

# International Student Handbook

2017/18



*for students from outside the EU*



Cardiff  
Metropolitan  
University



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# **Croeso i Caerdydd!**

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

## **Welcome to the International Student Advice Centre!**

You will be pleased to know that the friendly and experienced staff at the International Student Advice Centre can help you with every aspect of your student life at Cardiff Met.

Based in T Block on the Llandaff campus, the International Student Advice Centre is home to the:

- International Academic Advisory Service
- International Welfare Advisory Service
- International Immigration Advisory Service

### *International Academic Advisory Service*

The International Academic Advisors offer classes for small groups and individual tutorials for international students on:

- Adapting to university study in the UK
- Reading complicated academic texts
- Planning and writing academic English for assignments
- Avoiding English language errors

- Critical thinking
- Referencing sources and avoiding plagiarism
- Preparing and delivering presentations

We also offer academic English practice classes which give international students the opportunity to develop their listening, speaking, reading and writing skills in a friendly and supportive environment.

## *International Welfare Advisory Service*

The International Student Advisors are available to offer guidance and support on any personal matters related to living and studying in the UK. We aim to help you to adapt to a new culture and surroundings by offering specialist advice on:

- Shopping for familiar food
- Locating a suitable place of worship
- Registering with a doctor
- Opening a UK bank account
- Registering and paying for council tax and a TV licence
- Using public transport in Cardiff and also in the rest of the UK
- Registering with the police, if it is a requirement of your student visa
- Obtaining a National Insurance number for a part-time job
- Arranging school places for your children
- Driving in the UK
- Solving accommodation issues

We also organise an exciting social programme which you are invited to take part in. We offer a number of day trips to interesting places around Wales and the UK and on-campus parties to welcome new international students. We organise the annual Global Week event, when the university hosts a range of events to celebrate the many cultures from around the world which are represented on campus. You are invited to join us in these events, which are always great fun. Please come to see us at the International Student Advice Centre to find out more!

## *International Immigration Advisory Service*

The International Student Advisors and Compliance Officers are here to take care of all of your immigration needs. We offer:

- Detailed advice on the immigration regulations which apply to your student visa
- Assistance with Tier 4 student visa extension
- General advice for visa options for other countries such as Schengen visas
- General guidance on non-Tier 4 visa options

**Contact:** [Intstudentadvice@cardiffmet.ac.uk](mailto:Intstudentadvice@cardiffmet.ac.uk)

**Tel:** 02920 416494

# 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 in advance of the appointment. 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 words 'please' and 'thank you'. This 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 at 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 your tutors for 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. You may find that there are many things which are very different to what you are used to in your home country. You may 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 - take a look at page 10 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 Advice Centre 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, they will understand how you feel.
- Make friends with British students so you can learn more about life in the UK.
- Take regular exercise, this will give you the energy to address the challenges you may face. Cyncoed and Llandaff campus 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 Advice Centre regarding social events and activities which will be advertised on Facebook 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 which has 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 Welfare Advisory Service , multi-faith chaplaincy and counselling service if you feel you need to. 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 Academic Advisory Service 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 the 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](http://www.prepareforsuccess.org.uk).

There are many ways in which you can increase your chance of success once you have started your 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 you with valuable information necessary to complete your course successfully. It is also important for you to attend classes to ensure that you are meeting your Tier 4 visa obligations. Poor attendance may result in you being withdrawn from your course for failing to comply with the conditions of your visa.
- **Make the most of the support and information available** - Ask the teaching staff for help if you are experiencing difficulty and seek support from the International Student Advice Centre.
- **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. You should aim to spend time each week watching English language television programmes, reading English language newspapers, speaking English to your friends and making conversation with the local people of Cardiff, all of which will help to maintain and improve your levels of English.
- **Make use of the International Academic Advisory Service** - The International Academic Advisory Service provides individual tuition as well as classes for groups on topics such as essay writing, referencing, exam preparation and critical thinking as well as academic English. We would encourage you to take advantage of this service to increase your chances of succeeding on your course.

# Cardiff Met Students' Union

Every student at Cardiff Metropolitan University automatically becomes part of the biggest organisation at Cardiff Met, your Students' Union (SU). Cardiff Met SU is here to represent, support, inspire and involve every student and there are loads of ways you can get involved.

## Student Executive Officers

The Student Unions' President and the Student Unions' Vice-President are elected by students to represent your academic interests at the very top level.

The role of the President includes acting as the chair of the Board of Trustees, along with being responsible for the financial position and performance of the Students' Union.

The role of the Vice-President is to represent the students and make sure that their voice and opinions are heard. The Vice-President is here to help out with anything that students may need during the year. Whether it is support or advice with education and welfare matters to helping you setting up societies, so pop into the office any time for chat.

## School reps

There are five schools at Cardiff Met and there is one School Rep for each of them. Their main responsibilities are to represent the views of students, to assist the Students' Union in providing an effective course representative system, co-ordinating representation within their school and providing effective feedback to the SU at its monthly meetings.



Will Fuller SU President



Ieuan Gardiner SU Vice President



## Societies

A society is a group of students who share an interest or hobby who regularly arrange social activities. The SU has many societies to choose from and there's no limit on how many you can join. Societies are a great opportunity to try something different, meet up with friends and enhance your university experience.

Whether you're interested in sports, arts and crafts or faith, there is something for everyone.

A list of societies is available on the SU website: [www.cardiffmetsu.co.uk/societies](http://www.cardiffmetsu.co.uk/societies)

If you don't see a society you're interested in, why not start your own? It's easy to do and the SU will help you all the way. If you have any questions or queries regarding societies please email [societies@cardiffmet.ac.uk](mailto:societies@cardiffmet.ac.uk)

## SU Sport

SU Sport 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.

## UMAX advice and support

UMAX is a free service provided by Cardiff Met's SU which aims to allow students to maximise their student experience. The UMAX team provides a student focused, independent, friendly and non-judgemental service and can offer advice on the following:

- Exams
- Housing
- Money
- Settling in
- Academic support
- Fresher's
- Student safety
- Welfare

For further information, please visit the following website: [www.cardiffmetsu.co.uk/umax](http://www.cardiffmetsu.co.uk/umax)

## The 'swipe' card

The 'swipe' card is a Cardiff Met student lifestyle card, offering students huge discounts both on and off campus! To purchase a 'swipe' card for just £10 please visit the 'swipe' card page on the SU website at [www.cardiffmetsu.co.uk/swipe/purchaseswipe](http://www.cardiffmetsu.co.uk/swipe/purchaseswipe)

# 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](http://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](http://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 Cardiff Met halls of residence, the following supermarkets are easily accessible by bus, taxi or are approximately a 20 minute walk away.

## Supermarkets near *Cyncoed Campus*

### Sainsbury's Supermarket, Colchester Avenue, CF23 9XN

Sainsbury's sells food, homeware and clothes. It also has a cafe area serving cooked meals, a pharmacy, a newsagent and a dry cleaners.

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



## Shops and supermarkets near *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.

### **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.

### **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, phones, 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.

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).

### Please 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. Bank transfer via Western Union
2. Online payments/Demand Draft/Money order payable to Cardiff Metropolitan University
3. Visa, Access, Mastercard
4. Cash or cheque
5. Sterling travellers cheques

### Important

You **MUST** use your name and student number 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.

### Top Tip

Pay your tuition fees in full in advance or at enrolment to avoid the 5% administration charge.

**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.

## *Bank transfer via Western Union*

International students can pay their fees using the Cardiff Metropolitan University's bank transfer platform powered by our partner Western Union Business Solutions. This is the preferred method of payment of Cardiff Metropolitan University for international students.

This service is available to all international students and allows you, your parents and sponsors to pay your fees in your local currency and from your home bank account without worrying about exchange rates or bank charges.

You will have peace of mind that your payment will arrive quickly and in full to the university.

### **Benefits for you:**

- No transaction charges from Western Union Business Solutions or Cardiff Metropolitan University
- Rate quoted is held for 72 hours which gives you time to make the payment to your bank; online, at branch or via phone
- Favourable exchange rates compared to most banks
- Reduced bank fees because transfer is initiated locally
- Full payment amount received by Cardiff Metropolitan University
- Available in 8 languages; English, French, Mandarin, Cantonese, Spanish, Hindi, Indonesian and Korean

For further information, please visit the following web link **[www.cardiffmet.ac.uk/feepayment](http://www.cardiffmet.ac.uk/feepayment)**

## *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.

## *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](http://www.cardiffmet.ac.uk/international/currentstudents/pages/money-matters.aspx)).

If you find yourself in a situation where you are unable to pay your fees, you should seek further advice from the International Student Advice Centre. You may be advised to suspend or defer your studies until you 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.

### *Santander bank - on-campus*

Santander bank is conveniently based opposite the Cardiff School of Management building on the Llandaff campus. Santander offers an excellent banking service to all students. Cardiff Met students are able to open a bank account with Santander very easily with just their student card. For information about their range of products available for students, you can visit the branch directly. Santander's opening hours are as follows:

9.00am – 5.00pm weekdays (10.00am – 5.00pm on Wednesday)

## Banks in Cardiff

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

- Lloyds Bank
- TSB
- Barclays
- HSBC
- Natwest
- Halifax

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

- Wellfield Road, Roath  
CF24 3NZ
- Albany Road, Roath  
CF24 3LH
- High Street, Llandaff Village  
CF5 2DY
- Queen Street, City Centre  
CF10 2AF



## 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 or Cardiff Met app).
- A second confirmation of your UK address e.g. your halls of residence or private accommodation contract.

### 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



You must ask what charges will be made and how long the transfer will take before you transfer money. 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](http://www.studentcalculator.org.uk/international).

## Health

If 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 already in the UK and you are required to extend your Tier 4 visa, you may be required to pay an immigration health surcharge as part of your visa extension application.

The immigration health surcharge allows you to access the National Health Service in the UK in the same way as a permanent resident. This includes hospital treatment for any new or 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.

If you are in the UK on a short term study visa, you will be required to pay for any medical treatment that you receive. Therefore, it is advisable for all students in the UK on this type of visa obtain appropriate medical insurance.

## 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.

Cardiff Met 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 outside of the Cyncoed catchment area for this facility will be able to find a GP surgery in their area by visiting the following website: [www.nhsdirect.wales.nhs.uk/localservices](http://www.nhsdirect.wales.nhs.uk/localservices)

**When registering with a doctor, you will need to take your passport, BRP, 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.**

## Cardiff Met 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](mailto:healthservice@cardiffmet.ac.uk). Your message will be answered as soon as possible by one of the Cardiff Met nurses.

## 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: 0845 46 47

## Accident and emergency

An accident and emergency (A&E) department (also known as emergency department or casualty) deals with genuine life-threatening emergencies. Major A&E departments are usually open 24 hours a day, 365 days of the year but not all hospitals have an A&E department. You should only go to an A&E department if you have a life-threatening or serious injury that requires urgent medical attention. An A&E is not an alternative to a GP appointment. If your GP practice is closed you can call NHS non-emergency number: 0845 46 47.

### Important

If you need treatment for illnesses such as colds, headaches and sickness, you are advised to visit a doctor not the A&E department.

## 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](http://www.nhsdirect.wales.nhs.uk/localservices).

## Dental emergencies

If you experience a dental emergency you should 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. To arrange an appointment you must telephone the dental helpline on 02920 444500. Patients will be asked a series of questions and then directed to the most appropriate place to receive care.

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](http://www.fpa.org.uk/Findaclinic).

## Emergencies

If an emergency situation arises during your stay in the UK, you should contact the following emergency services, free of charge 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, or harassment, you can report the incident by calling **101**.

If you experience an emergency, the International Student Advice Centre can assist you with support and advice. For example if you are rushed into hospital, or know of another international student in this situation, it is very important that the staff at the International Student Advice Centre are informed so that assistance can be provided. 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 Student Advice Centre 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 Advice Centre as soon as possible.

## Police Liaison Officers based in Cardiff

South Wales Police have appointed dedicated Student Liaison Officers to advise all students living in Cardiff. The Student Liaison Officers aim to ensure the safety of students by providing practical guidance and support to the student community of Cardiff. 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 Advice Centre.

Email: [Swpstudentliaisoncardiff@south-wales.pnn.police.uk](mailto:Swpstudentliaisoncardiff@south-wales.pnn.police.uk)

Tel: **07805 301269**

Facebook: **South Wales Police Student Liaison**

# Safety Information for International Students studying in the UK

Although Cardiff and the surrounding area is one of the safest places to study in the UK, like most other cities worldwide, it is still subject to some crime. However there are proactive steps you can take to ensure you keep yourself and your belongings safe:

## Travel & Transport

- Ensure you familiarise yourself with the city, obtaining bus/train timetables, a city map and ensuring that you keep a telephone number for a reputable taxi firm saved in your mobile phone.
- If taking a taxi, always insist that the driver uses the meter rather than asking you for money upfront.
- Ensure you travel around the city in groups, particularly at night. Keeping to well-lit areas particularly between bars and clubs can reduce the risk of being the victim of a crime.
- If you cycle in and around the city you should purchase a bike lock.
- If you rent or buy a car in the UK, you should ensure that you keep your car doors locked and do not leave valuables on show inside the vehicle.

## Money

- Do not carry large amounts of money (i.e. £50.00 notes) in your purse or wallet. Carrying a debit or credit card is a much safer option.
- You should never lend large amounts of money to people or other students as you may not receive the money back.

## Accommodation

- Purchase home contents insurance in the unlikely event that some of your belongings (i.e. laptop, mobile phone, wallet) are stolen from your property in Cardiff.
- To avoid the risk of property theft, you should always keep your property windows and doors securely locked. If you are going home over the university holiday period, you should ensure you take all of your valuable belongings with you.
- Register your belongings at [www.immobilise.com](http://www.immobilise.com). This will help the police return any stolen items found to the rightful owner.

## Frauds and Scams

International students are sometimes specifically targeted by criminals who receive telephone calls or emails from a person pretending to be from a legitimate organisation (such as the UK Visas and Immigration). Often the criminals will demand money and claim that if a student does not pay quickly, there will be serious consequences. The caller/sender may:

- Have some limited information (for example, name, passport number, and telephone number) and therefore, seem very convincing and genuine.
- Provide a name and telephone number, once again, to seem genuine.

- Claim that there is a serious problem, for example, with the student's immigration status and that they need to pay a fine in order to resolve the issue.
- Insist that the payment is made as soon as possible, usually via Western Union, supposedly to prevent further action.
- The caller will speak in dramatic terms, perhaps talking about deportation or cancelling the student's visa. This is a common fraudster's technique to make students panic and become pressurised into paying the fake fine.

There have also been some incidents of the friends or family members of a student being contacted by email, telephone and QQ. Once again, the fraudsters will sound very convincing as it is likely that they will have limited information about the student. The caller/sender is likely to confirm that the student is in serious danger, such as seriously ill in hospital and that money is required urgently to pay for medical expenses.

Here is some advice about how you and your family/friends can protect yourselves from fraudulent calls or scams: -

- Do not provide the caller/sender with any personal information and do not confirm that any information they have is correct.
- Do not make any payment.
- You may wish to hang up or you could inform the caller/sender that you know that they are a fraudster and that you will be reporting them to the police.
- Report the incident to the International Student Advice Centre, who can offer practical advice and help report the fraud to the police.
- Report the matter online to Action Fraud.
- Whenever you receive a telephone call, email or text from someone who you do not know, remember that it could be a scam. Criminals can use all kinds of ways to trick you into paying them money or giving them valuable information about yourself.



## 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. 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](mailto: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](mailto: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 - There are male and female prayer rooms available on the ground floor in A Block. These are suitable for all faiths and 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 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](http://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: **07584 770987**

Email: [Swpstudentliaisoncardiff@south-wales.pnn.police.uk](mailto:Swpstudentliaisoncardiff@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, 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.

## Residence life

The Accommodation Office holds a calendar of events through its Residence Life programme for all students living in halls of residence. The aim of this programme is to help students to meet new friends and to have new experiences. Each term a new calendar of events is scheduled with activities such as film premieres, ice skating, film nights and Zumba nights. Most of the activities are free or will cost less than £5.

## 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. 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 Met Rider bus pass which will last you throughout the academic year. You can purchase a Met Rider bus pass by completing an application form which you can obtain from your welcome pack and submitting it, along with the payment to the IZone (Reception) at either the Llandaff or Cyncoed campus. Alternatively, you can purchase the pass online using the online shop ([www.cardiffmet.ac.uk/feepayment](http://www.cardiffmet.ac.uk/feepayment)). 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](http://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.

## 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 Student Advice Centre 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.

### Please Note

If you are required to register with the police, it is vital that you do so as soon as possible. Failure to register could result in you being temporarily withdrawn from your course.

# Immigration

## Your biometric residence permit

If you applied for a Tier 4 (General) visa from outside the UK to study a course of more than 6 months in length, you should have been issued with an 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 Advice Centre (TO.13). The International Student Advisors will notify you by email once we have received your BRP.

A BRP is your UK visa and 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 ([www.validateuk.co.uk/](http://www.validateuk.co.uk/)).

### 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 ([www.validateuk.co.uk/](http://www.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, you must contact the The International Student Advice Centre 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 apply for a replacement BRP within 3 months. If you have lost your BRP, it is very important that you contact The International Student Advice Centre urgently so we can 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 visa using the visa4UK ([www.visa4uk.fco.gov.uk/home/welcome](http://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) in your passport which will permit you to enter the UK once. You will be required to apply for a replacement BRP within one month of re-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 Advisors 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.
- Some students are required to register with the police. Please see the 'Registering with police' section of this handbook for further information.



## 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 take or have already undertaken resits 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 Advisors 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 (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 Advice Centre 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 to extend your visa in the UK, you will be required to make your application online via the UKVI website. You will need to complete the online Tier 4 (General) Student application form and submit a series of original documents in support of your application. You should ensure that you contact the International Student Advice Centre well in advance of your visa expiry date in order to obtain step-by-step guidance on the visa application process. We would advise that you carefully read through the Tier 4 policy guidance and photo guidance produced by UKVI to ensure that you understand every aspect of the visa application process. 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 complex. 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 (see page 23).
- **Marriage or civil partner certificate** - Only applicable if applying with dependants or if it is proof of a name change.
- **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** - Only if you are using your parents' bank statements. The letter should confirm that their money will be used for your fees and living expenses while you are studying in the UK.
- **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 translated document is an accurate translation of the original document.
- **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.



## What do I do once I am ready to submit my application?

Once you have collated all of the relevant supporting documents, it is essential that you make an appointment with an International Student Advisor who will check that your supporting documentation meets the UKVI's requirements. Providing your documents are valid, 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. You will then be assisted by the International Student Advisor to complete the online form and submit your application.

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 Student Advisors 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 Advisors 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 BRP 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 quick 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 that it meets 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 UKVI website at: [www.immigration-health-surcharge.service.gov.uk/checker/Type](http://www.immigration-health-surcharge.service.gov.uk/checker/Type)

## 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 a visa extension application, please contact the International Student Advice Centre for advice.

**If you do not have a Tier 4 student visa, please seek advice from the International Student Advice Centre 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](http://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 staff at the International Student Advice Centre will be happy to write a letter to support your visa application.

### 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.





# 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 the International Student Advisors 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 usually 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 usually permitted to work only 10 hours per week during term-time. During the official university vacation periods, students can work full-time.

The hours that you are permitted to work will be printed onto your BRP. If you suspect that there is an error on your BRP relating to the number of hours you are permitted to work, please seek advice from the international student welfare team.

## Can I work full-time when I'm doing my postgraduate 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 Career Service offers free, confidential and impartial advice to all Cardiff Met students. 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. The Career Service also offers information on:

- Work experience
- Graduate recruitment and vacancies
- Employer presentations and recruitment fairs
- Part-time and vacation work
- Volunteering
- CV/job application writing
- Interview and presentation techniques

Tel: **029 2041 6333**

Email: **[careersservice@cardiffmet.ac.uk](mailto:careersservice@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](http://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 an NI number?

If you have never worked in the UK before, you will not have an 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](http://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](http://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](http://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](http://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 room" 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**

**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](http://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](http://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 Advisor.

## 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](http://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](http://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](http://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 which controls 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! Why not come along on a trip organised by the The International Student Advice Centre?
- 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:

Switchboard .....	.029 2041 6070
International Student Advice Centre .....	.029 2041 6494
University emergency .....	.029 2020 2222
Accommodation Office .....	.029 2041 6188
Cyncoed Halls of Residence .....	.029 2041 6187
Plas Gwyn Halls of Residence .....	.029 2020 5750
Students Union .....	.029 2041 6190 / 6954
Careers .....	.029 2041 6333
Spiritual Advice (Paul Fitzpatrick) .....	.029 2041 7252 / 079178 18524
Finance .....	.029 2041 6083
I-Zone .....	.029 2020 5600
Muslim Chaplain (Ameira Bahadur-Kutkut) .....	.029 2041 6333/7252

## Emergency numbers:

Fire .....	.999
Ambulance .....	.999
Police .....	.999
Police non-emergency in Cardiff .....	.101

## External organisations:

Cardiff Council .....	.029 2087 2087
Job Centre Plus .....	.0345 600 0643
UKVI .....	.08706 067766
UKCISA .....	.020 7107 9922
(UK Council for International Student Affairs)	
Police Registration .....	.029 2077 4270
NHS non-emergency number .....	.111



# Useful Websites

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

## Transport/Travel:

National Express .....	<a href="http://www.nationalexpress.com">www.nationalexpress.com</a>
National Rail .....	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
Megabus .....	<a href="http://www.megabus.com">www.megabus.com</a>
AA Route Planner .....	<a href="http://www.theaa.com">www.theaa.com</a>
STA Travel .....	<a href="http://www.statravel.co.uk">www.statravel.co.uk</a>
Cardiff Bus .....	<a href="http://www.cardiffbus.co.uk">www.cardiffbus.co.uk</a>
Cardiff Airport .....	<a href="http://www.cardiff-airport.com">www.cardiff-airport.com</a>



# 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

Z

### 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	¼	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



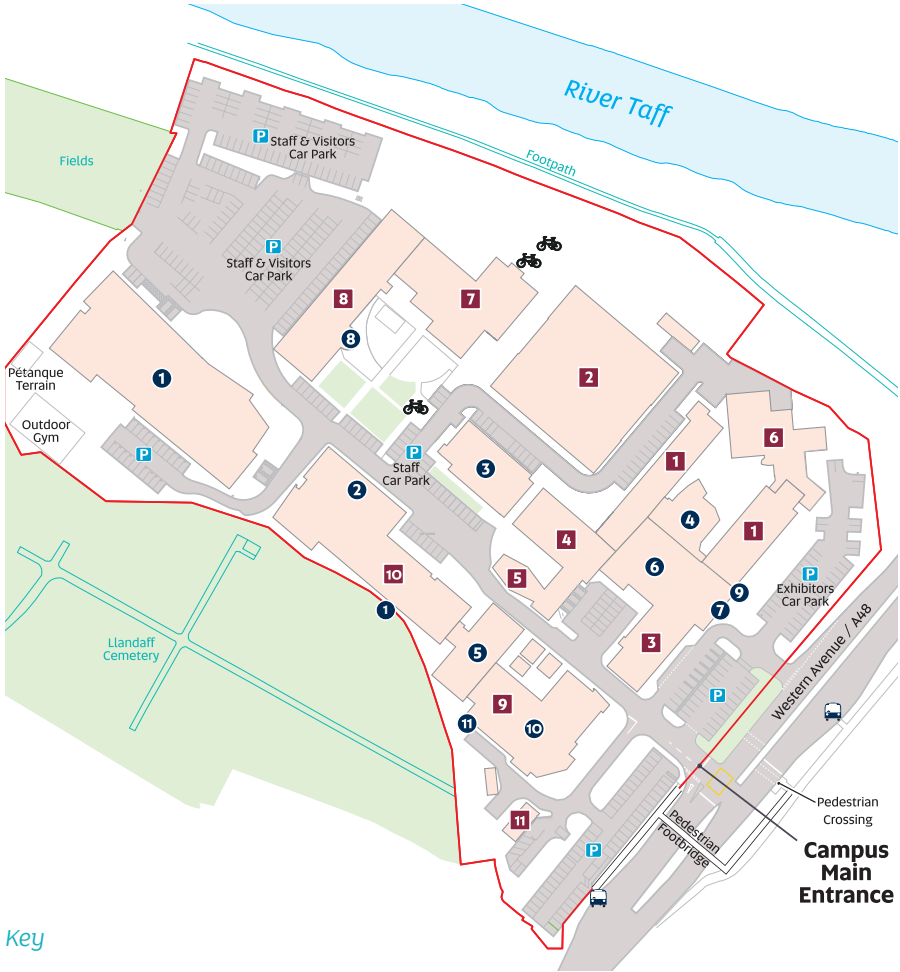
## Our free mobile app for students, with features that include:

- ✓ 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](http://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

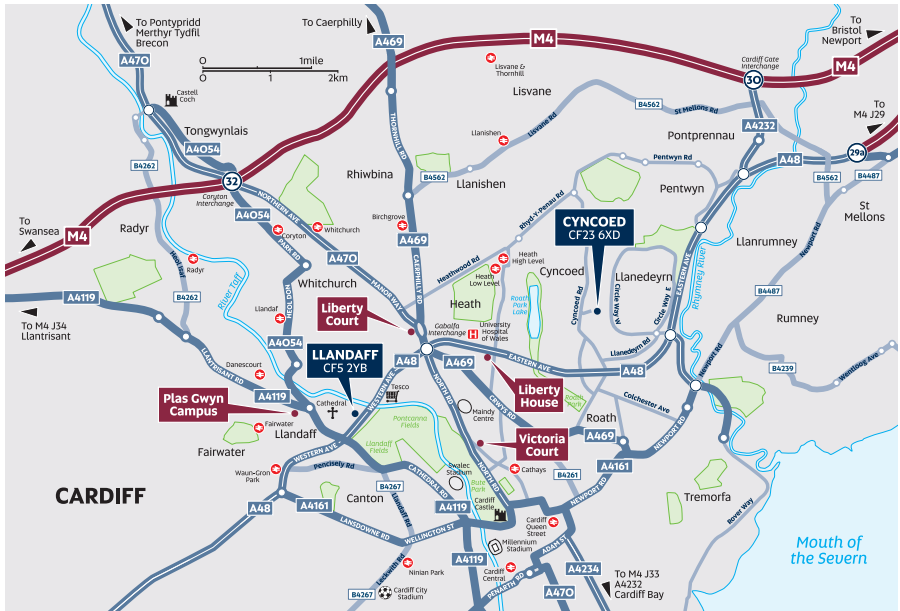
## Halls of Residence

- 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





## International Student Advice Centre contact details:

Tel: 02920 416494

Email: [Intstudentadvice@cardiffmet.ac.uk](mailto:Intstudentadvice@cardiffmet.ac.uk)



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