly check **uwe.ac.uk/news/coronavirus** for up to date and accurate information.

Driving in the UK

Before driving any vehicle in the UK, you should check that you meet all of the legal requirements; and that you are aware of the correct procedures, which may be very different from your home country. Find out more information on UKCISA including learning to drive in the UK **ukcisa.org.uk/information-advice/studying--living-in-the-uk/driving#layer-4076**

Existing driving licence:

You can use the tool on the Government website to check whether you can use it to drive in the UK. **gov.uk/driving-nongb-licence**

International and EU 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. This includes a range of activities to introduce you to university life, the wider city of Bristol, and plenty of fun social events run by the Students' Union. View all the events planned for orientation:

uwe.ac.uk/events/international-student-orientation

We know it's important for you to settle in quickly. Our events will help you settle into your surroundings and study successfully at UWE Bristol. You will have lots of opportunities to meet your international peers and connect with other students.

The Students' Union events

Visit **thestudentsunion.co.uk/community/hallslife/events/** for everything the Students' Union have to offer to help enrich your university experience. You can find out more about

The Students' Union including sports clubs and societies during freshers' Week. Visit The Students' Union website for more information. **thestudentsunion.co.uk**

The Students' Union at UWE Bristol is a great place to socialise and build a community, which is an important part of life at university. Our national, faith, and identity societies are a great way of meeting people with the same interests or beliefs. So, we encourage you to join in and explore all the fun from baking, live music, outdoor cinema, sport, and many more!

Book your place at orientation:
go.uwe.ac.uk/orientation

Spaces are limited and will be allocated on a first-come, first-served basis.

Look out for

Global Welcome Breakfast from **Monday 17 January** at **9:00**

THE STUDENTS' UNION

The Students' Union at UWE Bristol

Look out for online social and physical events run by The SU!

Don't miss the chance to meet us at the Global Café: Supporting international study life in the UK on **Thursday 10 February at 14:30**

WELCOME

ABOUT US

THE STUDENTS' UNION IS RUN BY STUDENTS FOR STUDENTS

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OLUDOTICE

I BELIEVE I CAN

OUR SERVICES


Bristol – get to know your new city

Bristol is a city that's famous for its rebellious streak, independent thinking, and edgy creativity. With its beautiful historical buildings, fantastic shopping, vibrant festival celebrations, and diverse international cuisine it has won multiple awards and received national recognition. Bristol is a multicultural city and home to at least 45 religions, 187 countries of birth and over 91 languages. We're proud to be part of such multicultural and welcoming city.

(Source: State of Bristol Key Facts 2018–19 produced by Bristol City Council)

Life in Bristol

Explore Bristol online via uwe.ac.uk/life/discover-bristol. Whatever you're looking for, you'll be sure to find something to suit you and get the most from your student experience. Join in, have fun and explore the great opportunities with us. Find out the wonderful things that make Bristol the best city in the UK on visitbristol.co.uk



Discover more about what's it like to study at UWE Bristol as an international student at the **Global Welcome Breakfast**

Join us to meet the Global buddies to hear their top tips on adapting the UK on **Thursday 13 January** at the Global Café: My life at UWE Bristol

Sign up here
go.uwe.ac.uk/orientation



UWE Bristol is one of the diverse universities in England. It admits students from almost every part of the world. I found the lecturers and course staff very friendly and approachable. They always made sure that students could easily contact them when it was necessary and always provided a high level of support. UWE Bristol was my home away from home as I met wonderful people that were like my family.”

Mariam Afiwuaku, Ghana





Don't forget

UWE HallsLife is here to help you feel at home at UWE Bristol! From quizzes to cooking workshops, bingo to online fitness classes, games nights to free food extravaganzas.

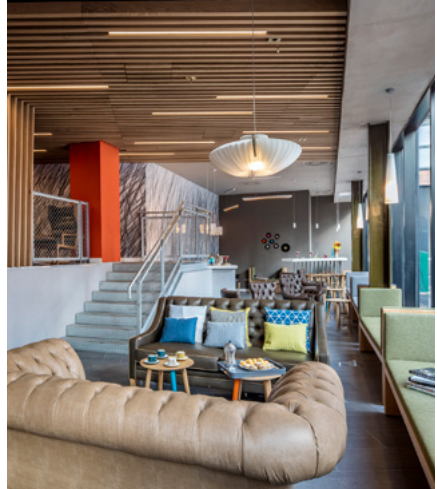
[thestudentsunion.co.uk/
community/hallslife/](https://thestudentsunion.co.uk/community/hallslife/)

Finding your new home in Bristol

We want you to feel at home from the moment you arrive, and that's why we offer a range of accommodation support for you. Wherever you choose to live, you can feel assured it will be safe, well-equipped, and comfortable.

Bristol is a big student city and there is a lot of student accommodation, but knowing where to look can be a bit tricky when you are overseas. The UWE Studentpad is an online accommodation platform to help you in your search for student houses, flats, and rooms to rent in Bristol and the surrounding areas.

uwestudentpad.co.uk/accommodation



Please note:

For further support with understanding your accommodation options, visit The Students' Union Advice Centre and download their International Student Accommodation Guide. You can also watch our private accommodation webinar for more information.


register.gotowebinar.com/recording/8104207045747882767

Starting Block

The Global Student Support team has put together a schedule of events for new international students, so you'll have everything you need to know before you start your life at UWE Bristol.

The Global Reception is available weekly from 10:00 to 14:00 (UK time). This is a friendly space where the Global Student Support team together with Global ambassadors will be available to help you with any enquiries you may have.

We can also signpost you to other services. Visit the Global Reception to learn more.
uwe.ac.uk/events/international-student-orientation



To book Orientation events,
you **MUST** complete the
registration form.
go.uwe.ac.uk/orientation

To book events hosted by
the Students' Union at
UWE Bristol, please visit
the **[thestudentsunion.
co.uk/ents/](https://thestudentsunion.co.uk/ents/)**

Eating and food shopping

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. It costs around £150. If you watch TV without a licence, you could be fined up to £1000.

tvlicensing.co.uk

Eating on campus

You can find a range of outlets conveniently located across all of our campuses on our map. Whether you want a hot main meal or a quick snack, to meet a friend for coffee or unwind with a post-study drink, we've got you covered.

uwe.ac.uk/about/services/hospitality

Food boxes

You can order your Food boxes to be delivered to your UWE accommodation to make shopping easy for you.

uwe.ac.uk/life/accommodation/current-students/self-isolation-in-accommodation/student-food-boxes



Online food shopping for students living off-campus

There are many ways people can get food or essentials delivered to your door.

Supermarkets that offer contactless deliveries include:

- Tesco ([tesco.com](https://www.tesco.com))
- Sainsburys ([sainsburys.co.uk](https://www.sainsburys.co.uk))
- Ocado ([ocado.com](https://www.ocado.com))
- Iceland ([iceland.co.uk](https://www.iceland.co.uk))
- Asda ([asda.co.uk](https://www.asda.co.uk))

Please be aware that many restaurants are offering delivery services. You will need to set up an account with a credit/debit card for payment. Most offer contactless deliveries, which can be requested on the app.

- Just Eat ([justeat.co.uk](https://www.justeat.co.uk))
- Uber Eats ([ubereats.com/gb](https://www.ubereats.com/gb))
- Deliveroo ([deliveroo.co.uk](https://www.deliveroo.co.uk))

You can find International food stores most of which are easily reachable from UWE Bristol campuses. [browzer.co.uk/uwe/your-guide-to-international-food-stores-in-bristol_121717](https://www.browzer.co.uk/uwe/your-guide-to-international-food-stores-in-bristol_121717)

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. Find out more information on SIM cards here uwe.ac.uk/life/preparing-and-arrival/airport-welcome-international

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.
- 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 online. Just Google 'HC1'.

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. **[uwe.ac.uk/study/study-support/academic-personal-tutor-programme](https://www.uwe.ac.uk/study/study-support/academic-personal-tutor-programme)**

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.

my.uwe.ac.uk

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 try attending our online tutorials. uwe.ac.uk/study/study-support/study-skills/online-learning

Library services

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

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.

uwe.ac.uk/study/study-support/study-skills/library-study-skills-support

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.

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 social and cultural events including the weekly Global cafe. There is a real sense of friendship and community among our international students and we cannot wait for you to join. **uwe.ac.uk/events/international-student-events**

You can also meet international students from across Bristol by engaging with the Bristol International Student Centre (BISC) which is a Bristol based charity supporting international students who study in our city. **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. **uwe.ac.uk/pal**

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).

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.

**[thestudentsunion.co.uk/
opportunities/societies/](http://thestudentsunion.co.uk/opportunities/societies/)**

Out-of-hours team

This team are available if you need a chat out-of-hours. 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.

Talk corner for international students

Part of UWE Talk Corners, an initiative led by the Multifaith Chaplaincy, this is an opportunity to join an informal self-help group. It is a safe place to chat and share the different challenges and joys we share in everyday life. All international students from all backgrounds are very welcome to join! Search Talk corner **info.uwe.ac.uk/events/eventlisting.aspx**

Same-day support chats

Homesick or lonely? Having difficulties with your housemates or tackling a difficult decision?

If you're facing a problem which doesn't fit the criteria of our specialist student support services and you would like general advice, we offer same-day short, focused meetings to address whatever your issue is and look at next steps. You can meet with someone sympathetic and objective to help you problem solve whatever your situation is.

uwe.ac.uk/life/health-and-wellbeing/get-wellbeing-support/same-day-support-chats

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

Feel Good Fortnight

This is here to help you kick off university in a healthy way. We'll be highlighting our 4 themes: relax, eat well, get active, try something new—whilst also giving you opportunity to win some exciting prizes!

uwe.ac.uk/life/health-and-wellbeing/feel-good

Money advice

You can access advice from our Money Advisers - they can help with budgeting and managing your money.

uwe.ac.uk/life/money-and-finance/student-money-service

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**

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.

Personal Safety

The university is committed to create an inclusive and supportive environment.

If a situation doesn't feel right or you feel troubled about others feeling embarrassed, harassed, bullied, abused, or discriminated against, get in touch.

+44 (0)117 32 82577

advice@uwe.ac.uk

thestudentsunion.co.uk

advice-centre/personal-safety/

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!

If you have an idea for a new society, The Students' Union will support you to set one up. **thestudentsunion.co.uk/opportunities/societies/**

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!

Check the Student Union website for most up to date information.
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** or online via **gov.uk/apply-national-insurance-number**. 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

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.

The **Bike Loan Scheme** is an initiative which aims to keep you active and also helps you to reduce your impact on the planet. With the scheme, you hire a bike to use for the year, which must be returned to The Students' Union at the end of each academic year.

thestudentsunion.co.uk/commercial-services/bike-loan-scheme/

The bike loan includes a D lock to keep your bike secured and a set of lights to make sure you are safe and visible on the roads.

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).

Sustainable transport and travel

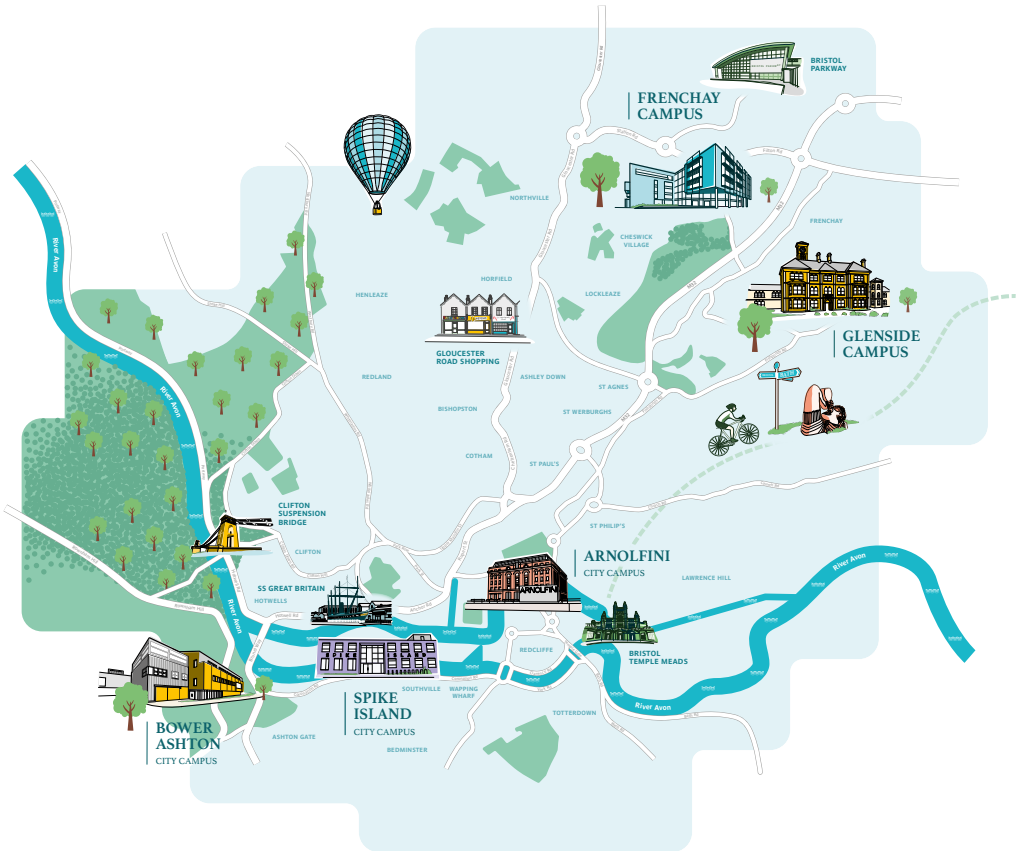
UWE Bristol is working hard to creating active, integrated travel, accessible to all students and staff. There are lots of eco-friendly options for getting to and from campus, and you can help make a real difference by making more sustainable travel options.

uwe.ac.uk/about/values-vision-strategy/sustainability/transport-and-travel

TIP:

You can now hire e-scooters as part of a UK government trial. Download the Voi-e-scooter for hire app to find the nearest scooter available. Make sure you read the important information and rules for users travelwest.info/projects/e-scooter-trial

Our campuses



For information about how to travel around Bristol, please visit the UWE website.

www.uwe.ac.uk/life/campus-and-facilities/getting-to-and-from-uwe

Our campuses

City Campus at Bower Ashton – **BS3 2JT**

Frenchay Campus – **BS16 1QY**

Glenside Campus – **BS16 1DD**

Useful contacts

It is very normal to you find yourself feeling homesick, shy, lonely or just a bit overwhelmed following your arrival at university. Remember you are not alone, and we are here if you need!

Download the International student app

The newly launched International Students app provides dedicated support for international students. From advice on health and well-being, to housing, finance and study support. It's filled with practical tips and advice to support you once you arrive in the UK, including making friends and learning the English language.

The app is available on both iPhone and Android.

General

Information Points:

0117 32 85678 / infopoint@uwe.ac.uk

Global Student Support:

+44 (0)7973 679835

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

Out of hours team: 07814 791212

INFORMATION POINTS

Email: infopoint@uwe.ac.uk

Telephone: +44 (0)117 32 85678