

International Student Handbook

2016/17



for students from outside the EU



Cardiff
Metropolitan
University



International and Partnerships Office

The International and Partnerships Office is a large, friendly unit within Cardiff Metropolitan University and during your time here, you will get to know the team very well. The unit is responsible for the recruitment, admissions and student support as well as facilitating international exchange opportunities for staff and students. You may have met some of our staff in your home country, at the airport on arrival to the UK or communicated with them via email, if not you will meet us very soon! The International and Partnerships Office is very pleased to welcome you to Cardiff Met. We are here to support you throughout this exciting journey and to ensure you have a fantastic experience.

Croeso i Caerdydd!

*(This means “Welcome to Cardiff”
in the Welsh language)*

Contact

international student welfare team

T Block - Room TO.13

Office Hours: Monday - Friday 8.30am - 4.00pm

(Closed 12.30pm - 1.30pm)

Tel: 029 2041 6494

Email: Internationalwelfare@cardiffmet.ac.uk



Contents

What kind of support can a student expect from the international student support team?

You will be pleased to know that we have a dedicated team who can help you with every aspect of your student life at Cardiff Met. The international student support team is divided into three sub-teams:

- International student welfare team
- English language and study skills support team
- Immigration compliance team

Meet the international student support team

Natalie Buckland - International Student Support Manager

Laura Evans - International Student Welfare Officer

Nicola Keen - International Student Welfare Officer

Joanna Walters - Assistant International Student Support Officer

Joyce Ma - Assistant International Student Support Officer

Louise Macphail - English Language and Study Skills Tutor

Njide Ezechi - English Language and Study Skills Tutor

Osk Danielsdottir - English Language and Study Skills Tutor

Teresa Kedward - Senior Immigration Compliance Officer

Cecilia Martell - Immigration Compliance Support Officer

Free English language and study skills support for international students

Although you will have lots of experience of writing assignments and taking examinations in your home country, you may find that the academic skills required for success at UK institutions are slightly different to what you have previously experienced. Some common questions students ask are:

- 'Please can I have some support with my English language writing skills?'
- 'I don't know where to start with writing my assignment, could someone help me?'
- 'Will there be someone to advise me on how to structure my essays?'
- 'Is there guidance available on referencing?'
- 'I need to demonstrate 'critical analysis' in my writing - please can someone teach me how to do this?'

The answer to all of these questions is YES!

The English Language and Study Skills Tutors are available to help you with the academic skills you will need during your studies at Cardiff Metropolitan University. You can request an appointment with the tutors by email, or by telephone.

Contact

English Language and Study Skills Tutors

Tel: 029 2041 6406

Email: writingsupport@cardiffmet.ac.uk

Dedicated welfare support

Welfare support for international students is available throughout the year to help and advise you with any questions or problems you may encounter. If you need advice about practices or procedures in the UK that you may not be familiar with, guidance on immigration matters, help with arranging bank accounts, assistance with accommodation issues or putting you in touch with other students, we are here to help you! International students may have different issues to UK students and these can be resolved with specialist support through the International and Partnerships Office. The international student welfare team understands that international students may face different problems or have concerns that differ from those of UK students. Our staff have specialist knowledge and experience to be able to provide appropriate support for you during your studies, so please do not hesitate to contact them. They are available Monday to Friday throughout the year.



International student welfare team (left to right: Laura Evans, Nicola Keen, Joanna Walters, Joyce Ma)

Although the welfare team is based on Llandaff campus, if you study at Cyncoed campus, members of the team will be happy to visit you should you experience any problems. Please contact them for an appointment.

Contact

TO:13, TBlock, Llandaff campus
Tel: 029 2041 6494
Email: internationalwelfare@cardiffmet.ac.uk

Does the international student welfare team provide a social programme for their students?

The answer to this is YES! We have a busy social calendar and we will be giving you the opportunity to join in with a number of activities. During the academic year, we will hold social evenings and parties. Here you will have the opportunity to meet other international students and get to know the international student welfare team. We also run a series of day trips throughout the year which will give you the opportunity to explore Wales and experience its rich cultural heritage, see its beautiful coastline and countryside as well as enjoy its market towns and historic landmarks. You will also have the chance to visit other parts of the UK with city tours to places such as London, Bath and Bristol. All of these events are very popular and are an excellent way to make new friends and have fun.

You can find out about our social programme from our posters, advertising screen in our reception, the international section of Cardiff Met's student portal or via our Facebook page - www.facebook.com/cardiffmetinternationalstudents. Don't miss out!



Cardiff Met's Student Union

In addition to the social events arranged for students by the International and Partnerships Office, Cardiff Met's Student Union also organises activities which may interest you. Every student who is enrolled at Cardiff Met is automatically a member of Cardiff Met's Student Union (SU). The SU provides a range of social, sporting and cultural opportunities for its members, whether through its commercial operations on each campus or through the societies and activities that are financed by the Union, or through the clubs and the Athletic Union. There are a number of societies at Cardiff Met. If you would like some further information about what societies Cardiff Met has to offer and for some information about how to join societies, please visit the Student Union webpage: www.cardiffmetsu.co.uk or email studentunion@cardiffmet.ac.uk.

The Athletic Union administers all the sports clubs at Cardiff Met. Students from every school are welcome to compete and play for Cardiff Met. Many of our high profile teams play in both the British Universities and National League competitions. Pinnacle Campus Sport also provides Intra-Mural Sport (IMS) for those students who want to play sport, get fit and have fun without the pressure of high league competitions.

The 'swipe' card

For just £10, students can obtain a 'swipe' card which is a new Cardiff Met student lifestyle card, offering huge discounts both on and off campus with many of your favourite retailers! To purchase a 'swipe' card please visit the Student Union page on our website at www.cardiffmetsu.co.uk/swipe/purchaseswipe.

UMAX

UMAX is a free service provided by Cardiff Met's Student Union which aims to allow students to maximise their student experience. The UMAX team can provide advice and support on:

- Employability development
- Job searching
- Volunteering
- Job application advice
- Advice and support on student life
- Award schemes

For further information, please visit the following website: www.cardiffmetsu.co.uk/umax.

Cultural issues

If you are coming to the UK as a student for the first time, you will probably notice cultural differences which may surprise, challenge or shock you. Whilst you are adjusting to life in the UK, you will be getting used to new procedures and systems. This section highlights a few areas that you may wish to pay attention to.

Cultural differences in the UK

- **Time Keeping** - In the UK punctuality is very important especially in academic life and business. You should always be on time for lectures, classes and meetings with academic and support staff. If you are going to be late it is advisable for you to telephone if you can. If you are late for an appointment do not be surprised if you are told to make another appointment to be seen on another day. Similarly if you cannot make it to an appointment at all, it is always advisable to telephone and let the person know in advance.
- **Being Polite** - Saying 'please' and 'thank you' is considered to be an important part of British culture. If you need to ask for someone's help, no matter who it is, it is polite to use the word 'please' and once someone has given you some help say 'thank you'. This may seem something very small but it can make all the difference in the way that people respond to you.
- **Queuing** - When you are at a reception desk, waiting to see your tutor, buying food in the canteen, in the supermarket, bank or wherever there are a number of people wanting to speak to someone, it is polite to queue and wait your turn. In some countries this is not the norm however, in the UK you will find that this is common practice and part of your daily routine. The British love to queue!
- **Gender** - Men and women play an equal role in society in the UK. There are no rules or regulations which prevent men or women doing specific jobs - both men and women alike carry out all roles at all levels. This is not only in Cardiff Met but in every organisation in the UK.
- **Equality** - When you are talking to someone or are requesting a service from them, no matter whom they are and no matter what role or status they have, you must be courteous and not demanding. This can range from buying a train ticket, asking for information at a reception desk, asking for your tutors help and advice or speaking to an Immigration Officer. People will be less willing to provide the assistance you require if you are not courteous and respectful.
- **Smoking** - Smoking is banned from enclosed public places in the UK. This means that people can only smoke in designated areas where there is a smoking sign. This ban affects most public premises e.g. restaurants, pubs, bars, shops, cinemas, shopping centres, leisure centres, other enclosed workplaces and public transport. Cardiff Met has been a non-smoking university for many years. If you are a smoker, please ensure that you only smoke in the designated areas and you do not smoke in your room in halls of residence. Anyone who does not abide by these rules could face criminal charges and a fine.

Culture Shock

Coming to the UK is very likely to be a new cultural experience for you and you are sure to find that there are a lot of things which are very different to what you are used to. It may be that you will experience 'culture shock' which is a very common feeling. Culture shock can be the shock of living in a new environment, meeting lots of new people, getting used to a different climate and food, being away from your family etc. It is very normal to feel culture shock not long after you have arrived in the UK. Here are some ideas which might help you reduce your feelings of culture shock.

- Find a local supplier where you can buy the food that you are familiar with - have a look at the section on food in this booklet which will tell you which local supermarkets sell for example, Chinese foods, Halal meats, Indian food products etc, or get some tips from the International Student Ambassadors.
- Ask the international student welfare team to put you in touch with students from your home country or someone with similar interests to you.
- Have familiar things around you from home such as photographs.
- Make friends with international students whether they are from your own culture or from other cultures and they will understand how you feel.
- Make friends with British students so you can learn more about life in the UK.
- Take regular exercise, to give you the energy to address the challenges you may face. Cyncoed and Llandaff sites both have sports facilities and classes in certain sports which is also a good way to meet people.
- Look out for information from the international student welfare team regarding social events and activities which will be advertised on the Cardiff Met student portal and across campus. Each term there are a number of trips and social evenings organised especially for international students which are a great way to make friends and see places of interest.
- Cardiff Met has an active Students' Union where they have a large number of societies and activities. There is a Students' Union office on each campus of study. Why not go and find out what events they have on offer?
- Do make use of Cardiff Met's services e.g. The international student welfare team, multi-faith chaplaincy and counselling service if you feel you need to speak to someone.. Being a university student can be stressful at times and these services are in place for all students who require support through challenging times.
- You may find that academic regulations and methods of assessment differ from what you are familiar with. Please do not worry if you feel a little confused about what is expected of you. Your Programme Director and tutors will be happy to advise you. Alternatively the International Student Language and Study Skills Support Tutors will be able to offer you advice about study styles in the UK.
- If you live in university halls of residence there are Student Wardens who live on site who you can talk to or who can introduce you to other students. Some Student Wardens are international students themselves and will understand if you feel homesick at times.

Please remember that it is very **normal** to feel 'culture shock'. Try to look at it in a positive way and remind yourself that you are learning new skills along the way which will help you in your future. The other thing to remember is culture shock is **temporary**. You **will** get used to the British culture, but it may take a little bit of time.

Academic expectations at a UK university

Many international students notice that teaching and assessment methods at UK universities are quite different to what they have experienced in their home country. In addition to attending lectures, seminars and tutorials, students will be expected to conduct independent and self-directed study as an essential part of their course. Often this can be a difficult transition for international students, but there are ways in which students can prepare themselves for these changes.

'Prepare for Success' is an interactive online resource for international students who are preparing to travel to the UK to begin their studies. As well as preparing students for what to expect during their studies in the UK, the activity-based learning resources will help improve English language and provides advice on the skills required for effective study. To access the 'Prepare for Success' website, please visit www.prepareforsuccess.org.uk.

There are many ways in which a student can increase their chance of success once they have started their course:

- Maintain a high attendance level - Academic success depends on good attendance. At Cardiff Met, teaching is conducted in the form of lectures, seminars, tutorials, practical sessions (in laboratories for students on science-based programmes) and workshops. Each of these sessions will provide students with valuable information necessary to complete their course successfully. It is also important for students to attend classes to ensure that they are meeting their Tier 4 visa obligations. Poor attendance may result in students being withdrawn from their course for failing to comply with the conditions of their visa.
- Make the most of the support and information available - Ask the teaching staff for help if experiencing difficulty and seek support from the International and Partnerships Office.
- Participate actively in lectures and classes - Academic culture in the UK places high importance on taking part in discussions, asking questions and playing a full role in group activities.
- Be organised and plan ahead - Read the books and resources listed as 'essential reading' or 'recommended reading' to prepare for lectures and seminars. Keep notes and materials organised and plan ahead for assignments and exams.
- Think critically about everything you read, hear and see. Consider whether you agree or disagree with it and more importantly work out why you think that way
- Familiarise yourself with UK academic culture, study methods and styles. Keep an open mind and be prepared to adapt to different communication styles and working methods.
- Practise your English - Students are encouraged to practise their English language at every opportunity. Students who spend more time practising their English language are more likely to succeed. Students should aim to spend time each week watching English language television programmes, reading English language newspapers, speaking English to their friends and making conversation with the local people of Cardiff, all of which will help to maintain and improve their levels of English.
- Make use of the English language and study skills support service - The International and Partnerships Office provides free English language and study skills support to international students during their studies. This includes individual tuition as well as classes for groups on study skills topics such as essay writing, referencing, exam preparation and critical thinking. We would encourage all students to take advantage of this service to increase their chances of succeeding on their course.

Food shopping

Cardiff is a multi-cultural city with a diverse range of foods available to buy to suit every dietary and cultural need e.g. Halal meats, Asian foods, Chinese foods etc. Here are some addresses where you will find specific foods:

- Clare Foodstore - Asian, 45-47 Clare Road, CF11 6QP (www.clarefoods.com)
- Shopright - Indian and Asian, 28-30 City Road, CF24 3DL
- Vegetarian Food Studio - Asian/Vegetarian, 115-117 Penarth Road, CF11 6JU (www.vegetarianfoodstudio.co.uk)
- Tudor Street, Riverside has a number of Asianfood Stores and Chinese supermarkets
- Albany Halal Food Stores- Halal meats, 51 Donald Street, Roath, CF24 4TJ
- Zem Zem Mini Market- Middle Eastern, 12-14 Wyverne Road, Cathays, CF24 4BH
- Al Sheemal Halal Foods- Middle Eastern, 15 Salisbury Road, Cathays, CF24 4AA

If you are looking for general supermarkets and shops near to Cardiff Met halls of residence, the following supermarkets are easily accessible by bus, taxi or are approximately a 20 minute walk away.

Directions to Supermarkets *Cyncoed campus*

Sainsbury's Supermarket, Colchester Avenue, CF23 9XN

Sainsbury's sells food, homeware, clothes and phone cards, has a cafe area serving cooked meals, a pharmacy, a newsagent, a dry cleaners and a passport photo photographer.

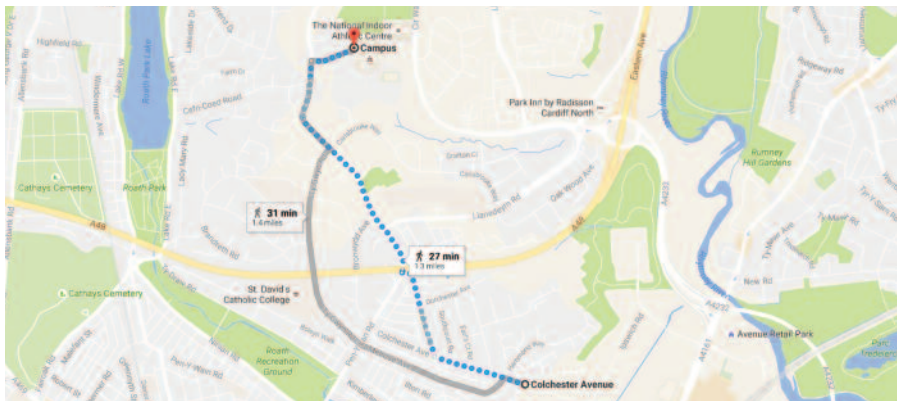
Open Hours: Monday to Saturday: 7.00am - 10.00pm or Sunday: 10:00am - 4:00pm

Lidl Supermarket, Colchester Avenue, CF23 9AA

Lidl sells a smaller selection of foods than Sainsbury's but is cheaper.

Open Hours: Monday to Saturday: 8.00am - 9.00pm or Sunday: 10:00am - 4:00pm

Directions - Turn left out of Cyncoed campus, pass a set of traffic lights, walk down the hill and turn left at the next set of traffic lights into Colchester Avenue. Sainsbury's and Lidl are located towards the far end of Colchester Avenue.



Plas Gwyn campus

Llantrisant Road Retail Park CF5 2BF - Llantrisant Road Retail Park is less than a 10 minute walk from Plas Gwyn campus and contains a local Co-Op shop (convenience store) which sells basic food and drink items. It also has a Domino's Pizza and a Fish & Chip shop.

Directions - To find these shops turn left out of Plas Gwyn campus and walk along Llantrisant Road for about 10 minutes and you will see the Co-Op petrol garage on your left.

Llandaff Village CF5 2DY - Llandaff Village High Street boasts many local shops, restaurants and pubs as well as a post-office, dry cleaners, hair salons and banks. Llandaff Village High Street is just a ten minute walk away from the Plas Gwyn campus. You will find Llandaff High Street turning right out of Plas Gwyn, continue to walk past a mini roundabout, pass the traffic lights and Llandaff High Street is on your left hand side just after the pedestrian crossing.

Spar (Llandaff High Street) - Sells groceries to satisfy your basic needs
Open hours: Monday - Friday 7:00am - 10:30pm, Sundays 8:00am - 10:00pm

Tesco Extra, Western Avenue CF14 3AT - Sells food, bedding, clothes, phone, sim cards, cooking utensils and electrical items. It also has a pharmacy, optician and money exchange service, you can also purchase cooked meals from the restaurant upstairs.

Directions to Tesco - Make your way to Llandaff High Street and then walk on the left hand side of the road. Follow the road round to the left and you will see a white foot bridge ahead of you. Cross the road or by walking over the bridge (Llandaff Cardiff Met site on your left). Keep walking until you go over another bridge and Tesco's Extra is on your right.



Opening hours: Monday midnight onwards
Tuesday - Friday open 24 hours,

Saturday - Open until midnight
Sundays 10:00am - 4:00pm

Top Tip

Take your shopping bags with you when you visit the shops to save money. The UK Government is actively trying to protect the environment by encouraging shoppers to reuse their bags. All single use plastic bags from any shop in the UK have a minimum charge of 5p per bag.

Tuition fees

Whilst you are a student at Cardiff Met, it is your responsibility to ensure that your academic and accommodation fees are paid on time. When you enrol onto your course you are required to pay **at least 60%** of your total annual tuition fees.

Payment options:

1. Payment for the full tuition fees in advance or at enrolment. (No extra charges are incurred)
2. Payment in two instalments - 60% of fees at enrolment, then the remaining 40% **plus** a 5% administration charge on that 40% balance by the 2nd instalment deadline.

The remaining 40% balance and administration fee will need to be paid in January (for students starting courses in September/October), in June (for students starting courses in January/ February) and in November (for students starting courses in July).

Note

if you do not pay your first instalment in full and on time during the enrolment period, you will later be charged a 5% administration fee on the whole of the outstanding balance.

Fee payments can be made by the following methods:

1. Online payments (see next page for details)
2. Demand Draft/Money order payable to Cardiff Metropolitan University
3. Visa, Access, Mastercard
4. Bank transfer in sterling to National Westminster Bank, 26 Park Place, Cardiff CF1 3QH, Sort Code: 010155, Account number: 01 04 38 38, Account Name: Cardiff Metropolitan University Exchequer Account.
IBAN : GB73NWBK01015501043838
SWIFT Number: NWBKGB2122T
5. Cash or cheque
6. Sterling travellers cheques

Important

You MUST use your name and date of birth as a reference for the bank account transfer. It is your responsibility to pay any bank charges deducted from the payment received into Cardiff Met's bank account.

Sponsored students - please bring your sponsorship letter with you when you enrol. Please note the International and Partnerships Office does not have copies of these letters, therefore you must produce your own copy.

If you are not able to pay your fees at enrolment because you have not been able to open a bank account, you must make arrangements to pay at the Izone as soon as possible. You can discuss this with a Finance Officer by calling **029 2041 6083** or emailing: **tuitionfees@cardiffmet.ac.uk**.

If you do not pay your fees on time, you will be sent demand letters from the Finance Office and your IT access will be suspended until the fees are paid. Being excluded from class and having your IT access cancelled can be very upsetting and will make it very difficult for you to fully engage with your studies, so please make arrangements for fees to be paid by the deadlines given.

Online Payments

All enrolled students at Cardiff Met are able to pay their tuition fees online by visiting the student portal at: **<https://tsr.cardiffmet.ac.uk/pages/student.aspx>** and clicking 'Web Payments'. Parents and sponsors who are paying a student's tuition fees can also use this service providing they know the student's reference/ID number and password.

There is a university regulation (the same as in other UK universities) that all students must pay their academic fees and accommodation fees must be paid in full whilst you are studying at Cardiff Met.

What if I am unable to pay my fees?

It is important for students to arrange their finances before they arrive in the UK to ensure that they are able to make payments on time. If you are unable to pay your tuition fees on time, you will receive letters from the Finance Office and may be prevented from continuing with your studies or re-enrolling onto the next phase of your course until the fees are paid. The Finance Office will also restrict your Cardiff Met I.T access which will make it very difficult for you to continue studying your course, submit your assignments and access your course related material. Cardiff Met's full policy about tuition fee payments can be found in the student handbook and the debtor policy which can be found on the Cardiff Met website (**www.cardiffmet.ac.uk/international/currentstudents/pages/money-matters.aspx**).

If a student finds themselves in a situation where they are unable to pay their fees, they should seek further advice from the international student welfare team. They may be advised to suspend or defer their studies until they are in a position to clear all outstanding debts to the university.

Bank accounts

There are a number of banks in the UK that can provide bank accounts for international students. You should spend some time finding the bank which offers the best service for you. When choosing a bank you need to consider the following:

- The services the bank will offer you and what charges it will make;
- What arrangements there are for transferring money from your home country and the costs involved;
- How easy it is for you to visit or contact the bank.

On-campus branch - Santander bank

Conveniently based opposite the Cardiff School of Management building on the Llandaff campus, Santander bank offers an excellent banking service to all students. For further information about their range of products dedicated for students, you can visit the branch Monday to Friday from 10am - 6pm.

What documents will you need to open a bank account?

The bank will ask to see:

- Your passport.
- A letter confirming that you are a student and also your UK and overseas address (you can request this via the student portal).
- A second confirmation of your UK address e.g. your halls of residence or private accommodation contract.

Other banks in Cardiff which are popular with our international students are:

- Lloyds Bank
- TSB
- Barclays
- HSBC
- Natwest

All of these banks have branches in and around Cardiff. The most conveniently located branches for Cardiff Met students are:

- Wellfield Road, Roath
- High Street, Llandaff Village
- Albany Road, Roath
- Queen Street, City Centre

Important

When making any future immigration applications in the UK, it will be necessary for you to supply UKVI with original copies of your most up to date bank statements. We therefore strongly recommend that when you open your account, you request to be sent regular postal statements to your UK address.

Transferring money to the UK

The easiest way to send money is by electronic transfer of funds from a bank in your home country into your UK bank account. To do this the bank in your home country will need:

- Your UK bank's name and address
- Your name as given on your UK bank account
- Your UK bank account number
- Your UK bank's sort code

Money can also be transferred using a bankers draft. This is a document drawn up by the bank in your home country and sent to you by post. You then present the bankers draft to your bank in the UK. Before you transfer money, ask what charges will be made by the banks and how long it will take. Try to plan your finances so that the time taken to transfer money and the charges involved do not lead to you experiencing financial problems. If someone transfers money to your account they should keep a copy of the relevant documents in case there is any dispute with the bank in the future.

Managing your finances

It is a good idea to spend some time making plans about how you are going to manage your finances whilst you are in the UK. To help you do this, why not make use of the international student calculator facility. This is an interactive budgeting tool which helps you plan and manage your money throughout your UK study. To access the student calculator go to: www.studentcalculator.org.uk/international.



Health

If you are a non-EEA national and you have applied for a Tier 4 visa to come to the UK to study, you may have paid an immigration health surcharge as part of your visa application. Similarly, if you are a non-EEA national who is already in the UK and you are required to apply for a Tier 4 visa to extend your stay in the UK you may be required to pay an immigration health surcharge as part of your visa extension application.

The immigration health surcharge which was introduced on 6 April 2015 allows you to access the National Health Service in the UK in the same way as a permanent resident. This includes hospital treatment as an in-patient, treatment of any pre-existing conditions and registering with a General Practitioner (Doctor). Prescriptions issued by the doctor are free of charge to everyone in Wales however in some cases you may still be charged for services such as eye tests and dental treatment.

How to register with a doctor

When you arrive at Cardiff Met we advise you to register with a doctor as soon as you can. This is a very easy process and will be free of charge.

You will be able to find a GP surgery in your area by visiting the following website:

www.nhsdirect.wales.nhs.uk/localservices

Cardiff Met doctor and nurses

A friendly, confidential advisory service to help with health matters and queries is provided on a drop-in basis by a nurse on duty at the Campus Medical Centres at Cyncoed and Llandaff campuses. The service is available for all Cardiff Met students during term time, no appointments are necessary.

If you choose to contact a nurse via email please do so using the address: **healthservice@cardiffmet.ac.uk**. Your message will be answered as soon as possible by one of the Cardiff Met nurses.

Cardiff Met also has a doctor who visits Cyncoed campus regularly. You will be welcome to register with this doctor if you live on Cyncoed campus or in the surrounding catchment area. Students who live out of the catchment area for this facility can register with a doctor's surgery which is located closer to their home. When registering with a doctor, you will need to take your passport, proof that you are a student (eg your student ID card) and you should ask to be registered as an NHS patient. You will receive a medical card with an NHS number once you are accepted as a patient. Most doctors' surgeries have male and female doctors so please specify if you have a preference.

Registering with a Dentist

As you are an international student studying at a UK university, you are entitled to register with a dentist free of charge however you may be charged for any treatment you receive. The following link will take you to the dentists in Cardiff who are currently registering NHS patients free of charge.

www.nhsdirect.wales.nhs.uk/localservices.

Dental emergencies

For dental emergencies contact your own dental surgery. If you have not yet registered with a dentist, you will need to contact the Dental Hospital located in the University Hospital of Wales. There are two sessions per day, Monday - Friday (you are advised to arrive about 8.00am to reserve a space). All appointments are on a first come first served basis.

Contact

Address: **The Dental Hospital, University Hospital of Wales, Heath Park, Cardiff.**

Tel: **029 2074 7747**

Dental Helpline: **029 20444500**

Contraception

If you become involved in a sexual relationship whilst you are in the UK, you may want to consider contraception options to avoid sexually transmitted diseases or pregnancy. You can obtain advice about contraception from the campus nurse, your doctor or a family planning clinic. Some forms of contraception are free, such as the pill and you can obtain this by getting a prescription from your doctor. All contraception advice is strictly confidential.

To find your nearest Family Planning Clinic, please refer to the following website www.fpa.org.uk/Findaclinic.

Medical advice helpline

If you would like to receive free medical advice outside of your doctor surgery's opening hours, you can contact the NHS non-emergency telephone number: **111**.

Emergencies

If an emergency situation arises during your stay in the UK, you should contact the following emergency services, free of charge from any phone by calling **999**.

- Fire Brigade
- Police
- Ambulance (medical emergency)

You are able to call 999 on any mobile phone (even without available credit). Students should be aware that they are only to call 999 in a complete emergency i.e. somebody's life is in danger.

To contact the police in a non-emergency situation such as antisocial or drunken behaviour, loud noise or late night parties, intimidation, harassment, you can report the incident by calling **101**.

If you experience an emergency, the international student support can assist you with support and advice. For example if you are rushed into hospital, or know of an international student in this situation, it is very important that the international student welfare team is informed so that assistance can be given to you. If an emergency occurs in your home country whilst you are a student of Cardiff Met, for example if you experience bereavement, please contact the International and Partnerships Office for support. If an emergency occurs outside office hours or on a weekend, please call the university on **029 2041 6070** and ensure that you inform the international student welfare team as soon as possible.

Police Liaison Officers based in Cardiff

South Wales Police have appointed dedicated Student Liaison Officers to advise students living in the Cardiff area. The Student Liaison Officers aim to ensure the safety of students by providing practical guidance and support to the student community of Cardiff. The Student Liaison Officers will also provide guidance to students who experience disputes with their landlords while living at privately rented accommodation. They offer a friendly service and are very approachable. If you would like to contact an Officer for any advice or guidance, please use the contact details below or seek assistance from the international student welfare team.

Tel: **07805 301269**

Email: **Swpstudentliaisoncardiff@south-wales.pnn.police.uk**

Religion

You will be pleased to know that Cardiff is home to many different cultures and religions. There is a large variety of places to worship in Cardiff no matter what faith you follow and you can find a list along with the addresses on the student portal. We also have a Multi-faith Chaplain at Cardiff Met named Paul Fitzpatrick who will be very pleased to answer any questions you may have in this area. He will be happy to offer care and advice to students of all faiths and to those of none. Paul is in contact with all of the city's major faith leaders and will be happy to help you find a suitable place of worship to meet your needs.

You can contact Paul Fitzpatrick at **pfitzpatrick@cardiffmet.ac.uk**

Tel: **029 2041 7252 or 079178 18524**

Cardiff Met also has a Muslim Chaplain called Ameira Bahadur-Kutkut.

You can contact Ameira Bahadur-Kutkut at **ABahadur-Kutkut@cardiffmet.ac.uk**

Tel: **029 2041 6333/7252**

Cardiff Met prayer facilities

At Cardiff Met, we have a number of facilities which are suitable spaces set aside for meditation, prayer and reflection. Details are as follows:

Chapel at Cyncoed - Based in C block, this space can be used for worship and meditation. It is a space which has flexible use with curtains to screen off areas and is usable 24 hours a day.

Prayer suite at Llandaff Campus - Based in A Block on the ground floor, we have both male and female prayer rooms available for your use. These are suitable for all faiths and in the past they have proved to be particularly convenient for our Muslim students.

Accommodation

Cardiff Met has an Accommodation Office based on the Cyncoed campus which is open throughout the year to assist you with any accommodation queries. The Accommodation Office has very helpful and friendly staff who can assist you with queries about your halls of residence accommodation or they will be happy to advise you about living in the private sector. This office can provide you with lists of private accommodation available to rent, suitable housing agencies to rent from and can also offer advice regarding tenancy agreements or contracts.

For further information you can telephone: **029 2041 6188**.

Private accommodation

A large proportion of international students studying at Cardiff Metropolitan University live in privately rented accommodation within the Cardiff area. A typical privately rented student house in Cardiff will be furnished, shared with other students with a private bedroom, communal bathroom, kitchen and living/dining area. The average rent for self-catering accommodation ranges from £60 to £70 per week excluding bills. The majority of students who live in private accommodation will be based in the Roath or Cathays area of Cardiff.

While you are looking for accommodation in the private sector, it is very important that you consider your options very carefully. Once you have chosen a suitable property to rent, you will be expected to sign a fixed period tenancy agreement. A tenancy agreement is a legally binding contract between you and the landlord. You should ensure that you carefully read and completely understand your obligations as a tenant before signing the agreement. Once you have signed your tenancy agreement, you will be expected to follow the terms of the contract and be responsible for paying the rent for the entire length of the contract. Therefore, it is important that you are completely satisfied that the property that you wish to rent will suit your needs for the duration of the contract. If you wish to leave your property before the end of the contract, you will be liable for the rent unless you can find another person to take over your contract. If you are unsure about the terms and conditions of the contract, please contact the Accommodation Office or you can obtain advice from the Housing Help Centre on St Mary Street, Cardiff (Tel: **029 2087 1050**).

Once you have signed your tenancy agreement, you will be required to pay a deposit which is usually equivalent to one month's rent. Your landlord must protect your deposit by holding it in a government-backed tenancy deposit scheme. Your bond will be returned to you when you vacate your property providing that you leave the property clean and undamaged. The landlord may decide to retain some or all of your deposit if he/she believes that you owe money or that you have caused damage to the property during your stay. In order to ensure that your whole deposit will be returned to you:

- Ensure that all items listed on the inventory have not been removed and replace any items that you may have damaged.
- Ensure that all of your rent and any bills have been paid in full and keep your receipts as proof.
- Ensure that the property is left clean as the landlord may use your deposit to pay for an industrial cleaner if necessary.

If there is a dispute between you and your landlord at the end of the contract, your deposit will be protected in the tenancy deposit scheme until the dispute is resolved.

If you have any queries about your privately rented property you can contact Cardiff Met's Accommodation Office. Alternatively, you can contact Cardiff Digs which is a local organisation set up to provide advice on student housing and living in Cardiff. Please visit Cardiff Digs' website for further information:

www.cardiffdigs.co.uk

The Student Liaison Officers in Cardiff work very closely with Cardiff Council to assist students who are experiencing problems with their landlords. You can contact the Student Liaison Officers for support using the following contact details:

Tel: **07805 301269**

Email: **Swpstudentlasioncardiff@south-wales.pnn.police.uk**

Halls of Residence

Cardiff Metropolitan University has two halls of residence campuses which are primarily reserved for students who are studying their first year at Cardiff Met. Plas Gwyn halls of residence is based approximately ten minutes away from the Llandaff campus in the village of Llandaff and Cyncoed halls of residence is based on the Cyncoed campus. There is a Halls Manager plus 24 hour security staff based at both halls of residence campuses. On arrival at halls of residence, you will be required to sign a legally binding licence agreement for the duration of your stay. If you experience any problems with your room or onsite facilities during your stay on campus, the Halls Manager will be happy to provide prompt advice and assistance to you to help ensure that you have an enjoyable and comfortable stay.

There are Student Wardens based on both halls of residence campuses who are available to help you if you have a problem or if an emergency occurs. You will get to know the Student Wardens on your campus very well. Some of the Wardens may be international students themselves, which is worth remembering if you are feeling slightly homesick and want to speak to someone who has been through a similar experience.

If you would like to book a room at either of the halls of residence campuses, you will be required to pay a £500 booking deposit to secure a room. The £500 will be retained by the university until the end of the contract when it will be returned to you, providing that your room is left tidy and undamaged. The full rent for halls of residence can be paid in one complete payment or in three instalments throughout the academic year. The rent will include all bills including gas, electricity, internet and water. Due to the high demand for halls of residence accommodation, it is recommended that students apply for a room in advance of arriving in Cardiff. If you would like to enquire about halls of residence availability on arrival, please contact the international student welfare team as soon as possible for further information.

Met Rider - university bus service

The Met Rider service is a dedicated university bus service which runs from campus to campus and into the city centre. There are bus stops outside the Cardiff Met campuses, but at Cyncoed it is located inside the campus by the steps in front of the main reception. You can either pay for your journey each time you get on the bus (you will need the correct money as change is not given) or you can buy a bus pass which will last you through the academic year. Bus passes can be arranged by completing an application form which you can obtain from your welcome packs or from the I-Zone at the Llandaff and Cyncoed campus. The Met Rider bus pass offers great savings and allows you to travel on all Cardiff Buses. For details of the bus routes around Cardiff, please visit the Cardiff Bus website: **www.cardiffbus.com**.

Registering with the Police

On arrival in the UK, nationals of some countries are required to register their details with the police. You will know if this rule applies to you if there is a stamp in your passport or a phrase on your visa indicating that you must do so.

Students from the following countries will need to register with the police when they arrive in the UK. Afghanistan, Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bolivia, Brazil, China, Columbia, Cuba, Egypt, Georgia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Moldova, Morocco, North Korea, Oman, Palestine, Peru, Qatar, Russia, Saudi Arabia, Sudan Syria, Tajikistan, Tunisia, Turkey, Turkmenistan UAE, Ukraine, Uzbekistan, Yemen.

Where can I register with the police?

You need to register at Cardiff Central Police Station, King Edward VII Avenue, Cardiff, CF10 3NN. You can get to Cardiff Central Police Station by catching a bus to Cardiff city centre and walk to King Edward VII Avenue. Alternatively, **you** can get a taxi to the police station by calling **029 20 555 555**.

When can I register with the police?

You can register with the police on Thursdays between 8.30am - 1.00pm with the Nationalities Officer - Karen Wolfendale. There is no need to book an appointment in advance of your visit. During peak periods, the International and Partnerships Office may arrange for the Nationalities Officer to visit Llandaff campus to register students on campus. Students will be informed in advance by email if the Nationalities Officer will be visiting the campus.

What to take with you

- Passport, visa/BRP (and photocopies)
- 2 Passport sized photographs
- Letter confirming you are a student at Cardiff Met e.g. Acceptance letter or enrolment letter or your student card
- A fee of £34 (cash only)

Important

During your time in the UK, if there are any changes in your circumstances, you **MUST** ensure that you register these changes when they occur: For example:

- Change of address
- Change of course/university
- Marriage/birth of children
- Visa extension
- Any absence from the UK for a period of over 8 weeks

You will be required to visit Cardiff Central Police Station with your police registration certificate in order to register changes free of charge.

Immigration

Useful information about your visa

If you have applied for a Tier 4 (General) visa from outside of the UK and your course is more than 6 months in length, you should be issued with a temporary entry clearance vignette (sticker) in your passport which permitted you to enter the UK. Now you have arrived in the UK, you will need to obtain your biometric residence permit (BRP) from either the local Post Office or from the university. The letter which you received from UKVI will specify exactly where and when you should collect your BRP.

If you apply to extend your Tier 4 (General) student visa from within the UK, you will be issued with a BRP. If your visa application is successful, your BRP will be returned to the international student welfare team's office (TO.13). The international student welfare team will notify you by email once we have received your BRP.

Your biometric residence permit

A BRP is your UK visa. It is proof that you have the right to be in the UK as a student. Your BRP will be valid for the entire length of your course and should be used if you ever have to prove that you have the right to be in the UK, for example to show an employer.

Important: You will not be required to carry your BRP around with you in the UK on a day to day basis. Therefore, it is important to keep your BRP safe at home with your passport at all times. You may find it useful to apply for an alternative form of identification through validate UK whilst you are in the UK (<https://validateuk.co.uk/>).

What if I notice a mistake on my BRP?

Once you have received your BRP, it is important to check that the information is correct. If you notice any errors on your BRP, please do contact the international student welfare team as soon as possible and they will provide you with assistance to correct your BRP.

What if my BRP is lost or stolen in the UK?

If your BRP is lost or stolen in the UK, you will need to report this to UKVI and to the police. You can report the loss of your BRP on the UKVI website. You need to apply for a replacement BRP within 3 months of reporting it lost. If you have lost your BRP, it is very important that you inform the international student welfare team as soon as possible. We will assist you with your application for a replacement.

What if my BRP is lost or stolen when I am overseas?

If your BRP is lost or stolen while you are overseas, you will be required to report this to UKVI and to the police in the country that you are visiting. You can report the loss of your BRP on the UKVI website. You must apply for a replacement BRP using the visa4UK (www.visa4uk.fco.gov.uk/home/welcome) website so that you will be permitted to re-enter the UK.

You will be issued with a temporary entry clearance vignette (sticker) which will permit you to enter the UK once. You will be required to apply for a replacement BRP within one month of entering the UK. If you do not apply for a replacement permit, you may have to pay a financial penalty of up to £1,000, or your visa may be curtailed (cancelled) by UKVI. The international student welfare team will assist you with making your replacement BRP application from within the UK and will be happy to support you as much as possible while you are overseas.

Important

If you exit the UK to travel overseas, it is important that you remember to take your BRP with you as well as your passport. Your BRP is your visa and you will not be permitted to re-enter the UK without it.

Immigration rules for international students

The UK immigration regulations require international students to adhere to strict rules whilst they are in the UK. As these regulations are part of the immigration law of the UK, failure to comply with them can have serious consequences and may result in deportation.

Below you will find an outline of your immigration obligations as a Tier 4 student:

- You must arrive in the UK and enrol on your nominated course before the prescribed enrolment deadline stated on your Confirmation of Acceptance of Studies (CAS). If you do not enrol on your course before the deadline, your details will be forwarded to the UK Visas and Immigration (UKVI).
- Before you enrol, the immigration compliance team will be required to take a copy of your passport and your visa or biometric residence permit (BRP). This information will be stored securely in accordance with data protection law and will be retained by Cardiff Met for 2 years after you have graduated. The immigration compliance team will need to produce this information to the UKVI if requested.
- Your attendance on your course at Cardiff Met is compulsory and will be monitored. We are legally required to advise UKVI if you do not attend or if your absence has not been authorised by the university. It is important that you inform us if you are not able to attend your course for any reason.
- You will be required to inform Cardiff Met of your UK contact details (address, personal email address and mobile telephone number). It is an immigration regulation to also ensure that you provide Cardiff Met with up to date contact details. You can notify us of a change of contact details via the student portal or at the I Zone.

Extending your student visa

Some students may be required to extend their Tier 4 (General) student visa in the UK if:

- They are required to do re-sits and subsequently need extra time to complete their existing course, or;
- They are progressing onto a new course of study following completion of a previous course at Cardiff Met; or
- They are switching from a different institution to come to study at Cardiff Met.

It can be very complicated to understand the immigration rules, however the International Student Welfare Officers are available to advise and assist you through the application process. It is very important to keep a note of your visa expiry date which will either be located on your visa that is inside your passport or on your BRP. You should always ensure that you make the necessary preparations to either extend your current grant of leave (visa) under Tier 4, switch into another immigration category or make plans to return home (depending on your circumstances) BEFORE your current visa expires.

If you have been told that you need to do re-sits following an exam board you MUST come to the international student welfare team immediately to discuss whether or not you will be required to extend your visa in the UK in order to complete your course.

What do I need to do to extend my student visa?

If you need to make a Tier 4 (General) application for further leave to remain in the UK, you will be required to make your application online via the UK Visas and Immigration website. You will need to complete an online application form entitled Tier 4 (General) Student and submit a series of original documents in support of your application. You should ensure that you contact the International team well in advance of your visa expiry date in order to obtain step-by-step guidance on how to complete the online application form. It is also important that you carefully read through the Tier 4 Policy Guidance and Photo Guidance produced by UKVI to avoid making any mistakes on your application. The online application form and Tier 4 Policy Guidance can be found on the UKVI website.

Please ensure that you refer to the most up to date copy of the Tier 4 Policy Guidance when making an application.



Preparing for a visa extension

It is essential that you take the time to prepare all of the necessary documentation that will be required to allow you to make a valid visa extension application. The rules regarding supporting documentation are very strict. It is therefore important that you understand the requirements in advance of obtaining the documents you need. The required documents are listed below although not all of them will be applicable to you:

- **Passport(s)** - You will need to submit your current passport plus any old passports that contain visas relating to your current stay in the UK.
- **Biometric Residence Permit (BRP)** - if applicable.
- **Police registration certificate** - Only applicable if your visa states that you must register with the police in the UK.
- **Marriage or civil partner certificate** - Only applicable if applying with dependants or if it is proof of a name change.
- **Birth certificates** - Only applicable if using parents bank statements or proof of name change or relationship to child.
- **Bank statements** - You will require original bank statements showing transactions over a 28 day period. The statements must not be older than 31 days old on the date you submit your visa application to the UKVI.
- **CAS** - All applicants require a CAS number which will appear on a CAS statement issued by the International and Partnerships Office.
- **Letter from parents** - You will only need this if you are using your parents' bank statements. The letter should confirm that their money will be used for your fees and living expenses.
- **Translations** - Any document that has not been written in English must be translated by an official translator and contain the translators qualifications, stamp, date and confirmation that the translation was based on the original document.



What do I do once I have completed my online application form?

Once you have completed your online application form and you have collated all of the relevant supporting documents, it is essential that you make an appointment with an International Student Welfare Officer. A Welfare Officer will check that you have completed the online application form correctly and will also check that your supporting documentation meets the UKVI's requirements. Providing your documents meet the UKVI requirements, a Certificate of Acceptance of Studies (CAS) will be issued to you. This is a unique number and a vital piece of information which must be included if your application is to be considered by UKVI. Your online application form will then be submitted electronically.

When you are ready to submit your application you have two options to choose from:

1. Standard application

Application Process: Once you have submitted your online application form, the international office welfare team will submit your supporting documents to UKVI by post. Shortly after submitting your documents, you will receive a letter from UKVI asking you to attend a biometric appointment at a post office where your fingerprints and photograph will be taken. You may also be invited to attend a credibility interview which will form part of your visa application process. If you are invited to attend a credibility interview before a decision is made on your visa application, you should not worry. The international student welfare team will provide you with advice on what to expect during your interview prior to your interview date. Once UKVI has made a decision on your application, your documents and new visa will be returned to the university along with your decision letter.

2. Premium application at a Premium Service Centre

Application Process: If you need to get a rapid decision on your visa extension application, you can go in person for an appointment at a Regional Premium Service Centre. UKVI states that the majority of applications will be dealt with on the day of the appointment, providing that the application is complete and they meet the requirements of the immigration rules. In order to make a premium application, you will be required to book an appointment at Cardiff Premium Service Centre via the online application form. If you will be required to attend a credibility interview as part of your visa application, it is likely to take place on the day you attend your appointment at the Premium Service Centre.

The application fee for standard and premium applications are very expensive so please ensure that you check the current costs before applying. You should also remember to take into account any possible immigration health surcharge surcharge you may have to pay in addition to the visa application fee.

To calculate your Immigration Health Surcharge you can visit the Home Office website at:

www.immigration-health-surcharge.service.gov.uk/checker/Single

Can my family apply for visa extensions?

According to the immigration rules, your dependants can apply for immigration permission to join or remain with you in the UK only if:

- You are government-sponsored and your course is over six months long **OR**
 - You are doing a postgraduate level course of 12 months or longer at a Higher Education Institution **OR**
 - You had a Tier 4 or Pre-Tier 4 student visa for your previous course where the course was over six months long
- AND:**
- Your visa is valid or expired no more than three months before this immigration application **AND**

- Your new immigration application is for a course over six months long **AND**
- Your dependants already have Tier 4 Dependant or Student Dependant visas **AND**
- You apply for immigration permission at the same time as your dependant.

If you require further details about making visa extension applications or dependant applications for your husband, wife or children, please contact the International Student Welfare Team for advice.

If you do not have a Tier 4 student visa, please seek advice from the International Student Welfare Team as not all visa types can be extended from within the UK.

Visas for visits to other countries

Whilst you are here as a student you may decide to visit different parts of Europe or other countries. It is important that you remember that you may need a visa to visit another country. You should always plan well in advance and check the country's immigration rules before you make plans to travel. Also, you must check if you have enough time remaining on your UK visa to travel as some embassies quite often require you to have a minimum of 2-6 months remaining. Here is a very useful website to look at www.fco.gov.uk - it will help you locate the embassy web page of your choice which will then give you full information about application procedures. A member of the international student welfare team will be happy to write a letter to support your visa application.



Part-time work

Can I work during my studies?

Students who are permitted to work in the UK will have a statement printed onto their visas or on their Biometric Residence Permits (BRP) to state that employment in the UK is restricted. For example, it may state:

- “No recourse to public funds. Work (and any changes) must be authorised”
- “Work 20 hrs max in term-time”
- “Work 10 hours max in term-time”

Students who are not allowed to work whilst they are in the UK are given a prohibition stamp in their passport or on their Biometric Residence Permit (BRP).

For example:

- “No work or recourse to public funds”

If you believe that you should have permission to work in the UK during your studies but you have a prohibition stamp in your passport or on your BRP, please contact one of the International Student Welfare Officers for advice.

How many hours am I permitted to work?

Students studying on a course at or above degree level (e.g., undergraduate degree, postgraduate degree, PhD etc) are permitted to work a maximum of 20 hours per week during term-time. Students studying on courses below degree level (e.g. Foundation, Pre-sessional courses, some HND courses etc) are permitted to work only 10 hours per week during term-time. During the official university vacation periods, students can work full-time.

Can I work full-time when I'm doing my dissertation?

No! When postgraduate students start working on their dissertations, they must not work more than 20 hours per week. Although students are not required to attend regular timetabled lectures during the dissertation period, they are expected to be conducting research and writing up on a full time basis, even if the dissertation period of the course falls during official university vacations. It is an illegal offence to work more hours than you are legally permitted to work.

Important

If you do not complete your course or you withdraw from your studies before your course end date, you WILL NOT be permitted to continue to work in the UK regardless of when your visa expires.

Failure to comply with these rules may result in deportation and could affect any future UK visa application you submit to UKVI.

How I find part-time work?

Careers Service

The Cardiff Met Careers Development Service offers free, confidential and impartial services to all Cardiff Met students including personal advice, guidance and support based on your particular requirements. Experienced Career Advisors are happy to help you work through decisions and consider potential career options in order for you to make effective job applications. Appointments are normally booked for an hour and you are welcome to go back as often as you need. In addition to help with C.V's, applications and interviews, the Career Service also offers information on:

- Work experience
- Graduate recruitment and vacancies
- Employer presentations and recruitment fairs
- Part-time and vacation work
- Volunteering

For details on the current job vacancies which are listed on the Cardiff Met career webpage, please visit: www.cardiffmet.ac.uk/careers/currentvacancies.

The Career Service also offers drop-in sessions with experienced Career Advisors at the Llandaff Campus. The drop-in sessions are perfect for students who would like a quick ten minute chat with a Career Advisor, no appointment is necessary. For quick enquiries at Cyncoed campus, please drop in and if no-one is available to answer your query, an appointment will be made for you. Cardiff Met also holds part-time job fairs during October and these will be advertised on campus. The main Careers Centre is located in A Block, Cyncoed campus. If you would like to make an hour long appointment, please contact the Careers Development Service:

Tel: **029 2041 6333**

Email: careers@cardiffmet.ac.uk

UMAX - Students' Union Jobshop

Students searching for employment can also receive advice and assistance from the Students' Union Jobshop. By registering with the Jobshop, students will be able to access training courses to assist with employability skills such as time management, interview skills and CV writing. They will also be added to a mailing list in order to be alerted to new vacancies and internships available both on and off campus. For more information about registering, access: www.cardiffmetsu.co.uk/jobs/browse.

What else can I do to search for a job?

Why not sign up with recruitment agencies based in the city centre or register with a recognised and reputable online agency. Agencies generally should not charge a job seeker a fee as the fee is charged to the employer when their vacancy is filled. Local newspapers such as the Echo and Western Mail also advertise jobs on a weekly basis.

National insurance

When making an application for a job, you are likely to be asked for a National Insurance (NI) number. Like all employed UK citizens, a contribution towards National Insurance will be deducted from your wages before you receive your pay.

How do I apply for a NI number?

If you have never worked in the UK before, you will not have a NI number. If you are intending to work during your stay in the UK, you will be required to apply for one as soon as possible. You can do this by contacting the Job Centre Plus on 034560 00643. On contacting Job Centre Plus you will be told whether it is necessary to attend an 'Evidence of identity' interview. If you are required to attend an interview, it will be held in a town called Neath which is approximately 35 minutes away from Cardiff. Interviews are usually held at the following address:

Jobcentre Plus - Neath

1 Windsor Road
Neath
SA11 1LY

The easiest way to travel to Neath is by train as the Jobcentre Plus office is located next to the Neath train station. Trains travel between Cardiff Central and Neath train station very frequently and a return ticket will cost you approximately £8.70. You can check the train times and prices by visiting the following website: **www.nationalrail.co.uk**.

You are able to start working while you wait for your NI number to arrive if you inform your employer that you have made your NI application. It is very important that you provide your employer with your NI number as soon as it arrives.

For more information about National Insurance contributions and making an application, please access **www.direct.gov.uk**.

Income tax

You will automatically be subject to UK income tax rules if you take up employment in the UK. When you start work, your employer will ask you for a P45 form. If it is your first job in the UK, you will not have a P45 so you should ask your employer for a P46 form. The information taken from this form will allow an appropriate tax code to be allocated to you. If you earn below your personal allowance (amount of income that you can receive tax-free), your employer can give you a form to complete to ensure you are not taxed. Speak to your employer if you believe that you have paid too much tax or visit the following website for information and application forms about claiming tax refunds: **www.direct.gov.uk** or call HM Revenue and Customs on **0300 200 3300**.

Council tax

The majority of adults in the UK pay council tax which is a tax to pay for local services including rubbish collection, police services and fire brigade. The amount of council tax that a person is required to pay is based on the value of their home and the number of people (over 18 years of age) living there.

If you are a full time student living in halls of residence, you will not be required to pay council tax. If you live in a private house, you will not need to pay council tax however you be required to provide proof of your student status to the council in the form of a council tax exemption certificate. If you live in the UK with your spouse and children, you will not have to pay council tax if you meet the requirements of the below three points:

- Your spouse and children are not from a country in the European Economic Area.
- Your spouse and children have been admitted to the UK as your dependants and their visa states 'no recourse to public funds'.
- No other non-student lives in the property.

The council's definition of a full-time student is:

- The student must be studying on a course of at least 12 months in length **AND**
- They must be in attendance for at least 24 weeks a year **AND**
- The course must involve at least 21 hours study, classes or work experience a week.

The rules of council tax are complex and the above is a general guide. If you require further information please contact Cardiff council on Tel: **029 2087 2087** or access the UKCISA website (www.ukcisa.org.uk).

How do I get a council tax exemption certificate?

If you live in private accommodation, your landlord or the local council will ask you to provide them with a council tax exemption certificate, issued by the university to prove that you are a student. You can print your own council tax exemption certificate by logging onto the online "student portal" and selecting the 'essentials' option. If you live in halls of residence (university owned or privately owned) you will not be required to provide a council tax exemption certificate.

Please note: Your council tax exemption certificate will be issued for the first year of your course only. If your course is longer than one year, you will be required to reapply each year for a new council tax exemption certificate.

If you fail to provide your landlord or Cardiff council with a council tax exemption certificate, you will be charged an expensive monthly fee for council tax and the council may take legal action for non-payment.

TV licence

If you own a television in the UK you must buy a TV licence. If you do not own a television, but use other devices such as mobile phone, laptop or tablet to watch TV as it is being broadcast, you will also be required to purchase a TV licence. You must purchase a TV licence whether you live in private housing or halls of residence. TV licence checks are routinely carried out on properties and you could be fined up to £1,000 if you do not hold a valid licence. You can purchase a TV licence online at www.tvlicencing.co.uk or for more details call **087024 16468**.

Schooling for your children

If you have children aged between 4 and 16 staying with you in the UK, it is compulsory for them to attend school. You need to have secured permanent accommodation prior to making an application for the children to be enrolled in a school. For information on the school's admission process if you have just moved to the area, please visit the Cardiff County Council website at: www.cardiff.gov.uk.

If your children are of pre-school age, you may wish for them to attend a nursery to allow them to make some friends. Private nursery fees can be quite expensive, however it may be possible for you to find a place for your child at primary school nurseries for pre-school children. It is often very beneficial for both mother and child to attend social groups together to allow the mother to get to know other parents whilst their children play together. These groups are called mother and toddler clubs and are often free of charge.

For further advice about enrolment procedures for local schools and nurseries please speak to an International Student Welfare Officer.



Driving in the UK

Before driving any vehicle (car, motorbike, van etc) in the United Kingdom you should check that you meet all of the legal requirements which apply (a) to the driver and (b) to the vehicle, please be aware that correct procedures may be very different from those in your home country. It is a criminal offence to drive using a licence that is not valid in the UK. In addition, driving without a valid driving licence will invalidate your car insurance and you will be committing a further criminal offence of 'driving without motor insurance.' If you wish to learn to drive in the UK but do not hold a valid licence to do so, you will need to apply for a provisional driving licence and take a driving test for a full licence. A provisional licence requires you to display red and white 'L'- plates at the front and back of the vehicle and to be accompanied by another person in the passenger seat who is over 21 years old and has held a valid licence for at least 3 years. You are not allowed to drive on a motorway if you hold a provisional licence.

There are many driving schools in the UK where you can pay for lessons with a qualified instructor. Details of instructors in your local area can be found in the Yellow Pages directory at www.yell.com.

The law in the UK requires all motorists to have valid motor insurance that provides them or anyone they permit to use the vehicle with insurance cover. It is an offence to drive a vehicle on the road without insurance and penalties can be severe. If you are planning to hire/rent a car, insurance and road tax are normally provided by the rental company and included in the hire charge.

If you own a vehicle in the UK, you must also ensure that vehicle tax for your car is paid before you drive it. You can pay for your vehicle tax online at www.gov.uk/vehicle-tax.

In addition to having valid vehicle tax, insurance and a driving-licence:

- You must drive on the left-hand side of the road and overtake on the right-hand side.
- You must wear a helmet if you are riding a motorcycle or a moped.
- You must wear a seat belt if you are the driver or a passenger.
- You must not drive whilst under the influence of alcohol or drugs.
- You must observe speed limits.
- You must observe the minimum age requirements to drive in the UK. Generally, the age requirement to drive a car or motorcycle is 17 years of age or 18 years of age for medium sized vehicles.

For more detailed information please visit www.dvla.gov.uk.

Useful terminology

University related terminology

Course/Programme - The course is your programme of study at either undergraduate or postgraduate level, for example BA (Hons) International Business Administration or MSc Biomedical Science. In some countries a course is called a major. There will be a number of modules on your course and each module will contain one or more assessments.

Lecture - A lecture is a formal presentation conducted by your lecturer. Your lectures will normally be held in a lecture theatre and usually last between 1 to 2 hours. Numbers may vary in size between 30 and 350 students and may include the use of hand outs, overhead slides and audio-visual presentations. There is minimal interaction between staff and students. Students are expected to listen attentively and take notes on the information.

Seminars/Tutorials/Workshops - Seminars/tutorials/workshops are often quite similar and typically incorporate a lecture, perhaps with slides and hand outs, combined with significant student participation. There are generally activities and discussions which run throughout the session which encourage interaction between the students and lecturer. Students are expected to participate fully in these classes.

Module - On each year of your programme, you will take a range of modules. A module normally involves a specific set of classes on some topic and a specific set of assignments/exams for you to complete. Each module has its own code and title and will have a formal module descriptor, setting out details of the module (including teaching methods, assessment, etc.) There will be a Module Leader who is responsible for the running of each module.

Credits - If you pass a module, you will be awarded with a certain number of credits. All modules are worth a different number of credits, for example, some modules may be worth 10 credits while others may be worth 20 credits. You will be required to pass a set number of credits to pass your overall course.

Moodle - Moodle is a virtual learning environment (VLE) which allows staff to share information about each module to students; this includes important announcements, slides, and online learning resources. Moodle is also used by students to submit assignments electronically. Students should check Moodle daily to keep up to date with all of their modules.

Programme Director - The Programme Director has overall responsibility for decision making and the running of the course.

Year tutor - An academic member of staff who can advise you on academic aspects of your course for the year that you are studying.

Viva - An oral examination usually held for PhD students at the end of their programme. Sometimes vivas are also held for students who are studying at undergraduate and postgraduate level.

Society - A group of students registered with the Student Union who share an interest in a certain topic or activity, for example 'Film Society'. The society will regularly meet up to discuss/engage in their interest. Please see the section about the Student Union for information about how to join a society.

CSM - CSM stands for Cardiff Met's Cardiff School of Management which is based at the Llandaff campus and is where all management courses are taught.

CSAD - CSAD stands for Cardiff Met's Cardiff School of Art and Design which is based at the Llandaff campus and is where all art and design courses are taught.

CSE - CSE stands for Cardiff Met's Cardiff School of Education which is based at the Cyncoed campus and is where all education courses are taught.

CSS - CSS stands for Cardiff Met's Cardiff School of Sport which is based at the Cyncoed campus and is where all sport courses are taught.

CSHS - CSHS stands for Cardiff Met's Cardiff School of Health Sciences which is based at the Llandaff campus and is where all health science courses are taught.

Immigration related terminology

Biometric Residence Permit (BRP) - A BRP is a biometric card which is your UK visa and proves that you have the right to be in the UK.

UKVI (UK Visas and Immigration) - UKVI is the department within the UK Government who control all aspects of UK immigration.

Leave to Remain - If you have been granted a visa for the UK, you have been granted 'leave to remain' in the UK. Basically, the phrase 'leave to remain' is commonly used by UKVI as another word for visa.

Local terminology

GP (General Practitioner) - A GP is a doctor who provides general medical advice and should be your first point of contact for all non-emergency medical complaints. You must register with your local GP surgery as soon as you arrive in the UK in order to ensure that you are able to access medical advice should you ever require it.

Lush - A word commonly used by Welsh people which means very nice.

Cwtch - The Welsh word for a cuddle or a hug. Although Welsh is not widely spoken in Cardiff, this particular word is used very frequently by the locals.

Ta-ra - A slang word used by Welsh people to say goodbye.

Top 10 things to do in Wales

- 1 Watch a rugby game at the Principality Stadium (formally known as the Millennium Stadium) and experience the incredible atmosphere created by the crowds in this world class venue.
- 2 Visit St Fagans, one of Europe's foremost open-air museums and Wales' most popular heritage attraction.
- 3 Watch a show at the Millennium Centre - Wales' national home for the performing arts in Cardiff Bay.
- 4 Try a Welsh cake, Welsh rarebit and laverbread - Traditional Welsh food.
- 5 Climb Mount Snowdon (or take the train up!) - The third highest peak in the UK and take in the beautiful view of Snowdonia national park.
- 6 Zip line at Penrhyn Quarry - The nearest thing to flying, this is the longest zip line in Europe and the fastest in the world reaching speeds in excess of 100mph.
- 7 Eat fish and chips at Barry Island - This sandy beach is the perfect place to enjoy a classic British dish of fish and chips.
- 8 Eat a Joe's Ice cream - Some of the best ice cream in the world the locals will say. Its definitely worth a visit to one of their ice cream parlours in Swansea or Cardiff.
- 9 Visit the Gower peninsular which boasts some of the best beaches in Europe, some of which have been included in the top 25 in the world (Rhossili bay, Three cliffs Bay, Oxwich Bay).
- 10 Go on a ghost tour in Llandaff.



Top 10 things to do in the rest of the UK

- 1 Visit London!
- 2 Have afternoon tea in a tea room anywhere in the UK and take part in one of the oldest British traditions dating back to the 1800s.
- 3 Visit Oxford or Cambridge to see the world famous Universities and go punting on the river.
- 4 Visit Stonehenge - a world famous prehistoric monument located in Wiltshire.
- 5 Walk along Hadrian's Wall - constructed by the Romans in the north of England, this 84 mile long defence wall ran coast to coast and a large portion of it is still standing today.
- 6 Visit Windsor Castle - the oldest and largest occupied castle in the world and the official residence of the Queen.
- 7 Go to Cadbury's world in Birmingham (chocolate museum) and eat lots of chocolate!
- 8 Visit Bristol and walk across Clifton suspension bridge before travelling to Bath to take a dip in the Roman baths.
- 9 Visit the Harry Potter studios, the setting of the world famous Harry Potter movies! Also, visit Kings Cross station and get a picture at platform 9¾.
- 10 Visit Edinburgh, the capital city of Scotland and travel up to the Scottish highlands to look for the famous loch ness monster.



Useful Telephone Numbers

Cardiff Met:

Switchboard029 2041 6070
International and Partnerships Office029 2041 6494
Accommodation Office029 2041 6188
Cyncoed Halls of Residence029 2041 6187
Plas Gwyn Halls of Residence029 2020 5750
Students Union029 2041 6190 / 6954
Careers029 2041 6333
Spiritual Advice (Paul Fitzpatrick)029 2041 7252 / 079178 18524
Finance029 2041 6083
I-Zone029 2020 5600
Muslim Chaplain (Ameira Bahadur-Kutkut)029 2041 6333/7252

Emergency numbers:

Fire999
Ambulance999
Police999
Police non-emergency in Cardiff101

External organisations:

Cardiff Council029 2087 2087
Job Centre Plus0345 600 0643
UKVI08706 067766
UKCISA020 7107 9922
(UK Council for International Student Affairs)	
Police Registration029 2077 4270
NHS non-emergency number111



Useful Websites

Cardiff Met Website	www.cardiffmet.ac.uk
Cardiff Met SU	www.cardiffmetsu.co.uk
UKCISA	www.ukcisa.org.uk
UK Visas and Immigration	www.gov.uk/government/organisations/uk-visas-and-immigration
Go Wales work experience/Placements	www.gowales.co.uk
Embassies in the UK	www.fco.gov.uk
British Council	www.britishcouncil.org
Tax and National Insurance	www.direct.gov.uk
Endsleigh Insurance	www.endsleigh.co.uk/personal/student-insurance
Visit Wales	www.visitwales.co.uk
Family Planning Clinics	www.fpa.org.uk
TV Licences	www.tvlicensing.co.uk
Cardiff Council	www.cardiff.gov.uk
Search for contact details of an organisation	www.yell.com
ISIC student discounts	www.isic.org
Cardiff Digs	www.cardiffdigs.co.uk

Transport/Travel:

National Express	www.nationalexpress.com
National Rail	www.nationalrail.co.uk
Megabus	www.megabus.com
AA Route Planner	www.theaa.com
STA Travel	www.statravel.co.uk
Cardiff Bus	www.cardiffbus.co.uk
Cardiff Airport	www.cardiff-airport.com



Useful information

Clothing and shoe sizes

Women's Clothing

British	8	10	12	14	16	18	20	22
USA	6	8	10	12	14	16	18	20
Continental	34	36	38	40	42	44	46	48
Japanese	5	7	9	11	13	15	17	19

Men's Suits

British	S	M	L	XL			
USA	34	36	38	40	42	44	46
Continental	44	46	48	50	52	54	56

Men's Coats

British	32	34	36	38	40	42	44
USA	32	34	36	38	40	42	44
Continental	42	44	46	48	50	52	54

Men's Shoes

British	7	8	9	10	11	12	13
USA	8	9	10	11	12	13	14
Continental	41	42	43	44	45	46	48

Women's Shoes

British	3	4	5	6	7	8	9
USA	5	6	7	8	9	10	11
Continental	36	37	38	39	40	41	42

Cooking

°F	250	275	300	325	350	375	400	425	450
°C	120	140	150	160	180	190	200	220	230
Gas	$\frac{1}{4}$	1	2	3	4	5	6	7	8

Speed

Mph	20	30	40	50	60	70	80	90	100
Kph	32	48	64	80	96	112	128	144	160



Our free mobile app for students, with features that include:

- ✓ Access to email
- ✓ Access to library services
- ✓ View bus times
- ✓ View personal and academic details
- ✓ See PC availability
- ✓ Access Moodle (Virtual Learning Environment)
- ✓ Locations & campus map

🌐 www.cardiffmet.ac.uk/mycardiffmet



Llandaff Campus Map



Key

- 1 Cardiff School of Management
- 2 Centre for Dental Technology
- 3 FIC
- 4 Lecture theatre
- 5 Library
- 6 Main Hall
- 7 Main Reception
- 8 Reception
- 9 Registry
- 10 Student Centre
- 11 Student Services

- 1 A Block
- 2 B Block
- 3 C Block
- 4 D Block
- 5 E Block
- 6 F Block
- 7 H Block
- 8 M Block
- 9 P Block
- 10 T Block
- 11 Research House

- P Parking
- 🚲 Bike Rack
- 🚌 Bus Stop
- 2 - City Circle
- 15 - Heath Hospital to Central Station

Cyncoed Campus Map



Key

- 1 Bench Cafe
- 2 College House
- 3 Dance Centre
- 4 V Block
- 5 Inclusion Gym
- 6 K1 Restaurant
- 7 Lecture Theatre
- 8 Library
- 9 Pool
- 10 Reception
- 11 Russell Rees Gym
- 12 Sid Aaron Gym
- 13 Sports Hall

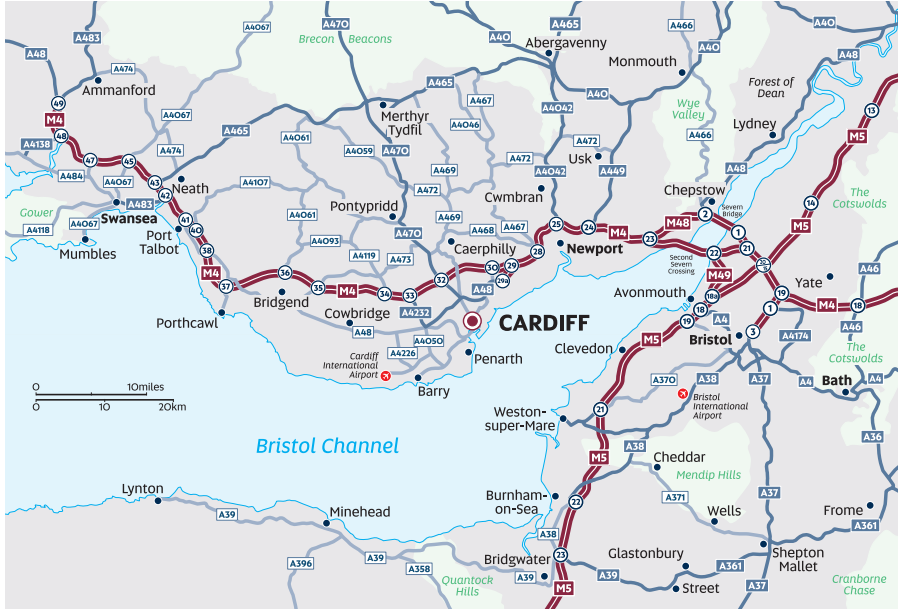
- P** Parking
- Bike Rack
- Bus Stop

- 14 Students' Union
- 15 Warwick House
- 16 Estates Maintenance Workshop
- 17 Forest School
- 18 Athlete's House

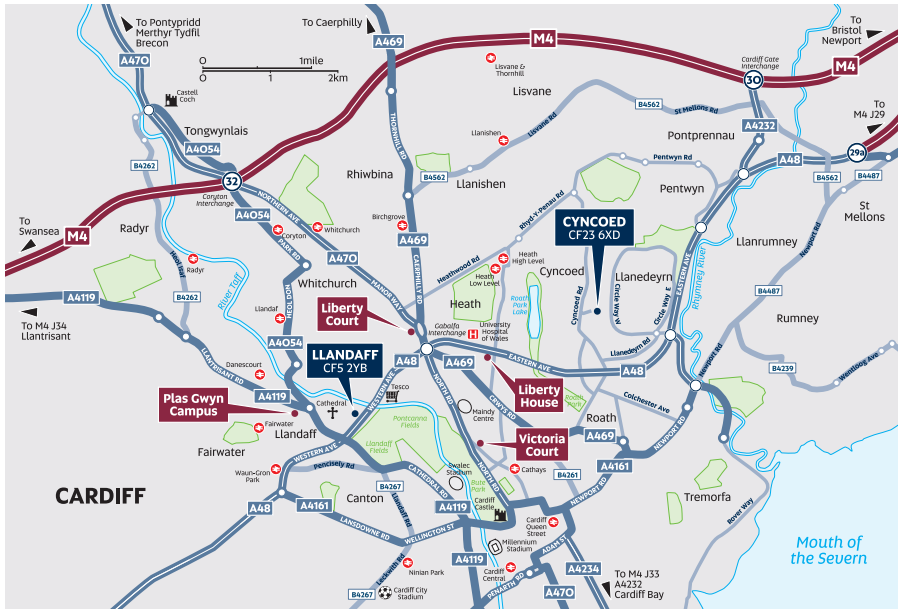
Halls of Residence

- 1 Baltimore
- 2 Bute
- 3 Clare
- 4 Ellis
- 5 Fizthamon
- 6 Herbert
- 7 Nantes
- 8 Neville
- 9 Queenswood
- 10 Stradling
- 11 Stuttgart
- 12 Thomas House
- 13 Bungalow

Motorway Map



Cardiff City Map





The International and Partnerships Office Contact Details

Welfare related enquiries including visa extensions and immigration enquiries:

Tel: 029 2041 6494

Email: Internationalwelfare@cardiffmet.ac.uk

English language and study skills support:

Tel: 029 2041 6406

Email: writingsupport@cardiffmet.ac.uk

Current Tier 4 student obligations:

Tel: 029 2041 6408

Email: immigrationregs@cardiffmet.ac.uk

Enquiries related to exchange/outward mobility opportunities:

Tel: 029 2020 1195

Email: europeanprojects@cardiffmet.ac.uk

International admission enquiries:

Tel: 029 2041 6045

Email: international@cardiffmet.ac.uk



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ID: [cmetipowelfare](#)



Cardiff
Metropolitan
University

Cardiff Met International Office

200 Western Avenue
Llandaff Campus
Cardiff
CF5 2YB

Tel: **029 2041 6494**

Email: **internationalwelfare@cardiffmet.ac.uk**

Web: **www.cardiffmet.ac.uk**



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