

# INTERNATIONAL AND EUROPEAN STUDENT ARRIVAL GUIDE 2020–21



# 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!

**Bree, Carmen and Sylwia**  
**Global Student Support Team**

If you need any help or advice please contact  
**[globalstudents@uwe.ac.uk](mailto:globalstudents@uwe.ac.uk)**

**+44 (0) 117 32 86195**

**+44 (0) 117 32 83107**

**+44 (0) 117 32 83742**

**+44 (0)7973 679835**

**(WhatsApp available)**

**Facebook [@uwebristolglobal](#)**

**Instagram [@uwebristolglobal](#)**

# 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](http://uwe.ac.uk/life/preparing-and-arrival) – but here’s an overview to get you started.**

## Register online and pay your tuition fees

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

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

## Fraud Warning

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.**

If you believe you have been a victim of fraud or have any questions contact UWE. Students experiencing difficulty making payment should contact credit control.

## 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 Welcome Hub on Frenchay Campus for you to have your passport, visa and qualifications checked.

## Student ID card

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

## Receiving your ID card

We will post your ID card to you.

Once you've registered online via myUWE and uploaded a photo for your ID card, please ensure your home address is up to date in myUWE and your term time address is added once known. That way we can get your ID card out to you at the right place, at the right time.

## 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.

This year all our Student Orientation sessions are delivered online using Blackboard Collaborate\*. It is an easy, convenient, and interactive web-based tool that provides you the best connection experience with us. Details of the programme and information how to book can be found in the Orientation Programme section of this guide and

on the international student orientation website. We encourage you to regularly visit international students events website **[uwe.ac.uk/events/international-student-events](https://uwe.ac.uk/events/international-student-events)** for information about current and future 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.

## 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 police guidance about next steps

You can find more guidance on here **[uwe.ac.uk/courses/international-study/visas/your-responsibility](https://uwe.ac.uk/courses/international-study/visas/your-responsibility)** or by contacting UWE Immigration team

## Check you have your IT login details

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

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

## Connect to the WiFi

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

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

Your password is your university password.

## Open a bank account

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

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

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

To get a bank letter, complete the bank letter request form available at **[uwe.ac.uk/newinternationalstudents](https://uwe.ac.uk/newinternationalstudents)** (under the 'Open a bank account' section). The Information Point team will issue the letter for you.

Further information and advice about choosing bank account can be found here [uwe.ac.uk/life/money-and-finance/banking-and-finances](https://uwe.ac.uk/life/money-and-finance/banking-and-finances)

### TIP:

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

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

## Register with a doctor

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

[uwe.ac.uk/healthcentre](https://uwe.ac.uk/healthcentre)

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

## Corona virus guidance

The most up-to-date guidance can be found on the Government's website [gov.uk/coronavirus](https://gov.uk/coronavirus)

We also encourage you to regularly check the University's official communication channels for up to date and accurate information.

[uwe.ac.uk/news/coronavirus](https://uwe.ac.uk/news/coronavirus)

## Student Orientation Programme

The Student Orientation Programme is open to all new undergraduate and postgraduate students and will be delivered online through the Blackboard Collaborate platform\*. The 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. 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!

We know it's important for you to settle in quickly. All key events highlighted below will help you settle into your surroundings and study successfully at UWE Bristol. Our programme provides opportunities to meet your international peers and connect with other students.

Visit Welcome 2020 for a complete **schedule** of all the Students' Union social events taking place in the autumn term. You can join the **Virtual Freshers Fair** and find out about everything that the Students' Union, **sport clubs**,

**societies**, and UWE Bristol itself has to offer.

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!

### Please note:

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

### Look out for

The opportunity to join us to meet your Students' Union president and your societies on **Thursday 1 October**



# THE STUDENTS' UNION

## Virtual Freshers Fair

on Friday 9 October  
visit us at the  
Freshers Fair

WELCOME

ABOUT IIS

THE STUDENTS' UNION  
IS RUN BY STUDENTS  
FOR STUDENTS

OUR  
SERVICES

HIZZLEPUFFS  
OUTDOOR  
I BELIEVE  
I CAN



# Using Blackboard Collaborate



**All our Student Orientation sessions are delivered online using Blackboard Collaborate\*. It is an easy, convenient, and interactive web-based tool that provides you the best connection experience with us.**

Tips to get started:

- Please make sure you use **Google Chrome** as your browser when logging in on your computer.
- You can also join by downloading the **Blackboard application** on your phone or tablet.
- More information about Blackboard Collaborate:
  - Video User **Guide**
  - Text User **Guide**
- Close other programs and streaming services on your computer except for the browser you are using for your Collaborate session.
- Limit video use, only use video during the session only when you are talking or necessary.

*\*Blackboard works best on Chrome, or Firefox. Use the **Blackboard Collaborate Ultra Student Guide***



### Best practice:

- Be on time – arrive 5-10 minutes early so you can introduce yourself, and give everyone a chance to get to know you.
- Mute yourself when not speaking – to avoid background noises distracting others.
- Raise your hand – if there is no opening to speak. Type your question and feedback in the chat box. One of the team staff will get back to you.



# 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 Bristol's Discover Bristol** pages. These are **360-degree view** videos showing different aspects of our vibrant city. 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.

## Visit Bristol's Tip

We are delighted to have Visit Bristol as our special guest on **Tuesday 22 September** (repeated on **Thursday 22 October**) Join us to discover all the wonderful things that make Bristol the best city in the UK. Find out more about **Visit Bristol**.

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Find out more about what's it like to study at UWE Bristol as an international student on **Thursday 1 and Wednesday 7 October**

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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

Register to attend the  
Accommodation orientation  
session:

- Monday 5 October  
at 14:00–15:00  
(repeated same time on  
Wednesday 21 October)
- Monday 12 October  
at 14:00–15:00

# 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.



## 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.





# Block ZERO (Autumn Term)

The virtual Global Lounge is available on **Monday, Wednesday and Friday**, from 11:00 to 14:00 (UK time). This is an online space where the Global Student Support team together with student ambassadors will be available to help you with any enquiries you may have. We can provide guidance on finding accommodation, returning to campus queries and explaining how to use the UWE online system. We can also signpost you to other services. Visit the **Global Lounge** to learn more.



To book the Orientation events, you **MUST** complete the **registration form**.

To book event hosted by the Students' Union at UWE Bristol, please visit the **webpage**.

## Week One:

**Monday 21 September 2020 to Friday 25 September 2020**

| Event  | Description  | Date/<br>Time                     | Location                                 |
|--|--|-----------------------------------|--|
| <b>Welcome for new International and European students</b> | A welcome from the Global Student Support team. This session will cover advice and information on how you can make the most of your time in the UK, as well as practical information such as registering with a doctor or opening a bank account. We will provide you with all the support you need to settle into the university!   | Tues<br>22 Sept<br>14:00 – 15:00  | <b>Online Blackboard webinar</b>         |
| <b>Global Café: Feeling at home in Bristol</b>             | Life in a new social, cultural and academic environment is exciting but can feel challenging. Whether you've recently arrived in Bristol or you've been here for some time, there's lots of support to help you feel at home. Join us with the Bristol International Student Centre to find out about some of the things to do in this fantastic city – from the centuries-old heritage and where to eat out and the best markets to find a bargain. There will be a fun Bristol quiz to take part in too! <b>(repeated same time Thursday 22 October)</b> | Thurs<br>24 Sept<br>14:30 – 15:30 | <b>Online Blackboard webinar</b>         |
| <b>Bake Along with Ella!</b>                               | Join Ella for a "Bake Well Being" for a virtual bake-along! As part of the UWE Feel Good Fortnight, we'll be discussing Mindful Eating while making and baking two simple but tasty study snacks. All you have to do is get your ingredients and tune in to our lunchtime UWE Bristol Instagram at 1pm!  | Fri<br>25 Sept<br>13:00 – 14:00   | <b>UWE Bristol Instagram @uwebristol</b> |

## Week Two:

**Monday 28 September 2020 to 2 October 2020**

| Event   | Description  | Date/<br>Time                   | Location  |
|---|--|---------------------------------|---|
| <b>Wellbeing Walk</b>   | Join the Centre for Sport on their Instagram live for a virtual walk. Put your trainers on, grab your camera to capture some nature. Let's get out together for some fresh air, and get our steps in!  | Wed<br>30 Sept<br>12:30 – 13:30 | <b>UWE Bristol Sport Instagram @uwebristolsport</b> |
| <b>Money Matters</b>  | This session will tell you all you need to know about what costs to expect while you study, tips for working in the UK, and opening a bank account. The Student Money Service will help you develop or improve financial skills, knowledge and confidence while you study at UWE Bristol. <b>(repeated same time Tuesday 6 October)</b>  | Wed<br>30 Sept<br>14:00 – 15:00 | <b>Online Blackboard webinar</b>                    |
| <b>Global Café: Supporting international study life in the UK</b> | Get to the know The Students' Union at UWE with an introduction from this year's President, Augusta Chidinma Nnajiofor. This will then be followed by VP Societies and Communication, Samuel Ikpe, who will be speaking about how you can get involved with the 100+ societies at UWE Bristol. We will then welcome you to UWE Bristol and give you some top tips on living standards in the UK. | Thurs<br>1 Oct<br>14:30 – 15:30 | <b>Online Blackboard webinar</b>                    |

| Event                                     | Description  | Date/<br>Time                | Location                         |
|---|--|------------------------------|----------------------------------|
| <b>An Introduction to British Culture</b> | An informal session designed to help you settle into your new cultural environment. The session will give you the chance to explore common traits in British thinking and behaviours and give you an opportunity to ask questions you have about British culture | Fri 2 Oct<br>14:00–<br>15:30 | <b>Online Blackboard webinar</b> |



## Week Three:

**Monday 5 October 2020 to Friday 9 October 2020**

| Event   | Description  | Date/<br>Time                  | Location                         |
|---|--|--------------------------------|----------------------------------|
| <b>Looking for accommodation in Bristol?</b>                | If you are looking for accommodation, then The Students' Union advisers will be available during this virtual session to help you with general queries you may have such as where to look, what to consider when looking i.e. budget, location, who to live with, types of accommodation, as well as tenancy checking and information about deposits. <b>(repeated same time Wednesday 21 October)</b> | Mon<br>5 Oct<br>14:00 – 15:00  | <b>Online Blackboard webinar</b> |
| <b>Money Matters</b>  | This session will tell you all you need to know about what costs to expect while you study, tips for working in the UK, and opening a bank account. The Student Money Service will help you develop or improve financial skills, knowledge, and confidence while you study at UWE Bristol.   | Tues<br>6 Oct<br>14:00 – 15:00 | <b>Online Blackboard webinar</b> |
| <b>Student Panel Discussion:<br/>My Life at UWE Bristol</b> | Ask questions and hear life experiences from our Global buddies. They will be sharing their top tips on adapting the UK as an international student. This will be the chance to find out how to get the most out of your time at UWE Bristol and ask questions. <b>(repeated the same time Tuesday 20 October).</b>  | Wed<br>7 Oct<br>14:00 – 15:00  | <b>Online Blackboard webinar</b> |

| Event                                  | Description   | Date/<br>Time                     | Location                                 |
|--|---|-----------------------------------|--|
| <b>Global Café:<br/>Meet your PALs</b> | UWE Peer Assisted Learning (PAL) can help you increase your academic confidence, make friends, and boost your resilience. This is an opportunity to meet current PAL leaders and learn about the benefits of engaging with PAL sessions, as well as how to become a PAL Leader. Who knows, maybe you will become a PAL leader next year. Just come along and be curious!  | Thurs<br>8 Oct<br>14:30–<br>15:30 | <b>Online<br/>Blackboard<br/>webinar</b> |
| <b>Virtual Freshers' Fair</b>          | In the true spirit of 2020, Freshers' Fair is going virtual! While we may not be coming at you in our normal style, that doesn't mean you won't get the chance to learn about everything on offer at The Students' Union at UWE. We will still have our sports clubs, we will still have our societies, and yes, we will still have freebies as well as games and competitions. The Fair will give you a chance to try new things and connect with other students. So, whatever your set up, wherever you are, join us at this year's virtual Freshers' Fair. | Fri<br>9 Oct<br>12:00–<br>17:00   | <b>SU Webpage</b>                        |



## Week Four:

### Monday 12 October 2020 to Friday 16 October 2020

The virtual Global Lounge is available from **Monday to Friday**, from 11:00 to 14:00 (UK time). This is an online space where the Global Student Support team, together with student ambassadors, will be available to help you with any enquiries you may have. We can provide guidance on finding accommodation, returning to campus queries and explaining how to use the UWE online system. We can also signpost you to other services. Visit the **Global Lounge** to learn more.

| Event   | Description  | Date/Time                      | Location                         |
|---|--|--------------------------------|----------------------------------|
| <b>Got accommodation – but what's next?</b>               | This session will cover information on moving in, inventory, paying bills, how to get on with your new neighbours, as well as the relationship with your landlord or rental agency. Come along and speak to the Students' Union advisers, who will help you with any issues or concerns you may have about the property you are renting. | Mon<br>12 Oct<br>14:00 – 15:00 | <b>Online Blackboard webinar</b> |
| <b>Supporting International: Career and Employability</b> | UWE Bristol is uniquely placed in offering international students a highly tailored package of career support and expertise. Join us to find out how to best use your time at UWE Bristol to build your CV and maximise your employability, and how our award-winning careers service can help you to achieve this.                      | Wed<br>14 Oct<br>14:00 – 15:00 | <b>Online Blackboard webinar</b> |

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| Event   | Description  | Date/<br>Time                    | Location                         |
|---|--|----------------------------------|----------------------------------|
| <i>Continued</i><br><br><b>Supporting International: Career and Employability</b>                             | All this, of course, will be presented with both eyes on the current situation, including how international students can succeed with virtual job applications, interviews, and other online activities.   | Wed<br>14 Oct<br>14:00 – 15:00   | <b>Online Blackboard webinar</b> |
| <b>Global Café: Communicating Across Cultures - Developing the skills and mindset for your global futures</b> | Global Café: Communicating Across Cultures - Developing the skills and mindset for your global futures<br><br>An interactive workshop delivered by Kynfolk who will cover how to be clear in your intercultural communications, how to be a creative and active listener when we are working in a diverse language environment, and how culture can impact on communication. | Thurs<br>15 Oct<br>14:30 – 15:30 | <b>Online Blackboard webinar</b> |
| <b>UK Visa and Immigration</b>  | Join the Immigration Advice Service at UWE Bristol for an interactive session providing top tips on living in the UK with a Tier 4 visa.<br><br>A chance to find more about BRP collection, conditions of your visa, working during your studies, as well as BRP safety, extending your visas, and post-study options.   | Fri<br>16 Oct<br>14:00 – 15:00   | <b>Online Blackboard webinar</b> |

## Block ONE:

### Monday 12 October 2020 to Friday 16 October 2020

The virtual Global Lounge is available from **Monday** to **Friday**, from 11:00 to 14:00 (UK time). This is an online space where the Global Student Support team together with student ambassadors will be available to help you with any enquiries you may have. We can provide guidance on finding accommodation, returning to campus queries and explaining how to use the UWE online system. We can also signpost you to other services. Visit the **Global Lounge** to learn more.

| Event   | Description   | Date/Time                       | Location                         |
|---|---|---------------------------------|----------------------------------|
| <b>Healthcare for International Students</b>            | If you are new to the UK and would like to understand the accessible healthcare service for international students studying at UWE Bristol, join us to ask questions on such topics as registering with a doctor, accessing emergency treatment, and healthcare services on campus. We also have Louise Goux, from Feel Good Fortnight to help you kick off university in a healthy way. She'll be highlighting out 4 themes: relax, eat well, get active, try something new! | Mon<br>19 Oct<br>14:00 – 15:00  | <b>Online Blackboard webinar</b> |
| <b>Student Panel Discussion: My Life at UWE Bristol</b> | Ask questions and hear life experiences from our current UWE International students. They will be sharing their top tips on adapting to life in the UK. This will be a great chance to find out how to get the most out of your time at UWE Bristol.  | Tues<br>20 Oct<br>14:00 – 15:00 | <b>Online Blackboard webinar</b> |

| Event  | Description  | Date/<br>Time                       | Location                                 |
|--|--|-------------------------------------|--|
| <b>Looking for accommodation</b>                       | If you are looking for accommodation then The Students' Union advisers will be available during this virtual session to help you with general queries you may have such as where to look, what to consider when looking i.e. budget, location, who to live with, types of accommodation, as well as tenancy checking and information about deposits.   | Wed<br>21 Oct<br>14:00 –<br>15:00   | <b>Online<br/>Blackboard<br/>webinar</b> |
| <b>Global Café:<br/>Feeling at home<br/>in Bristol</b> | Life in a new social, cultural and academic environment is exciting but can feel challenging. Whether you've recently arrived in Bristol or you've been here for some time, there's lots of support to help you feel at home. Join us with the Bristol International Student Centre to find out about some of the things to do in this fantastic city – from the centuries-old heritage and where to eat out and the best markets to find a bargain. There will be a fun Bristol quiz to take part in too! | Thurs<br>22 Oct<br>14:30 –<br>15:30 | <b>Online<br/>Blackboard<br/>webinar</b> |
| <b>Love Music:<br/>Welcome to CFM</b>                  | Find out about the UWE Bristol Centre for Music, with FREE services, ensembles, facilities, and projects throughout the year for you, no matter what you are studying. Many students make friends and connections through us! We have special opportunities for trained musicians and exciting sessions for complete beginners to try something new.   | Fri<br>23 Oct<br>14:00 –<br>15:00   | <b>Online<br/>Blackboard<br/>webinar</b> |

# 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 at **tvlicensing.co.uk**. It costs around £150. If you watch TV without a licence, you could be fined up to £1000.

## 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.

Find the latest information 'Coronavirus information on changes to services' for all bars, cafés and shops. You can see the full details of location, opening times, menu options, and further information about our UWE catering outlets.



## Online food shopping for students living off-campus

There are many ways people can get food or essentials delivered to your door. Find more information about the **Bristol food and supplies** service.



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 because many restaurants are unable to open, they 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))



**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](http://totum.com)**

## Buying a mobile phone

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

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

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

cancelled and you must pay this bill until your contract expires.

## Medical care

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

You are entitled to:

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

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

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

## Hospital treatment

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

Sometimes there can be long waiting lists for hospital treatment (unless it is an

emergency), so you may have to wait to be treated in your home country.

### **NHS charges for medicine, dentistry and opticians**

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

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

### **What to do in an emergency**

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

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

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

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

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

### **If it's not an emergency**

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

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

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

# Studying

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

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

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

## **Academic Personal Tutors**

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

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

## **myUWE and Blackboard**

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

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

### **TIP:**

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

## **Check your university emails**

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

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

## English language support

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

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

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

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

## Library services

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

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

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

## Attendance

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

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

## If you need help with your course, ask!

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

We also have support and resources to help you develop the skills you need to succeed.

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](http://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](mailto:infopoint@uwe.ac.uk)

**Call:** 0117 32 85678

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

**[uwe.ac.uk/help](https://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.

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](https://bisc.org.uk)**

## Support from other students

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

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

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

## Faith and spirituality

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

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

Frenchay Campus –

The Octagon (near the Library)

and The Student Centre

Glenside – B Block (1B28a)

Bower Ashton – B Block (0B024)

Arnolfini – Level 4 (4AF028)

We have dedicated Muslim prayer rooms with washing facilities on Frenchay Campus (3E41 and 3E44A).

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

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

**[uwe.ac.uk/faithandspirituality](http://uwe.ac.uk/faithandspirituality)**

## Out-of-hours team

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

## 24-7 Crisis Textline

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





## Wellbeing Service

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

View the full range of support:

**[uwe.ac.uk/wellbeing](http://uwe.ac.uk/wellbeing)**

**Feel Good Fortnight** 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! **More information about the Feel Good activities**

## Money advice

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

Use your university email address to log in: **[blackbullion.com](http://blackbullion.com)**

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

# 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](mailto:advice@uwe.ac.uk)**

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

**[advice-centre/personal-safety/](http://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.

## 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](http://thestudentsunion.co.uk)**

# Working during your studies

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

## Finding a job

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

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

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

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

## National Insurance number

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

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

## The International Talent Scheme

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

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

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

**[uwe.ac.uk/careers](https://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.

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).

# 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](http://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](mailto:infopoint@uwe.ac.uk)

### **Global Student Support:**

+44 (0)7973 679835

[globalstudents@uwe.ac.uk](mailto: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](mailto:infopoint@uwe.ac.uk)

**Telephone:** +44 (0)117 32 85678