Your arrival checklist

The checklist below is a list of your priority tasks for your first few days in Cardiff. You can find a longer checklist on the inside front cover of your welcome pack.

☐ Tell your family you have arrived safely _05
☐ Access the internet - email home! _06
☐ Settle into your accommodation - meet your flatmates! _09
☐ Register with the Police (if applicable) _12
☐ Complete enrolment and pay your tuition fees _14
☐ Get your Student ID card _15
☐ Get your bank letter and open your bank account _16
☐ Register with a Doctor _19
☐ Attend the international induction events _28
☐ Attend any induction events in your academic School _30

Need help?

International Student Helpdesk - Students' Union
Feeling Lost? Can't find what you are looking for? Our International Student Helpdesk will be open to answer all of your queries 9.30 - 17.00 every day, Monday 18 to Friday 29 September in International Student Support on the 3rd floor of the Students' Union.

International Office
Deri House, 2 – 4 Park Grove
Cardiff University
Cardiff CF10 3BN
Email international@cardiff.ac.uk
Tel. 029 2087 4432
Campus Map ref. 60

International arrivals website
For full information on all your arrival tasks and induction information see www.cardiff.ac.uk/international/arrive
Hello and welcome!

We wish you a warm welcome to Cardiff University and hope you will have an enjoyable and interesting experience as a student here!

Arriving in a new place and learning new ways of living and studying can be a challenging experience. This Arrivals Guide aims to help with this transition by giving you some practical advice on what to do when you first arrive in Cardiff and information about the help and support that are available to you throughout your studies.

In the pages of this Guide, you will find the contact details of people who are able to help and support you during your time in Cardiff. Please feel free to contact any of them. The Arrivals Guide and other useful information are also available on the International Office website: www.cardiff.ac.uk/international/arrive

We look forward to meeting you during induction and around the University during your time here.

Cardiff University International Office
The best way of letting your friends and family know you’ve arrived safely is by mobile phone.
Keeping in touch

You will be given a welcome pack when you first arrive. In this pack is a SIM card with 50p credit on it for you to use to call home. If you haven’t received a pack, collect one from the International Office or International Help Desk in the Students’ Union. For more information on how to use the SIM card see the leaflet in your welcome pack.

Mobile Phones

Mobile phones are cheap to buy, but expensive to use, especially if you are calling another country. For information on mobile phone companies and prices see www.mobiles.co.uk

Can I use my mobile phone in the UK?
If your mobile phone is GSM compatible to roam in the UK, then it is likely you can use it to phone home. You should have received a free mobile SIM card in your welcome pack which has a small amount of credit on it. It will be cheaper to use a UK SIM card, but to do so, you will probably need to “unlock” your phone. With this UK SIM card, you can then use a pay-as-you-go system to pay for the calls you make on your mobile.

Contracts for mobiles
If you choose a mobile phone contract the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing. There is often a compulsory monthly charge. Most contracts commit you to a 24 month agreement, but if you are willing to pay more you may be able to get a 12 or 18 month deal. To buy a contract mobile phone you will need a “proof of enrolment” letter stating that you are a Cardiff University student and giving your Cardiff term-time address. You can obtain this “proof of enrolment” letter at the bank letter venue in the Students’ Union 18 September to 29 September.

Pay-as-you-go mobiles
Pay-as-you-go is the no contract, no credit check, no commitment, no monthly bills way of getting a mobile phone. The biggest advantage of this is that it is impossible to run up a huge phone bill as you can only make calls once you have already paid for them. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. You can buy this type of mobile phone from a lot of shops without needing a “proof of enrolment” letter from the University.

Where can I buy a mobile phone?
Carphone Warehouse is the largest independent store selling mobile phones, but you can also buy phones from supermarkets or mobile phone shops. There are many mobile phone operators which have shops in the shopping centres in Cardiff and it is a good idea to shop around.
Telephone calls and internet from private accommodation
If you decide to live in private accommodation or a University-owned student house you will probably find that your house has got a telephone socket. There are different phone companies to choose from for your telephone rental, including BT, Virgin Media and Talk Talk. You will find that they can also supply other services like cable television and internet.

Calling the UK
The international code for the UK is 44. When dialling from overseas into the UK you must first enter 44 and then omit the ‘0’ of the area code followed by the rest of the number.

For example:
Calling from outside the UK:
44 29 20 874432

Don’t know the number?
You can call Directory Enquiries:
Tel: 118 500 (from the UK) or visit:
www.bt.com/directory-enquiries/dq_home.jsp

Cheap ways for keeping in touch
There are several cheap ways of contacting your family overseas. These include international calling cards, accessing ‘Simply Dial’ site and a voice over internet protocol, such as Skype.

International calling cards
These are pre-paid cards that can be used from fixed landline phones, pay phones and mobile phones. Call charges are low, but there is a connection fee for each call.

Simply Dial
Try searching online for a Simply Dial site to access cheap international calls to lots of countries. You can use these access numbers from mobile phones, so enabling you to call overseas for much less than you would with your standard mobile network.

Voice over Internet Protocol (VoIP)
Skype is the most common example of VoIP. You can use your computer, tablet or smartphone to make free voice or video calls to your family. To make the connection, the person you are contacting needs to have the same VoIP set up.

For more information on all these cheap methods see the living in Cardiff section at:
www.cardiff.ac.uk/international/arrive

Internet and Email
How can I get access to the internet when I first arrive?
If you have enrolled online before you arrive in Cardiff, you will be able to use your Cardiff University username, password and email account on any networked computer in the University. Your username and password allow you to access the Student Intranet, the secure gateway to your web-based University services, at any time and from anywhere
http://intranet.cardiff.ac.uk

Computer rooms are conveniently located across the University’s campuses, including some which are open 24-hours a day, 7 days a week such as the Julian Hodge Study Centre and the Heath Library in the Cochrane Building. For more information go to
http://sites.cardiff.ac.uk/inform
Can I get access to the internet in my room?
If you are staying in University residences (but not student houses), you will be able to connect your computer to ResLAN (the Residences’ Local Area Network) to access the online resources you need. It is possible to register for ResLAN via either the network cable or wireless connection in your room. This network cable and instructions on how to connect to the University network will be in your room on arrival. The cost of all this is included in your residences fees. Before your computer is allowed to connect to the University network you must make sure that it has the minimum security requirements for use on the ResLAN network. For more information see www.cardiff.ac.uk/insrv/reslan

Which Broadband internet provider should I use?
We do not recommend any particular broadband supplier as the best deals change all the time. But we do have useful information here to help you choose which supplier to use: www.cardiff.ac.uk/international/arrive

Are there other places in Cardiff that offer Wifi?
If for any reason you are unable to access the University network, or you are off campus, there are many places that provide wifi access to the public. Popular venues that provide free wifi include McDonalds, Starbucks and Pret a Manger as well as a number of smaller shops and restaurants around the city. Look for this sign:

Email
You will be given a Cardiff University email address when you enrol and University staff will use email as the main way of communicating with you. If you already have an internet email address (e.g. Yahoo, Hotmail) you will also be able to use this, but you are expected to access your Cardiff University email account regularly to ensure you keep up-to-date with important University communications. If you need to use special programs, Chinese characters for example, then you may have to use your own computer with software that makes this possible.

Computers
Where can I buy or rent a computer?
The IT shop is based in the Students’ Union and provides IT equipment with a range of payment options and student discounts. All equipment sold is ready to use on campus and is supported by the University’s Information Services. For more information see www.cardiffstudents.com/theitshop

Help with IT
If you need help with using University IT, you can:
— Contact the Information Services Helpdesk.
   Monday – Friday, 09.00 – 17.00
   Telephone: 029 2087 4487
   Email insrvConnect@cardiff.ac.uk
   www.cardiff.ac.uk/insrv/it/help
— Ask members of staff in the library.
— Visit the IT Clinic, which is located on the first floor of the Students’ Union. It is run by Information Services staff and provides free and friendly help and advice on a range of IT issues.
The payment dates for the 2017/18 session are:
Wednesday 25 October 2017
Wednesday 24 January 2018
Wednesday 25 April 2018
Accommodation

Arriving at your new flat and room can be a daunting experience and you may feel a little anxious about entering your new home. Your flatmates may already be there; if so introduce yourself! Getting to know them will help you settle in. Why don’t you arrange to go to some of the induction events with them, or cook a meal together in your first week?

How do I pay for my University accommodation?

All fees for residences, as well as most of the associated charges such as Parking Permit are payable either:

— In advance by Credit/Debit card
— On arrival by Direct Debit from a UK Bank Account (payable in 3 installments after you arrive).

When do I need to pay for my University accommodation?

The payment dates for the 2017/18 session are:

Wednesday 25 October 2017
Wednesday 24 January 2018
Wednesday 25 April 2018

It is important to pay your residences fees on time. Late payment will mean that you will incur an initial 5% charge. If the payment remains outstanding after 15 days, you will incur a further 5% charge on the balance outstanding.

What if I want to move rooms within the University?

If you are not happy with your accommodation after the first few weeks of moving into your room, please speak to your Residences Manager who will explain the process for requesting a transfer. The Residences staff will then do their best to find an alternative room but please be aware we are unable to guarantee this. You may find this a difficult process as rooms rarely become available at this time of year. An administration fee is payable for the transfer.

What if I want to leave University Residences?

If you wish to leave your University residence but are still going to remain a student at Cardiff University, you will need to find a substitute. This must be a Cardiff University student not already living in University Residences. You will remain liable for your Residences Fees until a suitable substitute is found. If you decide to leave Cardiff University altogether (i.e. will no longer be continuing with your course of study) then you will only have to pay for the room until all your belongings have been cleared and your key has been returned to your Residences Manager, or your official withdrawal date, whichever is the later.
Private accommodation

Where can I find private accommodation in Cardiff?
The Residences Office has up-to-date lists of self-catering rooms, bedsits, flats and houses for rent. See www.cardiff.ac.uk/residences and click on “private sector”. You can only access the list once you’ve enrolled because you will need your Cardiff University username and password.

Cardiff University Letting Agency
This is the best place to start looking for private accommodation. Cardiff Student Letting Agency is owned and run by Cardiff University Students’ Union. This letting agency is keen to keep the cost to students at a minimum and does not charge an agency fee. The Agency is open weekdays 9.00 - 17.00. For further information see: www.cardiffstudentletting.com

Accommodation Advice
The team of Student Advisors in the Student Support Centre, (map ref. 31) can provide advice on the various options for accommodation in Cardiff, as well as what to look out for when finding accommodation. They can also help with problems you may face as a tenant. For more information see www.cardiff.ac.uk/advice/housing

Email studentsupportcentre@cardiff.ac.uk
Tel +44 (0) 29 2087 4844

Advisors in the Students’ Union Advice and Representation Centre can also help you with all housing issues see page 31

More information is available online at: www.cardiff.ac.uk/advice/housing

Bedding

If you are in University accommodation you can buy a bed linen pack from your Residences Manager for £30. This contains a duvet and duvet cover, single sheet, pillow, pillow case, hand and bath towel. For more information regarding the bedding pack see www.cardiff.ac.uk/arrivalinformation

Alternatively, there are a number of shops where you can buy bedding cheaply, see below. You can also buy bedding from Cardiff Market or Tesco Supermarket (near Talybont Residences).

Shaws the Drapers
This is a cheap, local bedding shop with stores in the Cathays and Roath areas of Cardiff, as well as a very large shop opposite the central bus and train station.

— 111/117, Crwys Road, Cardiff, CF24 4NG
— St. David’s House, Wood Street, Cardiff, CF24 1ER
— 8-10 Wellfield Road, Cardiff, CF24 3PB

Other relatively cheap bedding stores include:

Argos
24 Queens Arcade, Cardiff, CF10 2BY
www.argos.co.uk

IKEA
Ferry Road, Grangetown, Cardiff, CF11 0JR
www.ikea.com

IKEA is a very large store near the Bay that sells cheap home furnishings, bed linen, kitchenware and furniture. It may be useful for you to go with a group and share the cost of a taxi.

Primark Stores Ltd
48 Queen Street, Cardiff, CF10 2NG

This is a department store that sells cheap clothes and bed linen in the centre of town.
**Food Shopping**

**Where can I go food shopping?**
Most people in the UK buy their food at supermarkets, however Cardiff also has a large indoor market in the central shopping area, with entrances near The Hayes and St Mary’s Street. You can buy almost anything in the market. It is an excellent source of cheap fish, meat, fruit and vegetables. You can also buy cheap kitchenware and bed linen from the market, and find services such as shoe repairs & key cutting. There is a Farmer’s Market opposite the Millennium Stadium every Sunday which sells (among other things) meat and vegetable produce from local farmers.

**Where are the local supermarkets?**
You will find that the supermarkets are some of the best places to stock up on provisions, as there is likely to be one near where you are staying. Lidl supermarket is located near the University’s Optometry Building on Maindy Road, but the largest supermarkets are located some distance from the city centre, including Tesco, which is next to Talybont Residences.

Many students order their groceries online and have them delivered to their University Residence. You must be at home when your groceries are delivered because you need to sign for the delivery. You will need to give the supermarket company your mobile telephone number, so that they can call you when they arrive at your residence reception.

The following supermarkets deliver:
www.asda.co.uk
www.tesco.com
www.sainsburys.co.uk

**Areas close to the University**
Crwys Road in Cathays and Albany Road in Roath are great places to buy most things you need without having to go into the city centre. There are supermarkets, a bakery, a butcher’s and grocer’s. You will also find food shops of many different nationalities where you may find goods that are familiar to you.

**Halal Food stores**
- ZemZem Continental Market Halal Food Specialist
  12 – 14 Wyverne Road, Cathays, Cardiff, CF24 4BH (Arabic, Asian, African and Mediterranean Foods).
- Clare Food Stores
  45 – 57 Clare Road, Grangetown, Cardiff, CF11 6QF (basic food and grocery items some of which are imported from Asia).
- Albany Halal Food Store
  57 Donald Street, Roath, Cardiff, CF24 4TL
- Al-Sheemal Halal Food Store
  15 Salisbury Road, Cathays, Cardiff, CF24 4AA.
- Majid Food Store
  Clare Street, Riverside, CF11 6BB (Asian food, Halal meats).
- Shop Right
  28-30 City Road, Roath, Cardiff (Asian food, Halal butchers).
- Continental Delicatessen
  160-162 City Road, Cardiff (Halal meats, Middle Eastern, Turkish and Iranian products).

**Chinese and Eastern Foods**
- China Supermarket
  32 – 34 Tudor Street, Cardiff, CF11 6AH.
- Cardiff Korean & Japanese Foods
  116 Woodyville Road, Cathays, Cardiff, CF24 4EE.

**African Food Store**
- Xquisite Africa
  148 City Road, Roath, Cardiff (range of products including frozen fish and meats, dry and fresh foods, hair products, clothing and fabrics).
Police Registration

Do I need to register with the Police?

Students coming from the countries listed below are legally required to register with the Police within 7 days of collection of their BRP card.

Afghanistan  Lebanon
Algeria  Libya
Argentina  Moldova
Armenia  Morocco
Azerbaijan  North Korea
Bahrain  Oman
Belarus  Palestine
Bolivia  Peru
Brazil  Qatar
China  Russia
Colombia  Saudi Arabia
Cuba  Sudan
Egypt  Syria
Georgia  Tajikistan
Iran  Tunisia
Iraq  Turkey
Israel  Turkmenistan
Jordan  U.A.E
Kazakhstan  Ukraine
Kuwait  Uzbekistan
Kyrgyzstan  Yemen

Why do I need to register?

You are legally required to register as this is part of your visa conditions on which you were allowed to enter the UK. Failing to register (when you are required to do so) is a criminal offence and could lead to a prosecution. Also, if at some point in the future, you need to extend your visa, your visa application will be refused if you failed to register with the Police.

What should I do if I have lost my police registration certificate?

You will need to re-register with the Police as if you were a new student.

How do I Register with the Police?

Police officers will be at the University week commencing Monday 25 September.

You don't need to book an appointment in advance, however, when you arrive in Cardiff please check with International Student Support for the most up to date appointment times and availability of the police.

You must take the following with you to your appointment:

- your passport
- two passport-sized photographs
- your student ID card
- registration fee of £34 - in cash only (if you are a student sponsored by the British Council you will have this fee refunded)
- BRP card or BRP confirmation letter
- completed police registration questionnaire: www.cardiff.ac.uk/for/resource/2903.14831.file.eng.pdf
It’s after 6 October and I’ve missed the Police registration appointments at the University, what should I do?

If you have arrived after Thursday 5 October then you will need to contact International Student Support to arrange an appointment.

Warning!
This may be difficult as appointments will be limited, because only 1 police registration officer is available in the University for an appointment 1 day a week during term time. To make an appointment after the police registration service has finished, you will need to use the online booking system.

For more information see: www.cardiff.ac.uk/international/visaandimmigration/policereg/index.html

Changed circumstances
If you move or change your address in Cardiff, extend your student visa, get married, have a baby, or leave the UK for more than two months whilst you are a student in Cardiff, you must inform the Police as soon as possible. There is no fee to pay if you need to change your details/renew your police registration certificate. For more information see box below.
Information is also available at: www.cardiff.ac.uk/international/arrive

I have previously studied in the UK and already have a Police Registration Certificate - do I need to renew my certificate?
Yes, you will need to bring your passport and original certificate with you to your police appointment if any of the following have changed:

<table>
<thead>
<tr>
<th>What’s changed</th>
<th>Documents/evidence required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your address</td>
<td>University Accommodation - Residence card only, or Private Accommodation - Tenancy agreement, or accommodation contract, or gas/electric/water bill that shows your new address</td>
</tr>
<tr>
<td>Your University</td>
<td>Print out of CAS email from Cardiff University, or your Cardiff University student ID card</td>
</tr>
<tr>
<td>Your marital status</td>
<td>Marriage certificate, or Divorce certificate</td>
</tr>
<tr>
<td>Extension to your visa</td>
<td>Biometric Residences Permit (BRP) card and passport</td>
</tr>
<tr>
<td>granted by UKVI</td>
<td></td>
</tr>
<tr>
<td>Your passport</td>
<td>New passport</td>
</tr>
</tbody>
</table>
Enrolment

You must enrol online to become a student of Cardiff University. This includes enrolling on-line, paying any tuition fees or providing evidence of sponsorship, completing your course enrolment and collecting your student ID card and Biometric Residence Permit (BRP) card.

On-line Enrolment

You should have received an email before you arrived in Cardiff asking you to complete on-line enrolment at https://sims.cardiff.ac.uk. If you haven’t enrolled online before you arrive in Cardiff, you should do so as soon as possible. Staff will be on hand to help you on Monday 18 September – Thursday 28 September in the Students’ Union (map ref. 38), or in the Heath Park Sports and Social Club (map ref. 117), Monday 25 September – Wednesday 27 September. For more information see: www.cardiff.ac.uk/regis/enrolment

Once you have completed online enrolment you will be shown details of your course and the core modules which form part of the course that you are registered for on the “Confirmation of Student Enrolment” screen. You may wish to print this out for your records and to show that you have completed online enrolment, (a copy will also be emailed to your home and Cardiff University email addresses).

After online enrolment you need to complete your School enrolment and attend School induction activities. To find out where and when these are, see the School Enrolment Information online: www.cardiff.ac.uk/welcometocardiff

Pay your tuition fees

When you enrol online, you will be asked to pay your fees or provide evidence of your sponsorship. You can do this through credit/debit card payment or bank transfer when you are completing online enrolment.

If you have brought your sponsorship letter, a banker’s draft or cheque for your fees with you to Cardiff, you will need to go to the Cash Office at 30 – 36 Newport Road (map ref. 66) between 10am – 4pm (closed for lunch between 12:30 -13:30).

For more information see: www.cardiff.ac.uk/finance/students

If you are a self-financing international student (i.e. you or your family are funding your studies) or a postgraduate student from the European Union, then you may pay your tuition fees in 3 equal instalments:

<table>
<thead>
<tr>
<th>Installment</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>when you enrol online</td>
</tr>
<tr>
<td>2nd</td>
<td>26 January 2018</td>
</tr>
<tr>
<td>3rd</td>
<td>26 April 2018</td>
</tr>
</tbody>
</table>

Undergraduate students from the European Union can pay their fees in 2 equal instalments:

<table>
<thead>
<tr>
<th>Installment</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>due on enrolment</td>
</tr>
<tr>
<td>2nd</td>
<td>26 April 2018</td>
</tr>
</tbody>
</table>
What happens if I can’t pay my tuition fees?
If you are unable to pay the 1st instalment of your tuition fees when you enrol online, a note will be made on your student enrolment record that you have outstanding tuition fees to pay. You should make a payment within 28 days of the start date of your course, otherwise your enrolment will be cancelled. If your enrolment with the University is cancelled, you will have failed to comply with the immigration rules for your entry into the UK and will be required by UK law to return home to your country. If you have any concerns about paying your tuition fees, please contact the Finance Department by email fees@cardiff.ac.uk

Student ID card
You must obtain your student ID card after you have enrolled. Your ID card will allow you to use the Students’ Union, sports facilities, libraries and IT rooms. You will need to collect your ID card from the Students’ Union. Please bring your passport and visa with you when you come to get your card.

Biometrics Residence Permit (BRP)
If you were granted a Tier 4 student visa outside of the UK for longer than 6 months, you are likely to have been given a visa vignette (sticker) in your passport for 30 days to allow travel to the UK plus a letter informing you of the decision and details of where you must collect the BRP. If, when you made your visa application, you chose to collect your BRP from Cardiff University, then it will be possible to collect your BRP during the enrolment, from the Students’ Union. If you lose your BRP or have it stolen, you will need to pay the Home Office a fee in order to replace it. The process can also take up to 8 weeks to obtain a replacement BRP. To find out more information about BRPs, please contact International Student Support.
Opening a bank account

There are 5 stages to opening a bank account.

1. Enrol online at Cardiff University
2. Get your student ID and BRP card from the Students’ Union
3. Get your bank letter from the Students’ Union for all banks.
4. Choose the best bank for you – staff will give you information about each bank to help you choose.
5. Make an appointment with the bank to open your account (you may have to do this online).

What do I need to open a bank account?
For most banks you will need your passport and a bank letter, although at Santander you can open a bank account with just your student ID card and your passport.

How do I get my bank letter?
Once you have enrolled online and picked up your student ID and BRP, you can then collect your bank letter from the Students’ Union on the following dates: Monday 18 September - Thursday 28 September.

If your Cardiff address is wrong you must correct it. If your home address contains a PO Box number, you should change this to a physical address because all the banks (apart from Santander) will not open an account for you if your address contains a PO Box number. University staff will be able to change your home and Cardiff contact details or you can save time by logging in to your computer account at https://sims.cardiff.ac.uk

What is the procedure for opening a bank account at the bank?
You will need to make an appointment with the bank before you can open an account in branch. Completing the application forms can take up to an hour, so make sure you give yourself enough time.
Opening a bank account

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3. Get your bank letter from the Students’ Union for all banks.
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For most banks you will need your passport and a bank letter, although at Santander you can open a bank account with just your student ID card and your passport.

What is the procedure for opening a bank account at the bank?

After you have enrolled online and got your student ID and BRP, you can then go and get your bank letter from the Students’ Union on the following dates: Monday 12 September - Thursday 29 September. If your Cardiff address is wrong you must correct it. If your home address contains a PO Box number, you should change this to a physical address because all the banks (apart from Santander) will not open an account for you if your address contains a PO Box number. University staff will be able to change your home and Cardiff contact details or you can save time by logging in to your computer account at https://sims.cardiff.ac.uk

Which bank?

The University does not recommend any banks, but these banks are close to the Cathays campus and will be open Monday - Friday, 9.00 - 17.00. Some banks may be open on Saturday.

**Santander**
Ground floor, Students’ Union, Cardiff University.

**HSBC**
56 Queen Street, Cardiff, CF10 2PX

**Barclays**
28 Working Street, Cardiff, CF10 2DP

**Lloyds TSB**
31 Queen Street, Cardiff, CF10 2AG

**Natwest**
96 Queen Street, Cardiff, CF10 2GR

For more information on how to open a bank account see:

www.cardiff.ac.uk/international/arrive
Health advice

Arriving in a new country is a very busy time and there are lots of changes to cope with. Please make sure that you don’t forget to take care of yourself when you are adjusting to the unfamiliar UK food, different climate and the emotional strains of being away from home.

Am I entitled to free medical treatment in the UK?

If your course is 6 months’ duration or more, it’s likely that as part of your visa application, you will have paid an Immigration Health Surcharge in order to access National Health Service (NHS) treatment. This is the UK’s state health service which provides treatment on a wide range of health care services. The Immigration Health Surcharge charge is currently £150 for each period of 12 months leave granted most students pay when making their visa applications. You must also register with a doctor (see page 19). If you are entitled to NHS treatment this will cover you for:

— Medicine you require on prescription - this is free in Wales (but not throughout the UK)

— Consulting a doctor/GP and most other GP services (e.g. visiting a doctors’ surgery/clinic)

— Treatment in a hospital (both emergency and non-emergency treatment)

You are likely to pay extra for:

— Some GP services (e.g. vaccinations for travel and getting a sickness certificate)

— Dental treatment

— Optical treatment (you can get free and reduced price optician services through the University’s School of Optometry)

— Any illness or conditions which existed before you arrived in the UK

I’m studying for less than 6 months, can I have free medical treatment in the UK?

If you are studying for less than 6 months, you are only entitled to free non-emergency health care at your GP surgery. You will have to pay for any hospital visits, e.g. if you need care for a broken bone or you fall seriously ill with an infection or disease. So you must have medical insurance for your time in the UK.

You can purchase medical insurance from any UK insurer. Endsleigh insurance provide student insurance: https://travel1.endsleigh.co.uk/internationalstudent.aspx?companyID=eiswhtstb&referralID=40401
How do I register with a doctor?
When you first arrive it is important that you register with a doctor. Do not leave it until you’re ill because trying to get medical help when you’re feeling unwell is difficult and stressful.

In the UK, non-emergencies are dealt with in a surgery by a doctor known as a General Practitioner (GP). You need to register with a doctor before you can be treated. You do not pay to register or to consult with a doctor. Women can see a female doctor. GP appointments are short – only 5 or 10 minutes, but your GP will refer you to a consultant, an expert, if you need extra or special treatment, like an operation.

If you are living in University residences, registration may be arranged through your hall of residence. Ask the Residence Manager for details.

If you are living in private accommodation, or your Residences Manager is not arranging GP registration, you will need to visit the GP’s surgery and make an appointment to register with the doctor. If you have any existing medical conditions you should take details with you.

Where can I find a dentist?
To find a list of NHS registered dentists visit the NHS website: www.nhs.uk

Dental treatment is not free, even when available on the NHS. You may receive a dental health check-up without being charged but additional treatment will be charged. You must be registered with a dentist before you receive treatment from them.

NHS Choices
If you or your family are feeling ill, NHS Choices can be a helpful source of advice and information. The NHS Choices website and telephone service can provide information about the provision of local services, such as doctors’ surgeries, dentists, opticians and pharmacies. NHS Choices also provides a confidential health care advice and information service 24 hours a day.

Telephone 111
www.nhs.uk
In-sessional English Language Support

Taking a university course means that you will need to cope with lectures, seminars and assignments. If English is not your first language, you may find these tasks quite challenging.

English Language Programme’s In-sessional team run Open Access classes and tutorials to help you improve your language skills:

— Academic writing
— Language improvement
— Reading skills
— Listening and note-taking
— Pronunciation
— Seminar and presentation skills
— One-to-one tutorials

To find out more, come along to one of our lunchtime information sessions and an example class during Induction Week.

Enrolment for classes will take place in Induction Week and Week 1.

Full details including the times and rooms of example classes, enrolment and a full timetable of classes will be advertised in August on our webpages (see link below) and in your welcome pack when you arrive.

Please note that places on Open Access courses are allocated on a ‘first-come, first-served’ basis and are subject to the payment of an administration fee. European and exchange students pay an additional fee per class taken. Enrolment sessions are very busy and you may need to queue.

For more information see: www.cardiff.ac.uk/elt/openaccess

or email: insessional@cardiff.ac.uk
Your Personal Safety

Cardiff is a safe city, but like all cities you have to be sensible. The vast majority of international students enjoy a positive and rewarding experience during their stay in Cardiff. The suggestions that follow are intended to advise, not to alarm. Much of the advice is common sense, but it can make a real difference.

Staying Safe

— If you go out alone at night make sure someone knows where you are going.
— When you go out in a group at night stay with them; there is safety in numbers.
— Keep to public routes that are well lit at night. Don’t take risky alternative dark routes even if you are in a hurry.
— Carry a personal safety alarm; available at discounted prices from the University Security Centre.
— If using a taxi, use a recognised taxi rank or try and pre-book with a reputable taxi firm (see page 23)
— If travelling alone in a taxi, always sit in the rear seat behind the driver

Security on Campus

The University Security Centre provides 24 hour security cover for the University campus and halls of residence.
A comprehensive CCTV camera system operates throughout the University campus, including some of the large residential sites. The cameras are used to direct security staff to incidents, and the Centre works in close liaison with the police. If you have any personal safety concerns, require some security advice, or wish to report a crime, telephone the Security Control Centre:
Tel: 029 2087 4444
Email: securityservices@cardiff.ac.uk

Further information and advice is available from the Security Centre which is based on Park Place, opposite 51 Park Place (map ref. 51)
Transport

Cardiff is a compact city so you will find that you will be able to walk or cycle to many places. The Students’ Union, student residences and city centre are within a short walk of one another. There is also a regular bus service around the city.

Bikes
Where can I buy second hand/ new bikes? There are lots of bike shops in Cardiff which sell new and second hand bikes. The following websites show types of bikes they have for sale.

- www.cycletrainingwales.org.uk/
cardiffcycleworkshop
- www.bikeshedwales.com
- www.evanscycles.com

Alternatively, you can find a second hand bike in the free ads newspaper, which you can buy at any newsagent or see www.friday-ad.co.uk or look on the website Gumtree www.gumtree.com/cardiff

Should I get a lock for my bike? Yes, you must get a sturdy lock for your bicycle, otherwise it is likely to get stolen! These can be bought from the University Security, opposite number 51 Park Place (map ref. 35) at a discounted price of £17.50 (normally they cost £30). University Security sells D-cycle locks recommended by the Police as the best way to keep your bike safe.

Buses
Here are a number of routes that you may find useful for getting around Cardiff.

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Route</th>
<th>Residences</th>
</tr>
</thead>
<tbody>
<tr>
<td>21, 24, 25</td>
<td>North Road (by Maindy Pool) to the City Centre via student’s union</td>
<td>Talybont</td>
</tr>
<tr>
<td>38</td>
<td>Heath City Centre via Allensbank Rd</td>
<td>Allensbank House, Roy Jenkins Hall</td>
</tr>
<tr>
<td>52</td>
<td>City Centre</td>
<td>University Hall</td>
</tr>
<tr>
<td>Uni Hall bus*</td>
<td>University Hall – Student’s Union</td>
<td>University Hall</td>
</tr>
</tbody>
</table>

* The Uni Hall bus is a free service run by the University for students living in the University Hall residences. A timetable can be found in your room on arrival.

A day ticket that gives you unlimited bus travel costs £3.60. You can either pay on the bus with the correct change or by using your ‘iff’ card. An ‘iff’ card is the cashless way to pay as drivers do not give change. Further details of bus timetables and fares can be obtained from the Cardiff Bus website www.cardiffbus.com, where you can also apply for your free ‘iff’ card.
Taxi Service
Taxis can be a good way to get around the city, especially if you have a lot to carry. They can be quite expensive, so sharing with friends to split the cost is a good idea. Always take a taxi that is registered with Cardiff City Council. Their licence is yellow and should be displayed at the back of the taxi. The taxi driver should also have their licence with their photograph displayed in the taxi. Always find out the price of the journey before you get in the taxi. Always pay for the journey when you have reached your destination, never at the start of the journey. It is a good idea to sit in the back of the taxi behind the driver.

Cardiff University Safe Taxi Scheme
The Safe Taxi Scheme was launched as a partnership between Cardiff University Students’ Union and Dragon Taxis in 2012. Any Cardiff University student can use the scheme by following these steps:

1 – Phone Dragon Taxis on 029 2033 3333 quoting ‘Cardiff University Safe Taxi Scheme’, giving your name and student number

2 – When the taxi arrives, give your student card to the driver to check your booking details

3 – When you get home, you’ll be given a receipt card detailing the fare incurred

4 – Within the next few days, visit the Finance Office at the Students’ Union and pay the price of your taxi fare’

For more information please see: https://www.cardiffstudents.com/city-life/community/safe-taxi-scheme/

Train
To discover the unspoilt countryside and beautiful mountains of Wales you can also make use of the trains. Cathays railway station is conveniently situated next to the Students’ Union. It only takes 5 minutes to get from Cathays to Cardiff Central train station. For more information on train fares and timetables see www.nationalrail.co.uk

Taxi companies in Cardiff include:
Capital Taxis 029 20 777 777
Dragon Taxis 029 20 333 333
Premier Taxis 029 20 555 555
Working during your Studies

Can I work while I am studying in Cardiff?
Most students in the UK have immigration permission which allows them to work during their studies. The hours and type of work you can do are restricted and depend on the type of course you are doing.

You can work in the UK if you have a Tier 4 student visa and your passport sticker or biometric residence permit (BRP) identity card says any of the following:

- Work (and any changes) must be authorised
- Able to work as authorised by the Secretary of State
- Restricted work in term-time

A restriction means that you can work without obtaining permission for a restricted number of hours a week during term-time.

Your passport sticker or identity card may say something a bit different from these examples, but you can work unless it says:

- No work, or
- Work prohibited

If you have entered the UK as a “Student Visitor” you are not allowed to work in the UK (paid or unpaid) or do any work placement as part of your course.

Don’t work if you are not allowed to. This is illegal! UK Visas and Immigration (UKVI) treat this very seriously and will remove you from the UK.

If you are uncertain of the meaning of the statement placed in your passport regarding permission to work, please check when you arrive in Cardiff with the International Student Support Team in the Student Support Centre. For more information contact: iss@cardiff.ac.uk

Work placements
If you have a Tier 4 student visa, you can work full-time on a work placement as long as the work placement is less than 50% of the length of the course unless the law says that you must spend more than half of your course doing work placements.

This applies to Postgraduate Certificate in Education. Your work placement must be an assessed part of your course, and it can take place at any point in your studies.

What sort of work can I do during my studies?
You can do most kinds of work, but you must not:

- be self-employed
- be employed as a professional sportsperson or sports coach
- be employed as an entertainer
- be employed as a Doctor or Dentist in training, unless you are on a recognised foundation programme
- take a permanent full-time job

Voluntary and community work
Voluntary work is unpaid work for charities and other organisations such as Schools or Youth Centres. By volunteering you will have a great opportunity to develop new skills, meet local people and be involved in something worthwhile in Cardiff. Potential employers are always interested in hearing about any voluntary work that you have been involved in and it can potentially enhance your CV.

Student Volunteering Cardiff offers a variety of voluntary work placements which will develop communication and team skills, increase work experience (and improve CVs) and help you experience different aspects of British culture. It will also help you to improve your English.

If you are considering volunteering you may need a Certificate of Good Conduct from your country as there are some regulations for volunteers working in the UK, especially when working with children. If you do not have one, don’t worry - some placements don’t require one.

For more information contact the Student Volunteering Cardiff Office by email svc@cardiff.ac.uk or see the website www.svcardiff.org
Where can I find employment opportunities?

Unistaff Jobshop is the on-campus student employment service. It is a free service for all Cardiff University students and is a good starting point for your search for casual employment. The Jobshop operates as a temporary student employment agency providing part-time jobs with the Students’ Union, University and outside companies as well as providing an introductory service to local employers.

All vacancies that are advertised by the Jobshop pay at least at the adult National Minimum Wage (currently £7.50 per hour) regardless of age. You can register by calling into the Jobshop in the Students’ Union building with your student ID card and passport. For more information, see www.cardiffstudents.com/jobs

What types of work will I be able to get and how much do they pay?

It is important to be realistic about the job opportunities available. In the UK, generally students obtain part-time relatively low paid casual work, (paid at the National Minimum Wage rate). Typically this kind of work includes working in a shop, as a campus tour guide, in a restaurant or bar, as a cleaner, or as a computer data entry clerk. You cannot rely on securing a part-time job to pay your fees or living expenses.

Voluntary and community work

Voluntary work is unpaid work for charities and other organisations such as Schools or Youth Centres. By volunteering you will have a great opportunity to develop new skills, meet local people and be involved in something worthwhile in Cardiff. Potential employers are always interested in hearing about any voluntary work that you have been involved in and it can potentially enhance your CV.

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For more information contact Cardiff Volunteering by email volunteering@cardiff.ac.uk or see the website www.cardiffstudents.com/jobs-skills/volunteering/
Religion and Faith

In the UK there is freedom to follow any religion and any faith. The largest faith community is Christian and there are good relationships between the major religions. The vibrant international community at the University offers great opportunities for meeting people of your own and other religions.

Where can I find others who share my religion?

There are various religious societies within the Students’ Union representing different faiths which you can think about joining, including amongst others the Islamic, Jewish and Christian societies.

Details of these can be found at [www.cardiffstudents.com/activities/societies](http://www.cardiffstudents.com/activities/societies)

Cardiff University Multi-Faith Chaplaincy

The Chaplaincy is a place of friendship, hospitality, prayer and support. It offers opportunities for students to relax and to explore faith and spirituality. The Chaplaincy welcomes individuals from all parts of the world regardless of their nationality or religion and is committed to encouraging discussion between students of different faiths and backgrounds. The Chaplaincy is based in Cathays campus with Anglican, Methodist, Catholic and Muslim Chaplains, and welcomes students from all faiths, or none. For further information about the Chaplaincy and all denominations and faiths, including details of their places of worship near the University search for the chaplaincy on the intranet.

Quiet Rooms

The University has a number of quiet rooms around Campus that can be used for individual prayer and reflection, meditation, contemplation or just being quiet.

The rooms are available in various buildings on both the Cathays and Heath Park Campuses.

There is a quiet room in The Lounge on 3rd floor of the Students’ Union,

(map ref. 38)

For further information about quiet rooms please visit [www.cardiff.ac.uk/for/prospective-campus-life/facilities-services/religion.html](http://www.cardiff.ac.uk/for/prospective-campus-life/facilities-services/religion.html)

Where can I find places of worship in Cardiff?

You will find that there is a wide range of religious organisations and places of worship in and around Cardiff. Many of the mosques, churches and temples are very close to the Cathays campus (see p27).
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There is a quiet room in The Lounge on 3rd floor of the Students’ Union, (map ref. 38). It is open weekdays during term time 08.00 – 22.00.

For further information about quiet rooms please visit www.cardiff.ac.uk/for/prospective/campus-life/facilities-services/religion.html

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Buddhism

The Cardiff Buddhist Centre
12 St Peter’s Street, Cathays.
www.cardiffbuddhistcentre.com

Cardiff Vajrayana Buddhist Groups
www.aroter.org

Christianity

St. Andrew & St. Teilo (Anglican)
Corner of Woodville Road and Flora Street, Cathays.
www.cathaysparish.org.uk

Woodville Baptist Church
Cwys Road, Cathays.
www.woodybap.org.uk

St. Peters (Catholic)
St. Peters Street, Roath.
www.stpeters-roath.co.uk

Cathays Methodist Church
Corner of Crwys Road and Fanny Street, Cathays.
www.cathaysmethodist.org.uk

Hinduism

Shree Kutchi Leva Patel Samaj
Mardy Street, Grangetown.

Swaminarayan Temple
Merches Place, Grangetown.
www.swaminarayanwales.org.uk

Islam

Shah Jalal Mosque (& Cultural Centre)
Cwys Road, Cathays.
www.shahjalalmosquecardiff.org.uk

Darul Isra (Muslim Community Centre)
25 Wyeverne Road, Cathays.
http://darulisra.org.uk

Judaism

Cardiff Reform Synagogue
Moira Terrace, Adamsdown
www.cardiffreformsyn.org.uk

Cardiff United Synagogue
Brandreth Road, Penylan.
www.cardiffshul.org

Sikhism

Sri Dasmais Singh Sabha Gurdwara
Bhatra Sikh Centre
97-103 Tudor Street, Riverside
www.worldgurudwara.com

Nanak Darbar Bhat Sikh Temple
18 Copper Street, Adamsdown
The Induction Programme for International Students

We understand that arriving in a new place is a challenging and exciting experience for you. At Cardiff, we take great care to help you settle into your new way of life by organising a wide range of induction activities when you arrive. At these events you will find all the information, fun and friends you need to settle easily into UK life.

Need help?

International Student Helpdesk – Students’ Union

Feeling lost? Can’t find what you are looking for? Our International Student Helpdesk will be open to answer all your queries 9.30 - 17.00 every day, Monday 18 - Friday 29 September in International Student Support on the 3rd floor of the Students’ Union.

Information sessions

Essential Guide to University Life

These sessions consist of essential information ranging from what the university offers you with regards to support, facilities, services, and events. This is the best place to discover how the university will support you, and to find out how to enhance your studies with English language support, study skills and much more! Talks are taking place in International Student Support, on the 3rd floor of the Students’ Union, Saturday 23 and Sunday 24 September, 10.00 - 15.00.

Parents’ welcome talk

If your parents are travelling with you, we have a welcome talk to answer any questions they may have on Friday 22 September at 11.00 in the Main Building Council Chamber (map ref. 39).

Discover Cardiff Walking Tour

Explore the famous landmarks in the city with 2nd and 3rd year tour guides on Friday 22 September. Your fact-finding walking tour starts at 14.00 outside the Main Building, Museum Avenue (map ref. 39) and will take around 2 hours.

Fun and social activities

International Students’ Welcome Party

Come and experience a traditional Welsh welcome at the International Welcome Party in a friendly atmosphere in the Great Hall, Students’ Union on Friday 22 September at 19.30. Tickets for the party are £5 and can be bought from the box office in the Students’ Union, or online at www.cardiffstudents.com/
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Open air double-decker bus tour of the City of Cardiff

Enjoy a guided bus tour of the beautiful city throughout the day for the reduced price of £5 on Saturday 23 and Sunday 24 September. Bus tours start at the main entrance to Cardiff Castle on Castle Street (map ref. 64) at 10.00 and leave every 30 minutes until 16.00. Tell the bus driver that you are an international student from Cardiff University and give them the password “international” for your discounted £5 bus ticket.

Fairs and events

International Student Information Fair

Get advice about connecting to the internet, registering with the police, working during your studies, support services available to you, how to get involved with volunteering, and anything else that you need to know now you’ve arrived in Cardiff! You’ll also be able to buy tickets at the Fair for the International Welcome Party. The fair takes place in the Great Hall, Students’ Union on Friday 22 September, 9.30 - 14.00.
Societies Fair

Joining a society is a fantastic way to meet people and get involved. There will be different societies attending each day and also there will be great offers and free stuff from local and national companies. The fair takes place in the Great Hall, Students' Union, Tuesday 26 September and Wednesday 27 September, 12:00-18:00.

Athletics Union Fair

Meet some of the sports clubs and join any that interest you in the Great Hall, Students' Union, Thursday 28 September, 12:00-18:00. For more information about sports clubs see www.cardiffstudents.com/activities/au

Volunteering Fair

Come along and see the range of work that Student Volunteering Cardiff does and sign up for one of their projects. The fair takes place in the Great Hall, Students' Union, Monday 25 September, 12:00-18:00. For more information see www.svcardiff.org

Other activities

In the 3rd and 4th weeks of September there are lots of new activities taking place in the Students’ Union for all new students. These activities are organised just for you and are intended to give you an idea of what life at Cardiff is like. They also give you the opportunity to meet new friends and settle in before the busy first week of term.

Postgraduate welcome events

The Students’ Union and its Postgraduate Association organise additional social events specifically for new and current postgraduates at Cardiff during the week commencing Monday 25 September. For further information see: www.cardiffstudents.com/whatson/postgrad/

Are there any events taking place in my academic school?

You may be required to attend inductions meetings held in your School. You will meet your lecturers and other staff that work in your subject area. You may also be given information about how to enrol for modules or subjects in your first term.

For more information see www.cardiff.ac.uk/regis/enrolment/timetables/
Useful Contacts

Residences Office
Telephone: 029 2087 4849
Email residences@cardiff.ac.uk
www.cardiff.ac.uk/residences

English Language Support
Telephone: +44 (0) 29 2087 6587
Fax 029 2087 6141
Email elt@cardiff.ac.uk
www.cardiff.ac.uk/elt

Student Support Centre
Telephone: 029 2087 4844
Email studentsupportcentre@cardiff.ac.uk
www.cardiff.ac.uk/studentsupport

International Student Support
Telephone: 029 2087 6009
Email iss@cardiff.ac.uk
www.cardiff.ac.uk/studentsupport/international

Finance Office
Telephone: 029 2087 9262
Email fees@cardiff.ac.uk
www.cardiff.ac.uk/new-students/when-you-arrive/paying-your-tuition-fees

Enrolment Team
Telephone: 029 2087 6211
Email enrolment@cardiff.ac.uk
www.cardiff.ac.uk/regis/enrolment/essential

Information Services (IT)
Telephone: 029 2251 1111
Email it-servicedesk@cardiff.ac.uk
www.cardiff.ac.uk/insrv

Security Centre
Telephone: 029 2087 4444
Email controlroom@cardiff.ac.uk
https://www.cardiff.ac.uk/help/contact-us/security-and-emergency-contacts

Health Centre
Telephone: 029 2087 0660
Email health@cardiff.ac.uk
www.cardiff.ac.uk/new-students/when-you-arrive/international-students/medical-treatment

Advice and Representation Centre
(Students Union)
Telephone: 029 2078 1410
Email advice@cardiff.ac.uk
www.cardiffstudents.com/advice/
The University offers the information contained in this brochure as a guide only. Every effort has been made to ensure that the information contained within the brochure is correct at the time of writing in July 2017. However, Cardiff University does not accept any liability for any errors that it may contain, or for any subsequent change to the University or Governmental policy that may affect the information given. You should not therefore rely solely on this brochure and should visit the University website www.cardiff.ac.uk for up-to-date information. You are strongly advised to contact the International Office if you have any questions related to this publication. This publication was edited by Glyn Lloyd, International Student Support and Jon Wright, International Office.