



**University of Wales**  
Trinity Saint David  
LONDON



**UWTSD London Campus**  
International Student Welcome Guide  
2020-2021





## Contents

Welcome	4
Introduction	6
Academic Life	8
English Language Support	10
What to bring with you	14
Arrival in the UK	16
Finding Accommodation in London	18
Travelling in London	20
Financial Planning	20
Careers Service	23
University Regulations	26
Legal Advice and Support	26
Registration Details	27
Induction Programmes	27
Culture Shock	30
Practical Matters	31
Health, Safety and Security	32
Help and Advice	34
Contact Us	35

# Welcome to

## The University of Wales

### Trinity Saint David

### London



I am delighted to welcome you to the University of Wales Trinity Saint David London Campus. At the London campus we have students from all over the world, including European countries and Scandinavia and extending to China, India, Bangladesh, Pakistan, Middle East, Africa, South America, and many others.

The presence of overseas students is very important to university life, not just from an educational perspective but also in terms of enhanced cultural and social awareness and understanding where all students, including those from the UK, benefit enormously from this interaction. In today's truly global market place we all need the knowledge and ability to work together effectively, and the 'internationalisation' of relationships and environments is of benefit to all.

I am very proud of our reputation of providing a caring and supportive learning environment for all of our students, and our success and reputation in this respect continues to be confirmed. I hope very much that you will reflect on your time here at the University of Wales Trinity Saint David London Campus with pride and satisfaction, and that you will speak of us well when you return home.

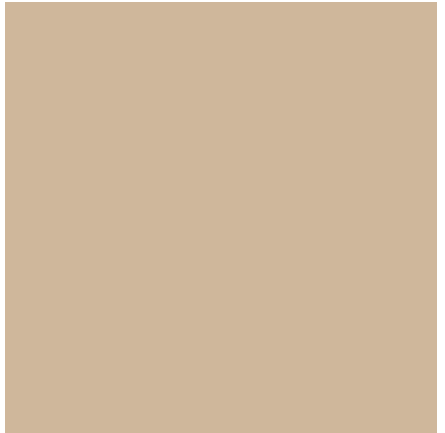
**Dr. Audsin Dhas**  
**Executive Dean, London Campus**

# UWTSD

London



*Transforming  
Education....*



*..... Transforming  
Lives*





# Introduction

We pride ourselves as being a caring and supportive University and our aim at the London campus is to provide you with as much information as possible to help you settle in and enjoy your student experience.

发现 Temukan upptäcka  
اكتشف Découvrir  
উদ্ভাসিকবর 發現 objev  
**Discover** Descub  
ค้นพบ  
발견하세요 uppgötva  
Ανακαλύψτε 發現  
Dewch o Hyd i اكتشف  
oppdag  
Descubra আবধিকার করুন  
Dewch o Hyd i  
upptäcka

# Academic Life

## Studying at UWTSD

**You will probably notice a number of differences between UWTSD and the system of education that you know so well at home. For example, you may find a difference in the relationship between the lecturers and students here compared to your own country. On the whole, the relationship here is relaxed and informal, lecturers and other members of staff being known by their first names.**

The teaching and learning culture may also be different. You will be expected to use a variety of online resources and text books, some of which you will need to buy, others you should borrow from the library. Your lecturers will advise you about this. You will often have to take notes in class, write extensively for assignments, use computers, analyse facts and draw your own conclusions. Sometimes you may have to carry out research on projects and work in a group.

In addition to the lectures where you may be invited to participate, there will also be seminars or tutorials where you will be expected to be prepared to discuss and exchange views and ideas. If you are concerned or anxious about anything you can talk it over with your Programme Manager.







## Plagiarism

Plagiarism of any written work is not acceptable and is taken very seriously (copying out of books or from any other source). It is not an easy concept to understand, however it is a topic that you need to be fully aware of. Refer to your Programme of Study Handbook to find out more. You can also ask your Programme Lecturer for further information.



# English Language Support for International Students

All international students are required to have a good working knowledge of the English language. However, English Language required for Academic situations can sometimes be challenging for International students or students who have English as an additional language.

**Examples of course content are as follows:**

**Assignment structure:** from essays to dissertations

**Referencing skills:** citations and bibliographies

**Critical analysis:** e.g. facts versus opinions

**Academic Reading:** authentic reading texts on your subject area

**Academic Listening:** improving listening skills for successful lectures & tutorials

**Academic Writing:** essay types, paraphrasing, summary writing

**Academic speaking:** presentations, pronunciation

**Vocabulary skills:** the academic word list, linking words, collocation

**Grammar skills:** tenses, sentence structure, parts of speech







# UWTSD Cares

Here for You

UWTSD provides a comprehensive and expert support service for every step of your UK study visa application for more information please visit:

[www.uwtسد.ac.uk/international/applications-and-admissions/immigration-and-visas](http://www.uwtسد.ac.uk/international/applications-and-admissions/immigration-and-visas)



# What to bring with you

We have compiled a short list of what you should bring with you when you come to study in London. This includes the following essentials:

- Passport
- Valid entry clearance vignette
- BRP notification letter
- Airline Tickets
- Letter of Acceptance from UWTSD
- Paper copy of email stating your IHS Reference Number (confirming payment of your National Health Service surcharge)
- Sufficient UK Currency (cash) for your first few weeks
- Any medical conditions: please carry medications
- 2 x Passport size photographs
- Email confirmation of IHS payment

Do not travel to the UK without bringing the above items in your hand luggage.

## Money

When you arrive, you should carry some cash with you. About £250 is enough to pay for meals, local transport and other living expenses for two weeks. Please note this does not include accommodation costs.

British money comes in notes (of £5, £10, £20, £50) and coins (of 1p, 2p, 5p, 10p, 20p, 50p, £1, £2).

Credit cards are used throughout the UK. Make sure to pay your credit card bill as soon as possible.

Travellers' cheques can be changed at:

- Banks (usually open 9.30am - 3.30pm)
- Bureau de Change (usually open longer hours, but they might also charge a higher fee to change your cheques)

Cash Passports are pre-paid travel money cards and are also a good option for getting access to cash. They have all the security of Travellers' Cheques, but they can also be used at ATMs, in shops and restaurants worldwide. They are available in 3 currencies – US Dollars (USD\$), British Pounds (GBP£) and Euros (EUR€). You can top them up as needed. They are chip and PIN protected. See <http://www.cashpassport.com/1/en/us/About-Cash-Passport> for more information.

## How much money will I need to bring with me?

You will need money to cover tuition fees and the cost of living in London:

- Programme fees
- Accommodation
- Food and living expenses
- Transport
- Books and stationery
- Clothing
- Entertainment/social life
- Holiday expenses

## Luggage

Travel light - remember you will have to carry your own luggage! Two medium-sized suitcases are better than one large one; huge suitcases do not fit in luggage racks on trains or in boots (trunks) of small European cars, and often there are airline restrictions on the size and number of suitcase you may take. There is also limited space in the airport pick-up bus, and in the student rooms. So, when you have packed what you think you will need, look again and take out a third!

Put your address and destination on the inside and outside of all pieces of luggage. Keep your passport and papers in your hand luggage and do not pack them into your suitcase.

## Clothes

Most students dress very informally in jeans, t-shirts and sweaters, but it would be advisable to have one conventional outfit for more formal occasions (i.e. graduation ceremony). The weather in the UK is changeable. Daytime temperatures average between 5' C in the winter and 25' C in the summer. Rainfall is very common and we therefore recommend you bring clothing for all seasons, including boots and trainers, a waterproof jacket and an umbrella.

For the summer, we recommend light layers which can be added or removed as necessary. Even during hot days, evenings can get chilly. Backpacks are a good, secure way to carry your laptop and course materials.

## Electrical equipment

In the United Kingdom, electrical equipment operates on 220-240 volts AC, at 50 cycles per second. European electrical equipment should work without any problems. However, most American equipment is designed to operate on 110-120 volts at 60 cycles and equipment from other countries uses other voltages and frequencies. The sizes of electric plugs and sockets in the United Kingdom are also different from those in other countries. Electrical converters which allow foreign equipment to operate in the UK are expensive (but less expensive in London than the USA) and seem to ruin some equipment, such as laptops. Radios do work on converters but hairdryers and hair straighteners overload, fuse and sometimes catch fire. In short, you should plan to buy cheap new appliances in the UK.

## Books

Books are less expensive sent by mail at 'Book Rate' or 'Printed Paper Rate', which means that the package must be seen to contain only printed matter. Check with your home post office.

## Travelling tips

If you have a lot of luggage, you may wish to ship some of your belongings before arriving in London. You can obtain information about freight and shipping services through local travel agents. Insure any valuable items that you ship overseas.

Also, before travelling, make sure to:

- Check with the airlines regarding their luggage policy.
- Reconfirm your flight reservations 72 hours before departures.
- Pack a travel handbag with personal articles for use in case your luggage is temporarily lost during your journey. Pack all your valuables in this bag.
- Give your family a contact number for the London Campus switchboard: 0044 (0) 207 566 7600.

Keep important papers in your hand luggage, with photocopies in your checked-in baggage. Label your luggage with your name and both your home and UK addresses and telephone numbers. To prevent inconvenience in the case of lost luggage, keep in your hand luggage all of the items you would need for one night's emergency stay in a hotel.

For further useful information about arriving in London, visit [www.ukcisa.org.uk](http://www.ukcisa.org.uk).

# Arrival in the UK

## Heathrow Airport

Phone number for general enquires and flight information:  
+44(0)844 335 1801 Website:  
<http://www.heathrowairport.com/>

From Heathrow Airport, you can travel to Central London by train, underground, or bus/coach. Information about each of these is provided below.

**Heathrow Express:** Heathrow Express offers the fastest journey between the airport and central London. Non-stop trains run every 15 minutes. The journey between Heathrow Central and London Paddington takes 15 minutes (a few minutes more for Terminals 4 or 5).

Trains run between 05:10 and 23:25 from Paddington, and between 05:07 and 23:42 from Heathrow. Tickets can be bought on the internet, at the station or on boarding the train. The standard single fare is £26.50 and standard return costs £40.

For more fares, timetables and special offers, or to book tickets, visit the Heathrow Express website or call 0845 600 15 15 (+44 845 600 15 15 from abroad).

Getting to Central London using London Underground (the Tube):

London Underground's Piccadilly Line provides the most cost-effective rail route between Heathrow Airport and the capital. Journey time is under an hour and you shouldn't have to wait longer than ten minutes for a train.

Heathrow has 3 Tube stations:

- Heathrow Terminals 1, 2 & 3;
- Heathrow Terminal 4; and
- Heathrow Terminal 5.

All these stations are on the Piccadilly Line, which takes you directly to Holborn, Russell Square and Kings Cross St Pancras. Standard journey times from Heathrow to Russell Square is 1 hour and 15 minutes, but expect it to take longer during morning and evening rush hour times.

A single fare to central London costs approximately £ 5.70. Purchase a Travelcard and you're covered for London buses and some mainline trains too.

Tickets are available at all London Underground stations, from ticket offices or machines. Pre-paid Oyster cards can also be used on the London Underground. Train times and fares are subject to change – please confirm using the London Underground website or call +44 (0)20 7222 1234 before travelling.

## Bus / Coach:

National Express coaches operate out of Heathrow to Central London. Go to Heathrow Airport Central Bus Station, between Terminals 1, 2 & 3. National Express run 3 services per hour to London Victoria Coach Station.

Book online in advance: <http://www.nationalexpress.com/coach/index.cfm>

Fares are approximately £10 return and the journey by coach takes approximately an hour.

## Gatwick Airport

Phone number for general enquiries and flight information: +44(0)844 335 1802  
Website: <http://www.gatwickairport.com/>

From Gatwick Airport, you can travel to Central London by train, bus, or coach. Information about each of these is provided below.

**Gatwick Express:** Gatwick Airport is 30 minutes from central London via the non stop Gatwick Express, and has rail links to destinations all around the UK. Non-stop trains run to and from London Victoria every 15 minutes and take 30 minutes (35 minutes on Sundays).

The railway station is linked directly to the South Terminal, and is a few minutes from the North Terminal by free transit shuttle. There are rail information and ticket





desks and in the Arrivals area of both terminals as well as in the station.

Tickets can be bought in the terminals, at the station, or onboard at no extra cost. For details of prices, special offers and to book in advance, visit the Gatwick Express website or ring +44(0)845 850 1530 (UK only).

Buses: Most services operate from the lower South Terminal forecourt. Some also call at North Terminal (on the lower level outside international arrivals).

There are National Express ticket desks in the North and South Terminals. Tickets for most other services can be booked in advance with the coach operator or bought on board.

Coach Services: EasyBus to London is a low cost frequent transfer service non-stop from Gatwick to London. Buses depart every 15 minutes at peak times and run throughout the day and night from both North and South terminals to Earls Court/West Brompton in central London (from Gatwick) or Baker Street (from Stansted). EasyBus runs seven days a week except Christmas Day and can be used by any airline passenger. You can book online via the easybus website.

## Stansted Airport

Phone number for general enquires and flight information: +44 (0)844 335 1803 Website: <http://www.stanstedairport.com/>

Stansted Airport bus and coach station is opposite the main terminal entrance. Coach tickets can be bought at the ticket desk in arrivals (open 06:00 to 01:00), in the coach station (24 hours, seven days a week) or on board. Please note that many coaches and buses are not wheelchair-accessible. Bus fares and times are subject to change, so please confirm with the operator before you travel.

## How to arrive safely at the institution

University address:  
**University of Wales Trinity Saint David**  
**London Campus**  
**Winchester House**  
**11 Cranmer Road**  
**London - SW9 6EJ**  
**Telephone: +44(0) 207 5667 600**

Directions: The campus is located in Zone 1 of the London Underground network, a 3 minute walk from Oval Station (Northern line). To find the campus from Oval tube station, exit the station and cross the road (Clapham Road) towards the church (St Marks). Keeping the church on your right, continue in the same direction following the footpath through the church grounds- this will bring you to Brixton Road. Cross the road at the traffic lights, turn right and walk about 50 metres. You will see the entrance to the Kennington Park Business Centre on your left. Walk through the black wrought iron gates into the Business Park and turn right, walk down the slope and turn left. You will see a gym on your left, keep walking with the gym on your left – you will see the entrance to the UWTSD London campus about 200 metres ahead of you on your right hand side.

## Emergencies

In an emergency, dial 999 from any phone. THIS IS ALWAYS FREE. The operator will ask you whether you need 'Fire, police, or ambulance' and you should explain which service you require. They will also ask you where you are so that help can be sent. It is illegal to call out emergency services when there is not a real emergency.

## Calling home

Upon arrival, you can contact home to confirm that you have arrived safely, using public telephones. Mobile phones can be purchased from a wide range of shops and network providers (such as Carphone Warehouse, T-Mobile, Orange, Vodafone etc.).

### **'Meet and greet' services made available by the institution**

Students will normally be welcome by the London Campus Executive Dean on campus, on the first date of enrolment, usually as part of the first Orientation session. Details of the Orientation arrangements will be provided to students at registration stage.

# Finding accommodation in London

There are no accommodation facilities on campus. While the University will provide support in identifying accommodation, students are responsible for arranging their own accommodation.

## Areas of London

First look at the different areas of London, trying to understand how far away from Campus they are, and how you would get around.

London is made up of Central London and Greater London, and is divided into Zones. Zone 1 is the most central part of London, while Zone 6 is the farthest, considered to be suburbs.

Check out the London Tube map at <http://www.tfl.gov.uk/assets/downloads/standard-tube-map.pdf> to get an idea of the different zones, or [www.tfl.gov.uk](http://www.tfl.gov.uk) to measure journey times.

## Where to look

All addresses in the UK have postcodes grouping them into areas. Please see Annex 2 (Average asking prices for London properties for rent) for an idea of the different postcodes, followed by an explanation of general prices and the names of the towns associated with the postcodes.

It is a University requirement that you live within 30 miles or 1 hour's journey time from campus (as the but we recommend that you choose an area as close to the campus as possible. Most students live between zones 1 to 3 and the underground usually runs from about 5 am to 1am.

## Types of accommodation available

Below is a breakdown of estimated costs for different types of accommodation available. It is important to note that housing costs in London vary greatly, depending on a number of factors, such as the area, the proximity to public transport, condition of the property, whether it is furnished or unfurnished, etc.

Some flats also have utility bills included in the price, while others don't. Utility bills will be an additional £50-£100 per month.

Estimated price per week in Central London:

- Rooms, bedsits, sharers: £100.00 to £150.00
- Studios: £175.00 to £200.00
- 1 bedroom house/flat: £200.00 to £500.00
- 2 bedroom house/flat: £300.00 to £800.00

Estimated price per week in Outer London:

- Rooms, bedsits, sharers: £85.00 to £120.00
- Studios: £120.00 to £150.00
- 1 bedroom house/flat: £160.00 to £200.00
- 2 bedroom house/flat: £200.00 to £300.00

The biggest factor in housing costs is location. Naturally, the neighbourhoods closest to the centre of the city are most expensive.

# Information on renting a flat

## Letting Agents

Lettings Agencies have access to a large number of properties. Generally they offer a very high standard of service. Let them know where you would like to live, what type of property you are looking for and what your budget is and they will recommend the best options for you.

## Costs

There are a number of charges associated with renting, as part of the service that letting agents provide. These may include contract fees, credit and background checks, inventory and cleaning charges, and can range between £150 and £250. In addition to this, most letting agencies ask for a month's rent in advance plus 6 weeks rent to be held as deposit.

Please note that as part of your credit check, the agency will ask for proof of income to show that you have the funds you need to pay the rent. If you are unable to provide this, they may ask for a UK based guarantor or 3 to 6 months' rent to be paid in advance.

## Contracts & Tenancy Agreements

Once you have decided you want to live in a certain property and terms have been negotiated, a contract will be drawn up outlining the terms and conditions of the arrangement. These are called 'Tenancy Agreements' and they are legally binding contracts between you (the 'Tenant') and the Landlord.

## Moving In

Always carry out a thorough inspection of the property before moving in. Make sure to check the structure, fixtures and fittings, security and the heating system.



# Travelling in London

When you arrive in London, purchase a travel card (also known as an 'Oyster Card'), which you can use on most public transport, including Underground, buses, and (some) over ground trains. These cards are available from any underground station or newsagents displaying the Oyster sign.

For Central London, try getting a good map and walk. If it is raining, jump on a bus or tube. Be aware that the buses and tubes get very crowded during rush hour and quite often tube station entrances are closed to ease overcrowding.

London Underground is also split between different lines. Try to choose a line which does not involve too many changes as this adds time to your journey. The nearest tube station (Oval) to the Campus is on the Northern Line.

Vauxhall tube station (Victoria Line) and the Vauxhall bus and over ground interchanges are 12 to 15 minutes' walk (or a short bus journey) away. There are also good bus connections close to the campus for South East and South West London.

Tickets are available at all London Underground stations, from ticket offices or machines. Pre-paid Oyster cards can also be used on the London Underground. Train times and fares are subject to change – please confirm using the London Underground website or call +44 (0)20 7222 1234 before travelling.

Full-time students qualify for a discount for their monthly Oyster card. Our Student Services Coordinator will provide you with further information and help on this.

# Financial Planning

## Opening a bank account

Banks are normally open from 9:00am – 4:30pm, Monday – Friday; some branches open on a Saturday morning. The services they offer include: current (cheque) and deposit (saving) accounts, currency exchange, international transfers, loans and credit cards.

There are several major banks in the area including Lloyds TSB, HSBC, NatWest, Barclays and Santander. Shop around to see which bank suits you best and then visit the local branch of the bank you have chosen. You will need to take proof of who you are and where you live i.e. passport and a typed letter that has been mailed to your term time address.

Please note that it can take up to 3 weeks to open a bank account, depending on which bank you approach.

Therefore students should consider bringing over their own credit/debit card to use in the UK. Check with your home bank if they charge for intern transactions/taking out money.

Major Bureaux de Changes are STA Travel, Travelex, and Thomas Cook. The Post Office can also exchange foreign currency and sell Prepaid MasterCard. It is important to remember that exchange rates change all the time. Visit [www.expendia.co.uk](http://www.expendia.co.uk) for an accurate currency converter.

You will need money to cover academic study related expenses and the cost of living in London. This includes:

- Programme fees
- Accommodation
- Food
- Clothing
- Traveling
- Books and stationery
- Entertainment/social life
- Holiday expenses



## The cost of living in London

As a guide, most students live on £80 - £100 per week (depending on lifestyle) after paying rent and travel expenses. The cost of living in London is expensive, whether you live near or further away from campus. Travel fares are more expensive the further you live outside of central London.

### Council Tax

<http://www.direct.gov.uk/en/HomeAndCommunity/index.htm>

Council Tax is a charge for local public services made by Local Authorities on residential properties. Most non-students and part-time students who are over 18 have to pay this tax. Normally full-time students (living in accommodation shared only with other full time students) are exempt from paying council tax.

The spouse and dependents of an international student will also be treated as if they are full-time students provided they are not British citizens and are prevented from working or claiming welfare benefits by the terms of their leave to remain in the UK.

### TV Licence

<http://www.tvlicensing.co.uk/>

You will need your own licence if you are sharing a house with other students and use a TV in your room. If you have a separate tenancy agreement but a TV is only being used in a communal area, then only one licence is required. A TV licence currently costs £145.50. You also need a television licence if you use the BBC iPlayer on your laptop.

## Part Time Work

As a student at a publically funded University you are allowed to work on a part time basis during term time and without restriction during vacation periods. If you are studying at degree level you may work up to 20 hours per week during term time. Prospective employers will need to establish that you are entitled to work – they will normally do this by looking at your Biometric Residence Permit.

When looking for work students are encouraged to consider not only the extra income that it will provide but also the opportunities any work undertaken might offer to develop their English language skills and other skills.

You will need to obtain a National Insurance Number before you start working. A National Insurance number looks like this: AB 12 34 56. You can apply for a National Insurance Number if you have the right to work in the United Kingdom and you are looking for or starting work.

Contact Jobcentre Plus on 0845 600 0643, who will arrange an Evidence of Identity (EOI) interview for you or send you a postal application. Jobcentre Plus will confirm the date, time and location of the interview and will tell you what information/documentation is required for your interview or to support your postal application. This will normally include your passport, a letter confirming that you are studying at UWTSD London, two pieces of evidence to show where you are living (eg a bank statement or utility bill sent to your home address) and evidence that you have been offered a job or are actively seeking work (eg a letter offering you a job or a copy of an job application). Jobcentre Plus will use this interview or postal application to check your identity, and where applicable, your eligibility to work in the United Kingdom. If you have been offered a job, you can start work as soon as you have made an appointment for this interview, you do not need to wait until you have attended it

Never work more hours than you are permitted too. The UKVI work closely with the tax authorities to monitor compliance with work restrictions and any breach of the rules will result in your visa being curtailed.



# Careers Service

**The Careers Service is available to all students and graduates of the University of Wales Trinity Saint David.**

From the day you arrive, and throughout your studies and beyond, our professionally qualified Careers Advisers are here all year round to support you in making informed decisions about your next steps and in maximising your potential and employability.

Our Careers Advisers are able to assist you with all aspects of career planning:

- Choosing a career
- Job-seeking strategies
- Application procedures and CVs
- Interview techniques
- Work experience
- Course changes
- Further study options

We also post information about local and national job vacancies, careers-related events and various career paths on our facebook page (University of Wales Trinity Saint David Careers Service) and on Twitter (@uwtsdcareers).

## Hours of work

International students, studying a Bachelor's, Master's or PhD will be allowed to work part-time (up to 20 hours per week) during term time and full-time during vacations, you will not have to seek approval from the Home Office before you commence employment. (Note: Postgraduate students are not permitted to work full-time during the summer vacation if they have not completed their- writing-up or dissertation or any aspect of their course study). Please refer to your visa for details.

International students studying a Foundation Level or Higher National Diploma (HND) may usually take a job for a maximum of 10 hours a week during term time and with no restrictions on hours during vacations. However, it is important to check restrictions on your visa very carefully.

## Obtaining a national insurance number

After you have received an offer for any part time job in the UK, you will need to apply to the Benefits Agency for a National Insurance Number. You will be asked a number of questions. You can ask for an interpreter if you wish. You will then be given an appointment to attend an interview at the local Job Centre Plus offices.

Jobcentre Plus will arrange an Evidence of Identity (EOI) interview for you or send you a postal application. They will confirm the date, time and location of your interview. They will also tell you what information and documentation is required to support your application.

## Other useful organisations

### UKCISA

The Council for International Education is a very useful organisation for International Students. They are able to give advice on a range of issues, in particular, immigration matters, fees, student support and other issues. They are usually able to answer queries when you have failed to obtain an answer elsewhere. They have an 'Advice Line' for international students, their families or friends.

### UK Visas and Immigration

UK Visas is under the joint management of the Foreign and Commonwealth Office and the Immigration and Nationality Directorate of the Home Office.







# University regulations and expectations

A detailed account of the University's regulations for students can be found here: <http://www.uwtsd.ac.uk/academic-office/university-regulations-student-guide/>

You should note that the University is required to inform the UKVI and to withdraw your sponsorship if you fail to comply with regulations relating to registration and attendance.

The University expects you to familiarise yourself with and observe the relevant regulations, to maintain contact with the university (ensuring that we always have your correct contact details and checking your university e-mail account regularly).

You may find that the way in which you are taught and that you are expected to learn differs from your previous educational experience. The UK higher education system places a great deal of emphasis on critical thinking and on independent research – you will be expected to do more than simply learn by rote or reproduce what your teachers tell you. You will receive training and support on this as part of your programme of study, but you may find it useful to work through some of the activities that you will find here: <http://www.prepareforsuccess.org.uk/>.

These are designed to give you a good understanding of UK academic culture and how it may differ from what you have experienced in the past.

## Legal advice and support

If you need any legal advice or support about accommodation, employment or consumer matters during your time in London, please refer to the nearest Citizen's Advice Bureau.

The Citizen's Advice Bureau provides free, independent, confidential and impartial advice and is run by volunteers.

The nearest Citizen's Advice Bureau to our campus is at:

**Brixton Advice Centre**  
167 Railton Road  
Brixton  
SE 4 OLU Tel: 0207 733 7554  
[www.brixtonadvice.org.uk](http://www.brixtonadvice.org.uk)

**Clapham Community Project**  
St. Anne's Hall, Venn Street  
Clapham Common  
SW4 OAX  
Tel: 0207 627 0240  
[www.claphamcommunityproject.org.uk](http://www.claphamcommunityproject.org.uk)

**Centre 70 Community Association**  
46 Knights Hill  
West Norwood  
SE27 OJD  
Tel: 0208 670 0070  
[centre70.org.uk](http://centre70.org.uk)

**Merton and Lambeth Citizen Advice Bureaux**  
Ilex House, 1 Barhill Road  
Streatham Hill  
SW2 4RJ  
Tel: 0208 674 8993  
[www.mertoncab.org.uk](http://www.mertoncab.org.uk)

**Waterloo Action Centre**  
14 Baylis Road  
Waterloo  
SE1 7AA  
Tel: 0207 261 1404  
[www.waterlooactioncentre](http://www.waterlooactioncentre)

# Registration details and what documents to bring

Date, time and venue of the Registration week will be communicated to students in a separate letter prior to their arrival.

## Important:

- Please bring all original documents submitted with your application to obtain a UK Tier 4 student Visa as well as your passport and biometric registration permit.
- You are required to report to the University within 10 days of your arrival in the UK. (You will be given information about the University's Registration for your programme of study prior to your arrival and, if this occurs during your first 10 days in the UK, you should ensure that you attend on those dates.)



# Induction programmes

Induction details will be provided during registration. Please note that induction is compulsory.

The induction includes sessions on both academic and non-academic services.

During the induction, we introduce you to the UWTSD Faculty and Administrative Staff, and provide you with helpful information for your studies.

The topics covered during induction include:

- Academic Services
- IT Services
- Campus Facilities
- Career Services





# The First Few Weeks

## Jet lag

Jet lag is a common condition that sometimes occurs when you are flying long distances. It occurs because your body finds it difficult to adjust to a new time zone. Jet lag can disturb your sleep pattern, leaving you feeling lethargic and lacking in energy.

Symptoms can also include:

- Loss of appetite
- Nausea
- Indigestion
- Constipation
- Headaches
- Fatigue
- Insomnia
- Irritability

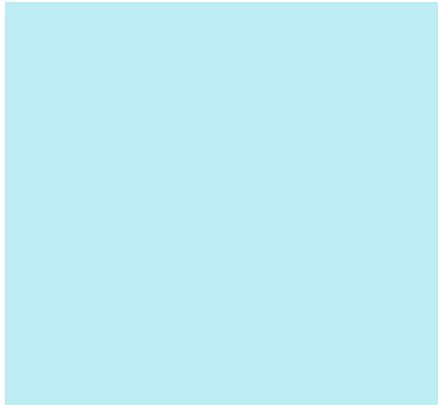
Symptoms only last a couple of days at most, depending on how quickly your body can adjust to the new time zone. Try to stay healthy, eat when you are hungry, drink plenty of water, avoid alcohol and caffeine for a couple of days and sleep when you need to.

## Homesickness

You will probably find that life here, is quite different from life at home and it will take time to adjust to the changes. Don't despair, as things will get better for you! It is quite normal to feel uncomfortable until you begin to settle down. Some international students tell us that they feel quite homesick at first; others tell us that they feel homesick later, after the initial excitement 'wears off'.

Homesickness affects people in different ways and some get over it more quickly than others. You will soon begin to settle down and make new friends amongst other students on your course and those with whom you live.

**WE ARE  
HERE  
TO HELP**



# What is Culture Shock

“Culture shock” is a term used to describe the impact of moving from a familiar environment to one that is unfamiliar. It is an experience described by people who have travelled abroad to work, live or study; it can be felt to a certain extent even when abroad on holiday. It can affect anyone, including students. It includes the shock of a new environment, meeting lots of new people and learning the ways of a different environment. It also includes the shock of being separated from the important people in your life, maybe family, friends, colleagues, teachers: people you would normally talk to at times of uncertainty, people who give you support and guidance. When familiar sights, sounds, smells or tastes are no longer there you can miss them very much. If you are tired or even jet-lagged when you arrive at UWTSD small things may upset you out of all proportion to their real significance.

## We are here to help you

Though culture shock is normally a temporary phase, it is important to know there are things you and we can do to help so that some of these worrying effects can be minimised. Don't feel “this is not going to happen to me”. Culture shock can hit you whatever your background and experience. Please be assured we are here to help you at all times. Use our Student Services, where there are professional and experienced counsellors to provide a confidential, friendly, listening ear. Also take advantage of the Cultural Programme, which is a valuable way of meeting people, making new friends and learning interesting things about our Welsh culture. It is important to stress that culture shock is entirely normal and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock. The experience can be a significant learning experience, making you more aware of yourself, and aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future, and which will be part of the benefit of higher education.

## Help yourself

Some tips on how you can help yourself:

1. Understand that ‘culture shock’ is a normal experience.
2. Keep in touch with home, family and friends by letter, Skype or emails. Set up web camera's if possible and have daily, weekly, monthly chats to your loved ones at home.
3. Have familiar things around you such as photographs, ornaments or personal memorabilia.
4. Take regular exercise, including walks around the campuses to familiarise yourself with the landscape.
5. Find local suppliers of familiar foods. There are plenty in specialist shops and larger supermarkets, ask Student Services for help on this.
6. Make friends with other international students from your own culture and others. They will understand what you are going through. Look for social activities you can do together.
7. Make friends with local and national students. Learn about the culture in Wales and Britain. Look out for social activities on notice boards within your campus to see what is going on. There are always plenty of diverse student activities you could get involved with.
8. Be part of the Student Union and the societies they offer, or set up a new one with your friends. Societies help to bring together students who have similar or shared interests.
9. Make links with the community whether through your faith or hobbies. The Student Services or Student Union will be able to provide you with information on what is available.
10. Lastly... Talk to us, we have highly qualified, experienced counsellors in Student Services who are here to help you.

# Practical Matters

## Telephones

There are public telephones at the bus and railway stations and on the streets. If you have a pay-as-you-go mobile phone, you can 'top-up' your card in mobile phone shops and other stores.

To call overseas dial 00, then the country code, then the number. Country codes are listed in the front of most telephone directories. International calls are cheaper at different times for different countries so contact the telephone company you use for information on this.

## Post offices

Post Offices offer a wide range of services. They sell postage stamps, letter-cards, air- letter forms, registered envelopes, postal orders, overseas money orders, and so on.

## Television licence (TV licence)

By British Law, you need a TV licence to use any television receiving equipment including a PC, laptop or mobile phone to watch or record television programmes as they are being shown on television. A TV licence can be bought and renewed on-line.

## Faith

You will find a variety of religious attitudes in the UK; some people have deeply held religious beliefs and others do not. Your faith will be respected as we do our best to accommodate the religious and spiritual needs of all our students.

If you would like to discuss your religious requirements or you need help in seeking the kind of religious support you require, please contact Student Services.

## Alcohol

During your stay here you might be asked if you would like to 'go for a drink'. This is generally an invitation to go to a pub or a bar where alcoholic drinks are available. The British law requires you to be over 18 to purchase alcohol. You may be asked to prove your age if you look under the age of 21. This is standard practice in most bars and shops. It is perfectly acceptable to go to a pub and drink non-alcoholic soft drinks which are also available.

## Cash machines

Most Banks and some retail stores have cash machines. These machines do not charge for cash withdrawal from a UK bank account.

## Food

Large Supermarkets will probably satisfy most of your needs. You will find they sell fresh fruit and vegetables, general groceries, meat, fish, frozen foods, ready-made meals (to heat in an oven or micro- wave), toiletries, bathroom and kitchen products, some clothes and some electrical items. Food prices in Markets are often lower than elsewhere and the food produce is local and very fresh.

If you need to buy Halal meat you can find this in some of the shops. They also sell a large selection of spices and produce from all over the world including fresh fruit, vegetables and frozen fish which you might not find elsewhere. See also the leaflet, 'Shopping for Bargains' available in Student Services. Water from the cold taps is safe to drink, unless otherwise stated.

# Health, Safety and Security

Students on a full-time student visa are entitled to register with a local GP and receive NHS treatment. You will only pay the charges that a UK national would pay (eg for prescriptions, some optical and dental charges). You will therefore not normally need private medical insurance.

It is a University requirement that you register with a NHS GP as we can only accept medical certificates from NHS GP in the event of your being unable to attend a class. Please note that registering with a GP can only take place after you have enrolled at the University.

UK chemists will not accept overseas prescriptions; therefore for immediate use you must bring essential medication with you to the UK.

No vaccinations are required to travel to the UK or most other European countries. However, new entrants to the UK from outside Europe, North America or Australasia, should bring a record of a recent chest X-ray to show the immigration officer on arrival. If you do not have one, you may be screened on arrival to ensure that you do not have TB.

Dental Care is also available under the NHS but you may be required to contribute to the cost of your treatment. You should check with the dentist before your treatment to confirm how much this might be. If you have medical insurance you may be able to reclaim such cost when you return to your home country. Have a dental check-up before you leave home.

If you wear glasses or contact lenses, bring your prescription (or better, a spare pair) with you. Replacement of glasses/contact lenses could be very expensive. The NHS does not provide for free eye testing or corrective spectacles.

The stress of travel, time changes, changes in food and water, can cause temporary physical problems. Be prepared by bringing along your usual remedies for headaches, upset stomach, diarrhoea and the common cold; pack them in your hand luggage so that they are readily available on your journey.

## Health checks

Occasionally, students (and other people) entering the country for periods in excess of 6 months are subjected to health checks. This could involve questioning and/or medical examination. If you have your medical history records to hand (e.g. dates of immunisation or vaccination), it could save you time and trouble.

## Safety and security

London is generally a safe place and most students will not experience any problems in relation to personal safety during their time here. It is important however to take basic precautions and to avoid making yourself a target.

### Tips for security

#### At all times:

- Avoid conspicuous use of your mobile phone on the street – especially if it is an expensive one
- Always keep your bag where you can see or feel it – even on university premises and especially on public transport, in restaurants, cafes, cinemas, clubs
- Never carry large sums of cash on you
- Keep a secure record of any credit/debit card numbers so you can cancel them immediately
- If you are given change in a shop or at a station, put it securely in your bag before going into the street
- Try to look like you know where you are going – walk at a steady pace, try not to keep looking at a map
- Never accept a lift from a stranger, including unsolicited mini cabs
- If hailing a taxi, only use a black taxi



- Always lock your doors and windows when you leave your accommodation
- Keep your laptop out of sight especially in ground floor rooms
- Insure your belongings

**After dark:**

- Avoid unlit or poorly lit areas including parks, alleys, housing estates. Stick to main roads
- On buses that are relatively empty, sit near the driver or downstairs if it is a double-decker
- If travelling home late at night, travel with someone else or take a taxi – a black cab or a pre booked mini cab from registered company. Remember the underground stops at 2.30/12.45am. Night buses run all night. Late underground trains and night buses are generally busy
- If you see a person/situation that makes you uncomfortable on the street, cross the road or go into a late night shop/garage/cafe
- You will always be more at risk when you have been drinking alcohol

In an emergency you can call for help (Police, Fire Service and Ambulance service) by calling 999. Calls to 999 are free from any telephone including public phone boxes. Non – Emergency is 101.



## Sources of further information

UK Visas & Immigration (UKVI)/UK Government Home Office: <https://www.gov.uk/browse/visas-immigration>

UKCISA – UK Council for International Affairs: [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

Visit London – Official city guide: [www.visitlondon.com](http://www.visitlondon.com)

Timeout London – a guide to things to do in London (events, restaurants, clubs, cinema): [www.timeout.com/london](http://www.timeout.com/london)

Information about TSD Student Union: <http://www.tsdsu.co.uk/>

## Who to contact for further advice and support

Please contact:

**UWTSD London Campus**  
**Winchester House**  
**11 Cranmer Road**  
**London - SW9 6EJ**  
**T: +44(0) 207 566 7600**  
**E: [londonreception@uwtsd.ac.uk](mailto:londonreception@uwtsd.ac.uk)**  
**W: [www.uwtsdlondon.ac.uk](http://www.uwtsdlondon.ac.uk)**

# Seeking Help and Advice

During your time with us you may need to ask someone for information, you may have a problem of some sort, or you may just feel a little lonely and wish to talk to someone. There are many people here who can help you.

## Programme lecturers

If it is an academic matter, related to your work, your Programme Manager should be the first person you approach. He or she will either help you personally or be able to refer you to someone else who can.

## Student services counsellors

Students may experience problems of widely differing types, ranging from practical difficulties to those of a very personal nature. Being a student can bring the complexities of coping, perhaps for the first time, on a limited budget and in new surroundings, with possible difficulties of inter-personal relationships and pre-exam tension.

In an atmosphere of confidentiality and trust, the Counsellors will listen to students who wish to discuss their problems, personal, financial or educational. Without seeking to impose values, they will try to help to achieve an all-round view of problems, enabling students to make informed decisions. Information sheets on such topics as study skills, financial help for students and coping strategies, are available. International students wishing to meet British families in their homes can make arrangements through our links with HOST UK.

## Outside sources of help

### Citizens' Advice Bureau

The Citizens' Advice Bureau provide free, confidential, impartial and independent advice mainly in practical matters such as the law, housing matters, money matters, debt counselling and citizens' rights including consumer rights and employment rights.

### Samaritans

This is a national organisation to help all people in trouble. They offer a free telephone help line to anyone who is depressed, despairing or have suicidal feelings. You can phone them at any time of the day or night and talk to them in confidence about how you feel. They will always listen.



# Useful Websites

**Further Advice Citizens Advice Bureaux**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Emergency Services (All Emergency Services)**  
Dial 999

**Eurostar**  
[www.eurostar.com](http://www.eurostar.com)

**Job Centre Plus**  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

**National Insurance Number**  
[www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number)

**National Express Bus Company**  
[www.nationalexpress.com](http://www.nationalexpress.com)

**NHS Direct**  
[www.nhs.uk](http://www.nhs.uk)

**Samaritans**  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

**Trains**  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Other Useful Websites

**British Council**  
[www.britishcouncil.org](http://www.britishcouncil.org)

**British Library**  
[www.bl.uk](http://www.bl.uk)

**British Tourist Authority**  
[www.visitbritain.com](http://www.visitbritain.com)

**Embassies In UK**  
[www.gov.uk/government/publications/foreign-embassies-in-the-uk](http://www.gov.uk/government/publications/foreign-embassies-in-the-uk)

**Endsleigh Insurance**  
[www.endsleigh.co.uk/Student/Pages/student-insurance.aspx](http://www.endsleigh.co.uk/Student/Pages/student-insurance.aspx)

**Equality & Humanities Commission**  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

**Foreign And Commonwealth Office**  
[www.gov.uk/government/organisations/foreign-commonwealth-office](http://www.gov.uk/government/organisations/foreign-commonwealth-office)

**Home Office (Visas)**  
[www.gov.uk/government/organisations/home-office](http://www.gov.uk/government/organisations/home-office)

**Immigration Advisory Service**  
[www.iasuk.org/home.aspx](http://www.iasuk.org/home.aspx)

**Interactive Map Of The UK**  
[www.bing.com/maps](http://www.bing.com/maps)

**International Students House**  
[www.ish.org.uk](http://www.ish.org.uk)

**London Tourist Board**  
[www.visitlondon.com](http://www.visitlondon.com)

**National Union Of Students**  
[www.nus.org.uk](http://www.nus.org.uk)

**Network Rail**  
[www.networkrail.co.uk](http://www.networkrail.co.uk)

**News, Current Affairs, Sport & Arts**  
[www.bbc.co.uk](http://www.bbc.co.uk)

**Television License (TV License)**  
[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

**UK Student Life**  
[www.ukstudentlife.com](http://www.ukstudentlife.com)

**UKCISA: Council For International Ed**  
[www.ukcisa.org.uk](http://www.ukcisa.org.uk)

**Visit Wales**  
[www.visitwales.com](http://www.visitwales.com)

**Weather**  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**Worldwide Newspapers**  
[www.onlinenewspapers.com](http://www.onlinenewspapers.com)



Selamat datang  
bo 歡迎光臨 vitéjte  
ommen Bem vind  
no आपका स्वागत है ยินดีต้อนรับ  
**Welcome**  
환영합니다 מיאבה סיכורב 歡迎  
ловать Καλώς ήρθατε  
Croeso Velkommen  
venidos স্বাগত Bienvenu  
редојдовте Ласкаво просимо



**University of Wales**  
Trinity Saint David  
LONDON

**Winchester House**  
11 Cranmer Road  
London - SW9 6EJ

T: +44(0) 207 566 7600  
E: [londonreception@uwtsd.ac.uk](mailto:londonreception@uwtsd.ac.uk)  
W: [www.uwtsdlondon.ac.uk](http://www.uwtsdlondon.ac.uk)