



Enquiry centre



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[www.cumbria.ac.uk/international](http://www.cumbria.ac.uk/international)

# International Student **Guide**



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# Welcome to your University of Cumbria

## **Congratulations on receiving your offer to study at the University of Cumbria!**

Over the coming weeks and months you will be preparing to leave your home and begin life as an international student. We understand that while this is an exciting time for you, you may also feel apprehensive about your transition into a new culture.

In this guide, we provide you with information to help you on your student journey, from applying for a visa, to student support services.

If you have a question that is not addressed in this guide, contact us and we will be pleased to assist you. We look forward to meeting you soon.

**International Development Office and the International Student Support Team.**

**[international@cumbria.ac.uk](mailto:international@cumbria.ac.uk)**







# Your Offer

Your offer letter will state whether you have received an unconditional or conditional offer of a place to study at the University of Cumbria.

## Unconditional Offer

An unconditional offer means that you have provided all the documentation we need to see and that you meet the university's entry requirements. You should at this stage accept your offer of a place by emailing [international.admissions@cumbria.ac.uk](mailto:international.admissions@cumbria.ac.uk). When we have received your acceptance of your study place, and when you are within three months of the start of your course, we will send you a Certificate of Acceptance for Study (CAS), which will enable you to apply for your visa.

## Conditional Offer

A conditional offer means that we require further information from you before we can offer you a place on your chosen programme. The conditional offer will state the conditions you will need to fulfil before we can make you a firm offer of a place on the course. You may still accept your offer of a place by emailing [international.admissions@cumbria.ac.uk](mailto:international.admissions@cumbria.ac.uk).

There are a number of typical conditions we may ask you to fulfil, for example:

- successful completion of an examination you will take
- achievement of a required grade in an English language test e.g. IELTS

If you are very close to the English language requirements for your chosen programme, we may invite you to attend a pre-session course for six or twelve weeks, depending on your level of English. For more information on our pre-session programmes, please see [page 9](#).



## Study Abroad

If you will be attending the University of Cumbria as a study abroad student, you will have received a letter confirming your acceptance to study with us.

In order to accept your place, you will need to email [international.admissions@cumbria.ac.uk](mailto:international.admissions@cumbria.ac.uk) by the deadline stated on your letter.

## Exchange and Erasmus Students

The Erasmus+ Coordinator will send you a confirmation letter when you have accepted your place with us.

# Pre-Arrival

## Visas and immigration

We realise that applying for a student visa can feel daunting, but with the right information and planning you can make a successful application.

### Do you need a visa?

You may not need a visa to study in the UK if:

- you are a national of a country in the European Economic Area (EEA) or Switzerland
- you are a British overseas territories citizen, unless you are from one of the sovereign base areas in Cyprus
- you are a Commonwealth citizen with permission to enter or stay in the UK because at least one of your grandparents was born here

The UK Visa and Immigration (UKVI) website has a useful page for you to confirm if you do, or do not, need a visa: [www.gov.uk/check-uk-visa](http://www.gov.uk/check-uk-visa)

If you do not meet one of the above qualifications, then you will need a visa to enter the UK to study.

### I do need a visa, and I am coming to the UK for a course that lasts less than six months and do not need a Tier 4 visa

If you are coming to the UK to study on a programme that lasts less than six months, you will be able to enter the UK with a Short-term Study visa. You can apply for the visa in advance of travelling or wait until you arrive at the port of entry. You will need your confirmation of offer letter and may need to show evidence of your finances, accommodation arrangements, travel information, information about your trip to the UK and your passport.

More information is available online: [www.gov.uk/study-visit-visa](http://www.gov.uk/study-visit-visa)

### I do need a visa, and I am coming to the UK for a course that lasts more than six months and do need a Tier 4 visa

You will need to apply for a visa under Tier 4 of the points-based system if you are coming to the UK and:

- will be studying on an undergraduate or postgraduate programme that lasts longer than six months
- are from a country that requires you to have entry clearance

To apply for the visa, you will need a Certificate of Acceptance for Study (CAS) which is evidence that the University of Cumbria is sponsoring you and that you have fulfilled the university's requirements to enter your chosen course.

When you have accepted your offer of a place at the University of Cumbria and paid a deposit for your tuition, we will issue you with a CAS number. Please accept your place as quickly as possible so we can issue your CAS. You must use your CAS within six months of issue and you can apply for your visa three months before the start of your course.

Information on applying for your visa can be found on the UKVI website: [www.gov.uk/tier-4-general-visa](http://www.gov.uk/tier-4-general-visa)

### I am in the UK on a Tier 4 visa with another institution

If you are currently studying in the UK as a Tier 4 student at another institution and are either transferring or starting a new degree at the University of Cumbria, you must apply for a new Tier 4 student visa and will need to be issued with a CAS by the University of Cumbria.

More information can be found online: [www.gov.uk/tier-4-general-visa](http://www.gov.uk/tier-4-general-visa)

You should bring confirmation that UKVI has received your application for a new visa when you register with us.

**To apply for a student visa you must provide the Visa and Immigration office with the following documents:**

- a completed visa application form
- the visa application fee
- a current passport or travel document (do not worry if your passport expires before the end of your course. You may apply for another passport while in the UK)
- a CAS number from the University of Cumbria
- documents to show that you have sufficient finances (maintenance funds) to support you during your stay in the UK
- documents used by the University of Cumbria to assess your application e.g. school, college, university certificates and transcripts, IELTS certificate
- your biometric details







## Tier 4 Responsibilities

### The university's responsibilities

Having sponsored you to enter the UK and for you to remain with us until you complete your studies, the University of Cumbria has a number of important responsibilities to fulfil. These include:

- Checking your original certificates
- Keeping a record of:
  - your current passport and visa
  - your biometric residence permit (BRP) or identity card for foreign nationals (IFCN) if one has been issued to you by the UKVI
  - your current address, telephone number and other contact details
  - any changes to your immigration permission
- Monitoring your attendance on the course to check that you are engaging fully with all aspects of your studies
- Monitoring your progress during your studies
- Reporting to the UKVI if your attendance is poor, if you interrupt your studies or if you leave the university

### Your responsibilities

Holding a visa to study in the UK also places very important responsibilities on you. It is your responsibility to:

- Comply with the conditions of your permission to stay in the UK, which may include registering with the police, working only part-time, etc.
- Register on a full-time course of study at the University of Cumbria
- Attend your timetabled teaching periods and any other course-related activities, including meetings which have been arranged
- Report any absences to the correct absence line and your academic tutor
- Provide the university with specific information including:
  - a copy of your current passport and visa;
  - a copy of your BRP or ICFN if one has been issued to you by the UKVI;
  - any changes to your current address, email address, telephone number and other contact details before and while you are studying with us
  - any updates or changes e.g. an extension to your immigration permission;
- You must comply with any requests from the UKVI, e.g. meeting immigration officers when they are on an inspection visit to the university.

Visa rules and regulations can change quickly. For the most up-to-date information, you should visit the website for the UK Visa and Immigration [www.gov.uk/government/organisations/uk-visas-and-immigration](http://www.gov.uk/government/organisations/uk-visas-and-immigration)

You may also like to consult the UK Council for International Student Affairs [www.ukcisa.org.uk](http://www.ukcisa.org.uk) for details on making a student visa application and for general advice.



# Ready to Study

Whether it is developing your English language skills, or learning about the differences between study in the UK and in your home country, you can prepare before starting your studies at the University of Cumbria.

As a registered student, you will have access to a range of learning resources and staff who will help you adjust to and make the most out of life in the UK.

The University of Cumbria offers pre-sessional programmes to help students prepare for the academic demands of studying at undergraduate or postgraduate level. The programmes are delivered over 21 hours per week, including individual tutorials and independent study, and focus on developing your skills, grammar and vocabulary for everyday communication and academic study.

A twelve week pre-sessional programme starts in late June or early July for Bachelors students with an IELTS score of 5 and Masters students with an IELTS score of 5.5. A six week pre-sessional programme starts in mid-August for Bachelors students with an IELTS score of 5.5+ and Masters students with an IELTS score of 6+.

If you are interested in either of these programmes, you must enrol by emailing [international@cumbria.ac.uk](mailto:international@cumbria.ac.uk).

## Prepare for Success

Whether you are completing a degree or just a short course at the University of Cumbria, we realise that you will not just learn new content, but also how to be successful in a new educational system, with differences in the study methods you use, the format of your lectures, and the coursework and assessments. You may find Prepare for Success [www.prepareforsuccess.org.uk](http://www.prepareforsuccess.org.uk) a valuable resource that will help you get ready for university study in the UK.



# Finances and Tuition

## Fee deposit policy

### Who pays a deposit?

If you are a new international student applying for a full-time undergraduate or postgraduate programme, you are required to pay a fee deposit before receiving your unconditional offer or Confirmation of Acceptance for Study (CAS). Graduating students wishing to progress to a further course of study at the University of Cumbria will also pay a deposit.

Erasmus+ and some exchange students enrolling through the Study International team are not required to pay tuition fees to the University of Cumbria. If you are unsure if this applies to you, please contact the team [studyinternational@cumbria.ac.uk](mailto:studyinternational@cumbria.ac.uk)

### Amount of deposit

If you are a new international student, you will pay a deposit of £5,000 minimum.

### How to pay

You can pay in one of the following ways:

- by banker's draft made out to 'The University of Cumbria' and sent directly to the university or via its approved agent. You should write your full name, student number and course on the back of the banker's draft.
- by bank transfer directly into the university's bank account. Transfers should include the student name and ID:

<b>Bank Name</b>	Barclays
<b>Bank Address</b>	Leicester, Leicestershire LE87 2BB
<b>Bank Account</b>	90842214
<b>Sort Code</b>	20-69-85
<b>SWIFT Code</b>	BARCGB22
<b>IBAN</b>	GB93BARC20698590842214

- by debit or credit card by calling the university Fees and Income Team: **0044 1524 590826**

All payments made to the University of Cumbria must be paid in £ Sterling. Any currency conversion costs or other charges incurred making a payment shall be borne by the student or the third party making the payment on their behalf, and shall not be deductible from the amounts due to the University of Cumbria.

## Pre-sessional programmes and your deposit

If you are required to attend a pre-sessional course, you will need to pay the full fee for the pre-sessional course in addition to the deposit which is part payment of the substantive programme fee. The university will not issue the unconditional offer or CAS until both the deposit and full pre-sessional fees are paid.

If a student on the twelve week pre-sessional fails to progress on academic grounds, the full deposit for the substantive programme will be repaid.

If a student on either the six or twelve week pre-sessional fails to progress as a result of non-attendance, poor attendance or lack of effort, the deposit for the substantive programme will NOT be repaid.

The university will inform the UKVI where there is evidence that a student has paid the deposit, travelled to the UK but not attended registration.

### Refund of deposits

A refund of the deposits will be considered ONLY where a student has been refused a visa for other than fraudulent reasons. Students may apply for a refund by sending copies of the official visa refusal notification from the Home Office, together with passport details. The university reserves the right to verify details with the Home Office. Where the university decides to make a refund of the deposit, this will be refunded in pounds sterling to the person who originally made the payment. Currency conversion costs or other charges incurred processing a refund shall be borne by the student or the third party receiving the payment on their behalf.

Refunds will NOT be made if the refusal or a CAS withdrawal is on the grounds of fraudulent activity by the student, or due to failure to disclose full details in the application.

No refund will be made if the student fails to attend at the start of the programme or withdraws after the start of the programme.



## Administrative fee

If the university decides there is good reason to return a deposit, the refund will be subject to an administrative fee of £500. The administrative fee will not be charged if:

- The university has made an error that results in visa refusal
- The university withdraws the CAS before the visa is issued, eg. if there is insufficient time for a visa to be issued in time to allow a student to arrive before the start of the course.
- The university withdraws the programme of study that the student is planning to join.

If the UKVI has made an error in its decision to award a visa, an 'administrative review' must be requested. In this case, the university will consider a request for a refund but reserves the right to deny a refund based on the outcome of the review.

## Deferral of a place on the course

Students who defer their study to the next intake and do NOT enter the UK will be permitted to defer their registration until the next intake on to the course and retain their full deposit.

Students who gain a visa, travel to the UK and then request a deferral to the next available intake, will not be eligible for a refund of their deposit unless they can provide evidence to prove extenuating and unforeseen circumstances for the deferral, for example, serious long-term illness supported by a doctor's certificate. Without proof of extenuating circumstances, the student will need to apply again for the later programme and pay a further deposit and the full fees for that programme.

The university reserves the right to make judgements on whether the student's circumstances warrant forfeit of the deposit. The UKVI will be informed that the student is not studying at the university and the reason for non-registration. You will be required to return home as the university will no longer be sponsoring you.

## Payment of fees and early-payment discount

Details of fees for international students can be found at [www.cumbria.ac.uk/internationalfinance](http://www.cumbria.ac.uk/internationalfinance)

Before you can register for your course, you must have paid at least 75% of your tuition fees. Registration will be suspended until the payment has been received by the university.



If you decide to pay your full tuition fee on or before registration day, we will offer you a discount of £1,000 if you are a self-funding student. Please note that if you arrive late, or if you choose to pay your tuition in instalments, it will not be possible to take advantage of the discount; however, you can always pay this in advance in one of the following ways:

- by bank transfer directly into the university's bank account. Transfers should include the student name and university ID:

<b>Bank Name</b>	Barclays
<b>Bank Address</b>	Leicester, Leicestershire LE87 2BB
<b>Bank Account</b>	90842214
<b>Sort Code</b>	20-69-85
<b>SWIFT Code</b>	BARCGB22
<b>IBAN</b>	GB93BARC20698590842214

- by debit or credit card by calling the university Fees and Income Team: **0044 1524 590826**

### Cash payments are not accepted

If you choose to pay your tuition in instalments, you can view the deadlines for your payments at [www.cumbria.ac.uk/finance](http://www.cumbria.ac.uk/finance) under 'Student Financial Regulations'.

## Planning your finances

We recommend that you budget at least £5,500 for an academic year in the UK to include accommodation costs and living expenses. To help you plan effectively, we suggest using the UNIAID International Student Calculator [international.studentcalculator.org](http://international.studentcalculator.org) to help you set a realistic budget.

# Accommodation



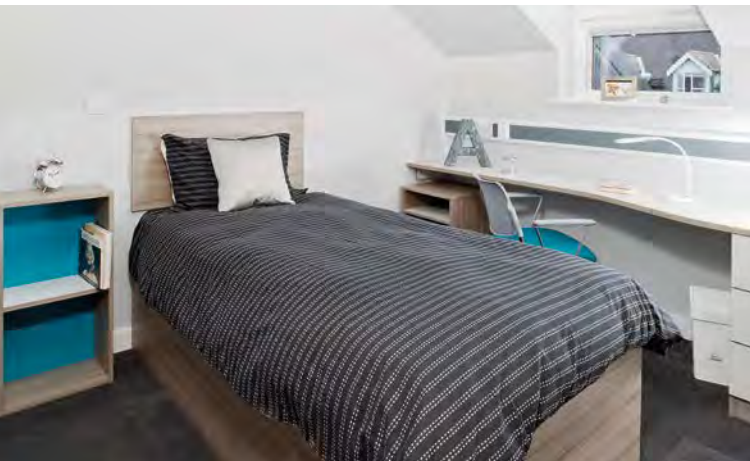
The University of Cumbria offers a range of student accommodation, including en-suite or standard rooms, with catering or self-catering options.

The University of Cumbria website provides information about the halls on each of our campuses [www.cumbria.ac.uk/accommodation](http://www.cumbria.ac.uk/accommodation) including details about fees, the facilities within each hall and a checklist of items to bring.

Whether you are coming to study for an entire academic year or a single semester, we will guarantee you accommodation in halls of residence, provided we receive your application for accommodation no later than 31 July. You will receive an email from our Admissions Team that contains a link to a form which you will use to let us know your preferred places to live. Please complete and return the correct form (single semester or 42 weeks) as soon as possible. Students are then allocated and offered first-come, first-served accommodation dependant on their preferred hall of residence.

After you have been allocated accommodation, you will be emailed a contract and an accommodation handbook. You must sign and return the contract by post or email within seven days of receiving it. Payment of accommodation fees is required in full prior to arrival. Details of how to pay can be found on [page 10](#) or via our website. Please note, if paying by BACS transfer, please use your full name and student number as a reference.

The University of Cumbria also advertises houses in the local area owned by private landlords on Cumbria Student Pad [www.cumbriastudentpad.co.uk](http://www.cumbriastudentpad.co.uk). If you are coming to study for part of the year and/or do not want to live in halls of residence, you will find that there is a good choice of reasonably priced homes and private halls of residence around our campuses. We only advertise or lease properties owned by landlords who have been accredited by the National Landlord Association and have their properties meet safety regulations. Our accommodation officers are here to help you with your accommodation needs, so please do not hesitate to get in touch should you have any questions.





# Arrival

## Airport information

### Manchester

[www.manchesterairport.co.uk](http://www.manchesterairport.co.uk)

**Nearest campuses:** Lancaster and Ambleside, Workington

**Rail travel from the airport:** Manchester Airport has a train terminal inside the airport. You can buy rail tickets at the terminal.

### Liverpool John Lennon

[www.liverpoolairport.com](http://www.liverpoolairport.com)

**Nearest campuses:** Lancaster and Ambleside, Workington

**Rail travel from the airport:** You can buy your bus fare from the driver and your rail ticket at the rail station.

### Newcastle International

[www.newcastleairport.com](http://www.newcastleairport.com)

**Nearest Campuses:** Carlisle - Fusehill Street and Carlisle - Brampton Road, Workington

**Rail travel from the airport:** Newcastle Airport is connected to the main rail line (Newcastle Central) by a metro service called Nexus. You can buy tickets for the metro from ticket machines at the Metro station. Rail tickets can be purchased at the train station.

## Travel to Lancaster

Lancaster is on the main rail line, so when you purchase your tickets, you can ask for a ticket to 'Lancaster'. You may need to change trains during your journey. You can ask the ticket agent, or another member of the railway staff, to help you take the correct trains.

Lancaster rail station has a taxi stand. If you have a lot of luggage, this may be most convenient. The journey will take 5-10 minutes, and be sure to ask for 'University of Cumbria, Bowerham Road' as there are two universities in Lancaster.

## Travel to Ambleside

You may need to change trains during your journey and you can ask a member of the railway staff to help you choose the correct train.

From Windermere train station, take a taxi from the taxi stand, which will be a 10 to 15 minute journey. Or you can also take a bus from Windermere rail station to Ambleside.

## Travel to Carlisle

You may need to change trains during your journey and you can ask a member of the railway staff to help you choose the correct train.

From the Carlisle rail station, take a taxi to either the Brampton Road campus or the Fusehill Street campus. Both of these journeys take between 5 and 10 minutes.



## Expected arrival time

We will be in touch to ask for your expected arrival time. Please check your emails regularly in the weeks leading up to your arrival and provide this information as soon as possible.

Please arrive on campus on the date notified and not before. We are unlikely to be able to accommodate you prior to this date.

## At the airport

Upon arriving in the UK, you will need to clear immigration. At immigration, you will need to provide:

- your passport
- visa (if applicable)
- your original unconditional offer letter
- the original documents you used to prove your financial support
- health certificate (if applicable)
- the address of where you will live during your studies

You can expect to discuss with the immigration officer details of what you will study and why, your maintenance funds and financial support, and other details relating to your study and stay in the UK.

## Travelling to your campus independently

You will find that the UK has a wide range of transportation options including trains, buses and taxis. Keep in mind that if you arrive late at night, the train or bus service may not get you all the way to your campus, since rail and bus services do not run 24 hours a day. If this is the case, you should make arrangements to stay near the airport on your arrival, and make your journey the next day. You will be sent further details about travel from the airport to your campus.

## With increasing fees and weight limits for checked luggage on airlines, packing for your time abroad can be a challenge. Think about including the following in your suitcase:

- power adapters
- a range of clothing suitable for English weather, including a waterproof coat and shoes, and items that can be layered and adapted for warm and cool weather
- small reminders, eg. photos, of your home, friends, and family
- copies of the photo page and visa page of your passport and additional passport photos
- British pounds sterling, both cash and traveller's cheques – enough to last you for the first week or two until you can open a bank account and get a banking card, and you will be prepared if you have any issues with your debit card in the UK.



## Arriving on campus

Please arrive on campus on the date notified and **not before**. We are unlikely to be able to accommodate you prior to this date. Once you arrive on campus you will be able to begin settling into your new surroundings. If you will be living in university accommodation, you should report to reception when you arrive on campus and collect your keys. If you arrive late in the evening and you find that reception is not open, your keys will be with Night Security on your campus.

If you have made arrangements to live in rented accommodation, you should ensure that your landlord is aware of your arrival date and time, and that you understand the process for obtaining the keys to your house or flat.

## Late arrivals and emergencies

If you are delayed during your travel, email [lissinternational@cumbria.ac.uk](mailto:lissinternational@cumbria.ac.uk) or phone **+44 1524 590800** as soon as possible with your new expected arrival time. Give us your full name, date of birth, student number and course title. If you will be living in university accommodation, you may also ask the receptionist to notify the Residence Life team of your new arrival time.

In case you have an emergency while you are travelling, we encourage you to keep the following contact details with you:

- A family member at home
- Your embassy and its services for overseas citizens
- The International Development Office:  
**+44 1524 384231**
- The University of Cumbria main switchboard/  
security university: **+44 1524 590800**
- The emergency services number for the UK: **999**

## Contacting home

We understand that you will want to get in touch with people at home to confirm that you have arrived safely at your university. If you bring a mobile phone with you, you may wish to check with your service provider that your phone will operate in the UK, as well as how much it will cost to make a call home from a foreign country.

Alternatively, you will find public phones at airports, rail stations and bus stations, as well as on many streets. These phones take coins in 10p, 20p, 50p and £1 denominations, and may take credit cards. You can also purchase an international phone card from a shop or newsagent.



# Orientation and Registration



As a new student, you will need to register before the start of your course. For undergraduate students starting in September, this will take place as part of the Welcome Week programme. If you are starting at any other time, you will be informed of when registration and induction will take place in your offer letter.

## Online Registration

Before you left home, you will have received an email from Data Management, at the University of Cumbria requesting you to complete an online registration. This registration process will allow you to access university resources, provide consent to academic and financial regulations, and check the personal details the university has on file for you.

We strongly recommend that you complete this process online before you arrive on campus, since it will save you a lot of time and give you quicker access to university resources when you arrive.

As an international student, you will need to provide your passport and visa details, so be sure to have these documents with you when you are registering. You will also have a chance to upload a photo of yourself for your student ID.

Study Abroad and Exchange students, including Erasmus students, will also need to register online. You will receive access to online registration a few weeks before your course begins.

## Registration on campus

As a part of your induction, you will also register in person. You will need to bring your passport and your visa to this session. You must register with us in person in order to meet the requirements of the UK Visa and Immigration Office.

## Induction and Welcome Week

We look forward to welcoming you to the University of Cumbria. Your induction sessions over Welcome Week will cover a range of topics. You should attend all sessions. You will spend time learning about your course and meeting your fellow students and tutors. We also provide sessions specifically for international students, letting you know about the wide range of services the university offers and how you can be successful in UK higher education.

## Police Registration

Some international students will need to register with the police within seven days of arriving in the UK. If you need to do this, the condition will be printed on your vignette or biometric residence permit (BRP), and we will remind you when you register with us on campus. We will show you the local police station during a city tour. Within seven days of your arrival, you will need to visit the police station and take the following items with you:

- your passport
- your visa
- proof of what you are doing in the country, such as your university offer letter
- proof of your UK address, such as your tenancy agreement or housing contract
- £34 cash exactly – the police station is unable to give you change
- a current passport photograph

Once you have registered with the police, you will receive a Certificate of Registration, which you should carry with you. You will need to let the police know if your certificate is lost or stolen, or if there are changes to your details, such as moving to a new address, your visa is extended, or if your marital status changes.

## Important information

Staff at the University of Cumbria are committed to helping you to fulfil the conditions of your visa. We will explain your responsibilities to you during Induction and will be happy to advise you at any stage. However, because of the very severe consequences of failing to register on time or to attend regularly, it is important that you are aware of what will happen to students who break their visa conditions.

If a student fails to register and has not informed us of any delay to his or her arrival, we will report the student as a 'non-arrival' to the UK Visa and Immigration Office. The student will have broken the conditions of his/her visa and will forfeit any right to remain in the UK and may be liable to a large fine.

If a student fails to attend classes without a good reason, such as an illness supported by a doctor's certificate, we will send the student a letter reminding him/her of attendance requirements. If absence continues for 4 weeks, the student will automatically be reported to the UK Visa and Immigration Office. The student will have broken the conditions of his/her visa and will forfeit any right to remain in the UK and may be liable to a large fine.

The penalties imposed for non-registration and poor attendance are very severe but our International Officers are always pleased to help and advise you so please keep in touch with them.



# Experience Your University of Cumbria

## Studying

Studying in the UK is likely to be very different from that of your country and may take some time to adjust to. You should be prepared to experience a different approach to teaching methods and research strategies in the UK. You may find that you spend less time in a classroom than at home, and that you are expected to undertake a large amount of study on your own and with your fellow students.

At the University of Cumbria our aim is to engage, challenge and encourage students to develop their own thoughts and opinions; explore their ideas through reading and independent research and discussion with classmates and tutors. Our experienced tutors will share their knowledge and discoveries with you and encourage you to develop your ideas in small groups and listen to the ideas of others. We welcome students who want to be challenged and who are eager to think independently.

Outside lectures, you will build on this foundation with further reading around your subject. You will also use your analytical skills to critically evaluate the information you receive. Seminars and supervisions offer you the opportunity for discussion and allow you to reflect on your progress.



## Student Support Services

We are committed to supporting your learning needs. To help you settle into life at the University of Cumbria, you will be assigned a student mentor who will contact you by email. They offer a friendly face and contact to go to about anything and can signpost you to different support available.

Our International Student Support Team will keep in touch to help you settle in, signpost you to support available, and share internal and external sources of information to help you get the most of your time studying with us. They will pass on details of campus and local information, lists of doctors and dentists, university policies, as well as help with homesickness and adjusting to a new culture.

You will be allocated a personal tutor who will meet with you regularly during your time at the university. You will meet your personal tutor during the first week of your course. This person will monitor your academic performance and assist you with any difficulties you may face. S/he will normally be your first point of contact for any academic problems that you experience during your studies.

## Vacation times

If you are arriving in September, you may already be planning travel during the Christmas holiday. While you will likely save money by making arrangements early, we suggest that you contact the Admissions Team to confirm the start and end date of your studies.

If you are a Study Abroad or Exchange student, you may need to sit exams shortly after the Christmas vacation, so if you plan to spend the Christmas break away from the university, you should speak to your tutor before you make any arrangements, who will let you know if you need to return to the university after Christmas vacation for exams in January.





# Living

Although you are coming to University of Cumbria to study, we understand that adjusting to daily life in the UK outside your lectures is extremely important.

In this section, we discuss important information about healthcare, finances, and social life in the UK.

## Healthcare

When you first arrive in a new country, it can be easy to concentrate on your studies and take less care of your health; however, you can help yourself to stay healthy by preparing for the British climate, eating healthily and getting plenty of sleep. If you do require medical or dental treatment while you are in the UK, the following information will explain the services available to you.

The support available will depend on how long you are studying for and which category of student you fall into. Check the UKCISA website for further details:

[www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare#RL](http://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare#RL)

## The National Health Service

The National Health Service (NHS) is the UK's state health service, which provides treatment for UK residents through a wide range of healthcare services including general practice, hospitals, and Accident and Emergency (A&E) departments.

### Non-Emergency Help

The NHS **111** Service is the NHS non-emergency number. It's fast, easy and free. Call **111** and speak to a highly-trained adviser, supported by healthcare professionals. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### Emergency Help

If you need urgent medical assistance, for example, if there has been an accident that requires emergency treatment, you should telephone **999**.

For other information, you can explore the NHS website [www.nhs.uk](http://www.nhs.uk)

## Entitlement to free NHS treatment

The following NHS treatment is free to anyone:

- treatment in an emergency (but not follow-up treatment)
- treatment of certain communicable diseases
- compulsory psychiatric treatment
- family Planning (clinics which offer free, confidential advice and information on contraception and sexual health; can be used by women, men and young people)

To find what NHS treatment you qualify for refer to the UKCISA website. In this case, you, and any dependants who have accompanied you, will qualify for NHS treatment from the beginning of your stay. This includes free treatment in NHS hospitals and you may register as a patient with a general practitioner (GP).

If you are an European Economic Area national studying in the UK for any length of time, and any dependants who have accompanied you, you should fill out an EHIC form in your country of residence. This form will entitle you and your family to full NHS treatment.

You are entitled to consult a GP and other GP services, such as visiting a clinic, as well as treatment in a hospital, both emergency and non-emergency. You may still need to pay for medicine that is prescribed to you, vaccinations for travel, dental treatment and optical treatment.

If you are not a national of the European Economic Area, and will be studying in the UK for less than six months, you are not entitled to free treatment from the NHS, except in an emergency. You will have to pay as a private patient for any medical treatment you have, so it is very important that you have medical insurance for the duration of your visit to the UK.

## Register with a GP

As soon as you arrive in the UK, you will need to register with a local doctor as soon as you can. Do not wait until you are ill. You should visit the reception of a nearby GP surgery, fill out a form and provide proof that you are enrolled at the university, along with your passport and any loose immigration documents. You should request to be added to the list of National Health Service (NHS) patients. Most doctors' surgeries have female as well as male doctors, and if you prefer you can ask to be put on a female doctor's list.



## Finances

Managing your finances is an important part of your daily life. Follow the link below to help you work out how to manage your money and build a realistic budget for living and studying in the UK, and find out how other students manage their money.

<https://international.studentcalculator.org/further-information/banking>

Please avoid bringing large amounts of cash into the UK. Whilst our campuses and their locations are amongst some of the safest in the UK, it is not recommended to keep cash in your student accommodation or to carry it around with you.

## Banking

This link below provides you with basic information and resources to help you when choosing and opening a bank account as an international student in the UK.

[www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account](http://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account)

It is best to do plenty of research online to find out which banks provide the best options for you. You may find the process of opening a bank account to be time-consuming and a bit complicated. It can take up to four weeks before you are able to access and use your account, so please consider retaining some cash, traveller's cheques, or a debit/credit card from your home in order to have access to money while your account is being set up.

As an international student you will normally be offered a basic bank account, for example a current account and a debit card or cash card. This account will usually let you make direct debit payments, such as rent, gas and electricity bills, your mobile phone, etc.

In order to open a bank account, you should visit a few banks near your campus and ask what they can offer you as an international student. When you have selected a bank, you will need to take them the following in order to open the account:

- a photo ID – it is best to take your passport, as some banks will not accept a foreign driver's licence or other IDs
- proof of address – this can be your housing contract from the university or your tenancy agreement if you are living off campus
- proof of enrolment on your course – you will be able to have a letter printed from the bank after you have registered onto your course. You can collect this

letter from the Programme Administration desk (PA) on your campus after you have paid your fees and registered

Further information about banking in the UK is available here: <https://international.studentcalculator.org/further-information/banking>

- you will need £ British pounds sterling (cash, traveller's cheques) to open a bank account. It is very important that you provide your initial deposit into your account in the correct currency. Otherwise, there may be additional delays in opening your account.

## Insurance

You are strongly advised to take out a travel insurance policy which covers your journey to and from the UK. You should find that it isn't too expensive, and should cover delays, medical emergencies, and the cost of replacing your belongings in the event of loss or theft. We also recommend that you take out a separate policy to insure your belongings while you are in the UK.

Ensure that you read the terms and conditions of any insurance policy carefully to make sure that all your possessions are covered. You may need to insure certain items separately such as laptops, expensive jewellery, or sports equipment.

University of Cumbria does not endorse any company in particular. There are many insurance companies in the UK and you should obtain several quotes before you decide which policy to take. However, there are some companies that specialise in low cost insurance for students, such as Endsleigh [www.endsleigh.co.uk](http://www.endsleigh.co.uk)

## Taxes

In the UK, there is Value Added Tax (VAT) that you pay for most goods and services. If you have to pay VAT on something, it will usually be included in the price you see. Generally, VAT is 20%, but some items are taxed at a reduced rate of 5%, such as gas and electricity for your home. Basic food items, books, children's clothes, and some other items are not taxed.



There is a local tax that is paid to the local council for services such as rubbish collection, recycling and street lighting. If you live in a University of Cumbria hall of residence, you will not have to pay council tax. If you rent accommodation in the private sector, then you will be asked to pay council tax. If everyone in your house is a full-time student on a course lasting at least one full academic year, then you will be exempt from paying council tax. You can apply for a council tax exemption at [www.gov.uk/council-tax/discounts-for-full-time-students](http://www.gov.uk/council-tax/discounts-for-full-time-students)

## Personal Safety

The UK is widely considered a safe place to live by international students. Our region is noted for its comparatively low levels of crime.

The British Council has produced a document that gives helpful guidelines to personal safety:

[www.ukcisa.org.uk/studentnews/322/New-safety-guides-for-international-students](http://www.ukcisa.org.uk/studentnews/322/New-safety-guides-for-international-students).

Overall, we encourage you to use common sense: use extra caution at night, avoid poorly lit areas, ensure a friend knows when to expect you home, and carry a mobile phone.



## British Law

A guide to your rights and the law in the UK can be found at: [www.gov.uk/browse/justice/rights](http://www.gov.uk/browse/justice/rights).

It is important to note that the law in the UK may be different from the law in your own country.

- you must be 18 or older to purchase tobacco.
- you must be 18 or older to purchase alcohol. It is illegal to purchase alcohol for someone younger than 18.
- you may not carry, use, or supply illegal drugs or substances of any kind.
- you may not carry any sort of weapon, including guns, stun guns, and knives.

As a student at the University of Cumbria, you must follow the Student Code of Conduct. The Student Code of Conduct states that you must follow British law, as well as acting respectfully and responsibly towards the staff and students of the university, and university property and buildings.

If you do not follow the Student Code of Conduct, you could face fines, suspension or deregistration from the university.

The complete Student Code of Conduct is available online at [www.cumbria.ac.uk/StudentConduct](http://www.cumbria.ac.uk/StudentConduct)

## Getting Around

You will find a range of public transportation available to you, but walking may often be the quickest and most direct route. City maps will be provided to you as part of your welcome pack.

Depending on your accommodation, you may find that bus travel is a convenient way to travel to campus, as well as to travel outside your town.

[www.stagecoachbus.com](http://www.stagecoachbus.com) has bus timetables that you can download. If you plan on using the bus frequently, and are living in Lancaster or Carlisle, you may consider buying a UniRider bus pass from Stagecoach, which allows unlimited travel in your area.

Rail travel is a quick way to cover long distances. You can book tickets at the National Rail website [www.nationalrail.co.uk](http://www.nationalrail.co.uk), or visit the rail station and speak with a ticket agent. You can sometimes find better fares if you book early, but the ticket agent will always help you find the least expensive travel option that meets your needs. If you plan to travel by rail, you should consider purchasing a 16-25 Rail Card, which will give you a 33% discount off of your fare.

[www.16-25railcard.co.uk](http://www.16-25railcard.co.uk)

## Lifestyle

The University of Cumbria website has a wide range of information about living on each of our campuses, including details of where to eat, shop, and nightlife.

[www.cumbria.ac.uk/student-life](http://www.cumbria.ac.uk/student-life)



# Working

While your studies must always come first, a part-time job can be a helpful way for you to gain work experience and earn some money during your studies.

## Working restrictions

If you are entering the UK as a student visitor or as a Tier 4 student, there are restrictions on your employment in the UK.

If you are a Tier 4 student, then you may work during your studies, as long as your visa does not state 'No Work' or 'Work Prohibited'. During term-time, you may work up to 20 hours a week if you are studying at degree level or if you are on a study abroad programme. If you are studying below degree level, you may work up to 10 hours a week. You may work full-time during academic vacations defined by the University of Cumbria calendar.

If you have a short-term study visa, or are with us on Erasmus+ or Exchange, you are not allowed to undertake any employment, paid or unpaid, or participate in a work placement.



You can contact JobCentrePlus at **0345 600 0643**

## Finding a Part-Time Job

The Careers Team on your campus provide guides to part-time, local work near your campus, as well as how to look for work after you graduate.

[www.cumbria.ac.uk/careers](http://www.cumbria.ac.uk/careers)

You can book an appointment to see a careers adviser for help with finding employment, information on National Insurance, different types of jobs and placements and how to make applications.

Email [careers@cumbria.ac.uk](mailto:careers@cumbria.ac.uk) for more information.





# Support/Facilities

The University of Cumbria offers a wide range of services to students. Here are some highlights:

## The Students' Union

The University of Cumbria has a vibrant and active student union. Every University of Cumbria student is a member of UCSU, wherever and whatever you study, and there are offices in Carlisle and Lancaster. UCSU runs independently of the university and is run by students, for students.

You can talk to the student support team if you have any problems or questions.

There are many ways to get involved with UCSU, such as standing in elections for the UCSU panel or becoming a part of the Officer Team. UCSU also facilitates volunteering opportunities, groups and runs social programmes for new and returning students.

For more information or to get involved visit: [www.ucsu.me](http://www.ucsu.me)

## University Chaplains

The Chaplaincy provides a unique space where students can meet and get to know each other, whether they have a faith or not. We provide prayer and quiet space across all of our campuses for everyone to use.

We are available to chat, extend a welcome to all and can put you in touch with someone from your own faith tradition. [www.cumbria.ac.uk/chaplaincy](http://www.cumbria.ac.uk/chaplaincy)

## Mental Health and Counselling Service

A range of professionals (including counsellors, therapists, and mental health practitioners) are available and offer appointments Monday to Friday. An appointment gives you the time to explore what is going on in your life in a safe setting. You can either attend a group session or request one-to-one support by filling in our online registration form: [www.cumbria.ac.uk/need2talk](http://www.cumbria.ac.uk/need2talk)

## Skills@Cumbria

Support is available for academic skills, library and information literacy skills. You can access online resources 24/7, participate in group workshops and request individual advice face-to-face, via email or Skype. [www.cumbria.ac.uk/skills](http://www.cumbria.ac.uk/skills)

## Peer Mentoring @ Cumbria

[www.cumbria.ac.uk/mentors](http://www.cumbria.ac.uk/mentors)

To help you settle into university life, you will be contacted by a Peer Mentor who is a student themselves. They are friendly, non-judgemental and trained to provide you with all kinds of help. They can connect you up with other students and social networks, signpost you on to specialist support if needed, and help you to adjust to life and study in the UK.

## Students with a Disability or Learning Difficulty

We welcome applications from students with disabilities on our courses. The university defines disability broadly, including mobility impairments, sensory impairments, medical condition, autism (ASD), specific learning difficulties (SpLD's such as Dyslexia, Dyspraxia), and mental health conditions. We offer all disabled students a range of reasonable adjustments with the application process and on course. You are encouraged to get in touch early on to declare your disability or learning difficulty so that we can discuss your individual needs with you and start to put support in place to help you achieve your full potential.

Please see [www.cumbria.ac.uk/disability](http://www.cumbria.ac.uk/disability) for further details and do contact us beforehand so that we are able to prepare for your arrival. You can contact us at [disabilitysouth@cumbria.ac.uk](mailto:disabilitysouth@cumbria.ac.uk)

## Sports Facilities

[www.cumbria.ac.uk/sportfacilities](http://www.cumbria.ac.uk/sportfacilities)

At the University of Cumbria, our sports facilities aim is to make sport and exercise as inclusive as possible through the newly-developed UoC Active initiative. It encompasses all the sporting opportunities available to you during your time at the university including Student Union Sport, Membership packages, CPD courses and much more. Please visit the website for further details.



# Checklist

## Three to six months before your studies

- Receive your conditional offer
- Submit evidence to UoC that you have met your conditions
- Receive unconditional offer
- Accept your place at UoC
- Pay your deposit


## Three months before your studies

- Receive Confirmation of Acceptance of Studies (CAS) number and pay deposit on tuition
- Apply for visa
- Receive visa
- Make travel arrangements to come to the UK
- Complete and return your Travel Plans form
- Apply for accommodation
- Sign and return accommodation contract and pay accommodation deposit
- Complete UoC's online registration

## One week before your studies

- Arrive in the UK and travel to your UoC campus
- Get keys and settle into your accommodation
- Attend all registration session at UoC and Induction/Welcome Week sessions
- Register with the police, if applicable
- Begin classes

**Enquiry centre**

 0845 606 1144

 [enquirycentre@cumbria.ac.uk](mailto:enquirycentre@cumbria.ac.uk)

[www.cumbria.ac.uk/international](http://www.cumbria.ac.uk/international)

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