Welcome to the UK, Wales and Cardiff
Good choice

As the Vice-Chancellor of Cardiff University I’d like to be the first to thank you for choosing Cardiff and to welcome you to our university, city and country.

I hope you have had a good journey to Cardiff and will soon feel settled and ready to embrace the new experiences and opportunities that student life has to offer.

It is a great pleasure to have you join our diverse and inspiring community. You will be studying and living alongside 7,500 EU and international students representing more than 130 nationalities world-wide along with our thriving international staff community, all of whom contribute enormously to the success of the University and the city of Cardiff. This diversity fosters creativity and innovation, and is an important part of our culture. I hope you will develop a special bond with the University and the city, that will remain with you for life.

I am delighted to be hosting a welcome event on Monday 24 September alongside The Lord Mayor of Cardiff, Councillor Dianne Rees, and look forward to seeing you at the beautiful National Museum Cardiff for an evening of food and entertainment. This event is your formal welcome to Cardiff University and to our capital city. It offers a unique opportunity for you to meet other new students as well as staff from our Student Support and Wellbeing teams who provide dedicated services to support you throughout your student life.

Vice Chancellor, Professor Colin Riordan
**Essential things to do on arrival...**

1. **Move into your accommodation**
   Adjusting to life away from family and friends can take time. Search ‘daily life’ on the intranet for information, support, and guidance to help you during your time in the UK. If you’re moving into one of Cardiff University’s halls of residence, you will get to meet the Residence Life team, who are there to make you feel welcome and help you adjust to university living.

2. **Collect your Biometrics**
   Residence Permit (BRP) and student identification card
   Complete your enrolment online, and collect your BRP and student ID card from the Students’ Union, Park Place, Monday 17 to Friday 28 September, 09:30 – 16:30.

3. **Get connected**
   After enrolling you can access a range of IT support, tools and resources to help in your study, including a free subscription to Microsoft Office and anti-virus software. To find out more, and how to connect to our wireless network search ‘technical support’ on the intranet.

4. **Attend welcome events**
   Meet new friends, take a tour of the city and find out about the support services available to you. See pages 10 - 11 for more information.

5. **Attend your school induction**
   Find out everything you need to know to register with your Academic School, including information on induction timetables and events – some of which may be compulsory for selecting your optional course modules. Search ‘school induction’ on www.cardiff.ac.uk

6. **Register with the Police**
   If it is stated on your visa that you need to register with the police you will need to do this within seven days of arrival in the UK. Search ‘police registration’ on the intranet for further information.

7. **Register with a doctor**
   Find out how to access healthcare when you arrive in the UK. Search ‘health and wellbeing’ on the intranet.

8. **Open a bank account**
   To open an account with most UK banks, you’ll need a letter from Cardiff University confirming your contact details and your passport. Search ‘open a bank account’ on www.cardiff.ac.uk

Further information and support
The International Arrivals Lounge is open from 17 - 28 September. Drop-in to the Students’ Union, Floor 3, 09:30 - 16:30 for advice and guidance from the International Student Support team, banks and the Police.
English language support
• Support with language problems
• Advice on developing independent learning skills
• Classes and tutorials
• Online learning materials
Search ‘English language support’ on the intranet.

Managing your money
• Student funding advice
• Charities and trust funds
• Money skills and budgeting
Search ‘money’ on the intranet.

Looking after your health and wellbeing
• Support with managing your emotional and physical health and wellbeing
• Counselling
• Student occupational health
• Urgent advice if in a crisis
Search ‘health and wellbeing’ on the intranet.

Preparing for your future
• Explore your career options
• Gain work experience in the UK and abroad
• Develop your skills
• Improve your employability
Search ‘future’ on the intranet.

Chaplaincy, faith and religion
• Pastoral and spiritual support
• Reflection and prayer
• Quiet rooms
• Learning and social events
• One-to-one support
Search ‘chaplaincy’ on the intranet.
Reasons to love Cardiff

Cardiff University is at the heart of Cardiff, a thriving and growing capital city. Bursting with culture, cuisine, architecture, entertainment history and shopping.

1. Arts and Culture
   Visit St Fagans National History Museum. A free open-air museum where you can walk around Wales through the ages - with buildings from Celtic times to the present day. The National Museum houses the largest collection of Impressionist art outside Paris as well as works spanning over 500 years of art history. The Cardiff Story tells the tale of the city from its 1300s origins to present day.

2. Cardiff’s Parks and further afield
   Cardiff is home to over 30 parks, including Bute Park which runs parallel to the campus. Cardiff Bay is Europe’s largest waterfront development. It’s a great place to spend time and enjoy the views of the city and across the Bristol Channel. A wealth of treasures lie just beyond Cardiff’s borders. A trip to Barry Island is a must and the rugged Brecon Beacons offer incredible walks, views and outdoor pursuits.

3. Sport and Concerts
   People in Wales love sport, and in Cardiff you can see some of the very best. Cardiff is the home for Wales’ only professional ice hockey team. Cardiff City Football Club are in the Premier League, playing teams like Manchester United, Chelsea and Liverpool. The city’s 75,000 seat Principality Stadium is home to the Wales rugby team, but also hosts international concerts including The Rolling Stones, Ed Sheeran and Beyoncé.

4. Castles
   Cardiff Castle is one of Cardiff’s most distinctive landmarks and a site of international significance. With 2,000 years of history, Cardiff Castle has been a Roman garrison, a Norman stronghold, a Victorian gothic fairy-tale fantasy, and a war bunker. The castle hosts a number of events including open-air cinema and theatre shows, food festivals and music concerts.

5. Shopping
   Cardiff is one of the top ten shopping destinations in Britain. It’s a fresh, 21st century shopping experience featuring many British and world famous brands, complimented by Arcades and Markets.

Travelling around Cardiff

Cardiff is a compact city so you will find that you are able to walk or cycle to many places. The Students’ Union, halls of residence and city centre are within a short walk of one another.

Walking
   You can get to most places on foot. We have highlighted the important locations on our map: tiny.cc/cardiffmap

Cycling
   Cycling is another great way to get around the city. Register for Nextbike, which offers free bike hire for 30 minute journeys round campus. Search ‘nextbike’ on the intranet.

Public Transport
   Cardiff has an affordable bus and train service for travelling further afield.

Bus: www.traveline.cymru
Trains: www.arrivatrainswales.co.uk
London is only two hours away by train, with journeys every 30 minutes: www.nationalrail.co.uk

Staying safe in the city

Cardiff is a great place to live, but as with any city, it is important to take sensible precautions. We encourage you to look after yourself when you go out at night. There are simple things you can do to help get home safely, including:

- Planning how you will get home before you go out
- Staying in pairs and groups while walking around at night
- Sticking to well-lit and populated areas
- Keeping your taxi money separate to avoid spending it throughout the night. If you don’t have enough money for a taxi you can use the Universities and Students’ Union safe taxi scheme, run by Dragon Taxis.

Search ‘personal safety’ on the intranet.
What’s on
Make the most of getting to know your University and fellow students

17 - 28 September
International arrivals lounge
The Study, Students’ Union
09:00 - 16:30
The International Arrivals Lounge is for all new international students. This exclusive space in the Students’ Union building will have all the information and guidance you might need as a new student. You will have access to banks, the Police and staff from the International Student Support team will be on hand to help you in your first days at Cardiff University.

19 - 20 September
Coach arrivals
Main Building
For students arriving on our Coach Collection Service, you will be dropped off at the the University’s Main Building where staff will help you to get to your accommodation and assist with any other queries you may have. If you have any questions about accommodation, our Residences team will be available to assist you.

21 September
Information fair
09:00 - 14:00
The Study, Students’ Union
A variety of stalls with information on the support services available to students.

Parents talk
10:00 - 12:30
Council Chamber, Glamorgan
For students who have family with them, this talk will welcome and inform everyone.

Erasmus+ housing advice and welcome talk
13:30 - 15:30
Glamorgan Council Chamber
Obtain some valuable advice on looking for private accommodation in Cardiff and meet other Erasmus+ students who are also looking for somewhere to live. Refreshments available!

City tours
14:00 - 16:00
Outside the Students’ Union
One hour tours at 14:00 and 15:00 that will take students to see some of the sights of the city.

22 September
Park walk
15:00 - 17:00
Outside the Students’ Union
A guided walk around Cardiff’s beautiful Bute Park (if the sun is shining!).

Afternoon tea
17:00 - 19:00
The Study, Students’ Union
Traditional food and drink, with a chance to meet fellow students.

23 September
Welcome talks
09:45 - 14:30
The Study, Students’ Union
Talks on a range of topics, from university staff, the Students’ Union, police and banks.

Under 18s welcome party
18:00 - 19:30
The Study, Students’ Union
An opportunity for younger students to meet and enjoy some refreshments.

Film night
19:30 - 22:00
The Study, Students’ Union
Relax and watch a classic film with other new students.

24 September
Welcome reception
18:00 - 20:00
National Museum Wales
CF10 3NP
Meet other new students, and learn about life at Cardiff and the dedicated services available from our Student Support and Wellbeing Team. Refreshments, including canapés and traditional Welsh food, will be provided.
Book your place:
www.cardiffuniwelcome.eventbrite.com

25 September
The great British quiz night
18:00 - 21:30
The Study, Students’ Union
Want to test your knowledge of all things British? Come along to our Great British Quiz night for your chance to win some great prizes. Working in groups of 4-5, you will have plenty of opportunity to meet fellow students and have fun!

26 September
Erasmus+ and international exchange student welcome event
17:00 - 20:00
Kongs Bar, St Mary Street
CF10 1DY
Fun evening of ping-pong and retro arcade games hosted by ESN Cardiff (Cardiff’s Erasmus Society), where you will have the chance to meet the committee members and get to know fellow Erasmus+ and International Exchange students.

Coming up...
Global Week
19 - 23 November
A week of events celebrating our international diversity and global opportunities.
Welcome to Cardiff International Students!

Cardiff University Students’ Union
Undeb Myfyrrwyr Prifysgol Caerdydd
Welcome!

Hello! Or as we say in Wales, Shwmae! My name is Fadhila and I am the Students’ Union President. Guess what? I am an international student too. I came to Cardiff seven years ago so I completely understand what an exciting time this is for you.

I am from a small group of islands located in the Arabian Gulf, which belong to Oman. However, I was born and brought up in the United Arab Emirates (UAE). I can speak four languages including Arabic, English, Urdu and Hindi as I am half Arab and half Indian.

This booklet tells you all about your Students' Union and how we can help make your University experience an extraordinary one! Our building is opposite the University Main building on Park Place and we have a smaller Students’ Union at the Heath Park campus too.

Our Students’ Union has lots of services, support and activities you can get involved in during your time here. It is also a great place to make new friends when you arrive.

My golden advice for you: always remember how amazing you are as an international student, exchange the culture you have, explore what’s out there, be part of it and most importantly ENJOY every single moment as it will fly by quickly!

We would love to meet you so come and say hi.

Fadhila Al Dhahouri

What is a Students’ Union

Cardiff University Students' Union is an independent part of Cardiff University which is led by students. As soon as you enrol at Cardiff University, you automatically become one of our members.

We represent students and provide activities to make your student life better. We can give you advice on housing or your University course, training and skills development, volunteering opportunities, jobs, and other activities to help you make new friends.

We have over 200 student societies and 60 sports clubs with over 10,000 members. Our building also has bars, cafes, and shops which fund everything we do for students.

The Students’ Union is based in a purpose-built building on Park Place at the Cathays campus, and in the IV Lounge at the Heath Park campus.

Every year, we’re voted one of the best student organisations in the United Kingdom. This is even more reason for you to come and see what we do!
How to Contact your Students’ Union

We want you to get settled into student life in Cardiff when you arrive. A great way to do that is to get involved in the fun and interesting things that are going on.

Here is how you can find out what we are up to:

- **cardiffstudents.com**
  On our website you can see what events are coming up and look for help and advice.

- **Email**
  If you’re an undergraduate student, you’ll receive a weekly email from the Students’ Union with details of what’s happening that week. Postgraduate students will receive a fortnightly email from the Vice President Postgraduate Students to keep them updated.

- **Direct Email**
  Send us a message with your questions and we’ll get back to you: StudentsUnion@Cardiff.ac.uk

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**Social Media**

If you would like daily information about what we are up to, or to chat to us about anything, then feel free to follow us on Social Media:

- **Twitter** / @CardiffStudents
- **Facebook** / CardiffStudents
- **Snapchat** / CardiffStudents
- **Instagram** / CardiffStudents
- **YouTube** / CardiffStudents
- **Whatsapp** / 07809 331277
  (Add 07809 331277 to your contacts. Send the message ‘Join’ to that number in WhatsApp.)
Your **Sabbatical Officers** are a team of students who are elected to lead the Students’ Union. They represent your views and lead student activity in all areas of student life such as education for undergraduates, postgraduates, and Heath Park students, sport, societies, and welfare. The Sabbatical Officers are led by the Students’ Union President.

**Meet your Sabbatical Officers 2018–19**

You can find them on the 3rd floor of the Students' Union building or on [cardiffstudents.com](http://cardiffstudents.com)
Your Campaign Officers are a group of students who are elected each year to campaign on a variety of issues and to represent your interests at a Union and University level. The Campaign Officers undertake these roles alongside their academic studies.

**International Students’ Officer**  
Julia Rooke  
✉ InternationalOfficer@Cardiff.ac.uk  
🔗 @INTofficerCSU  
🔗 IntOfficerCSU

**Black & Ethnic Minorities Officer**  
Erin Joseph  
✉ BEMOfficer@Cardiff.ac.uk  
🔗 @BMEOfficerCSU  
🔗 bmeofficersu

**Students with Disabilities’ Officer**  
Dimitra Psychari  
✉ DisabilitiesOfficer@Cardiff.ac.uk  
🔗 @SWDofficerCSU  
🔗 SWDofficerCSU

**Mental Health Officer**  
Orla Tarn  
✉ MentalHealthOfficer@Cardiff.ac.uk  
🔗 @MHOfficerCSU  
🔗 SWUMentalHealthOfficer

**Mature Students Officer**  
Martha Hughes  
✉ MatureOfficer@Cardiff.ac.uk  
🔗 MatureCSU  
🔗 MatureCSU

**Women’s Officer**  
Hanin Abou Salem  
✉ womensofficer@cardiff.ac.uk  
🔗 WomensCSU  
🔗 womenofficercsu

**Ethical & Environmental Officer**  
Nia Jones  
✉ EandEOfficer@cardiff.ac.uk  
🔗 EandEOfficerCSU  
🔗 EandEOfficercsu

**LGBT+ Officer (Open)**  
Joshua Lewis  
✉ lgbtofficer@cardiff.ac.uk  
🔗 LGBTplusCSU  
🔗 LGBTOfficerCSU

**LGBT+ Officer (Women’s)**  
Hannah Ryan  
✉ LGBTWomensOfficer@cardiff.ac.uk  
🔗 LGBTWomensCSU  
🔗 LGBTWomensOfficerCSU

**Welsh Language Officer**  
Jacob Morris  
✉ WelshOfficer@cardiff.ac.uk  
🔗 SwyddogCymraeg  
🔗 SwyddogCymraeg

**Associations**

Our Campaign Officers work closely with our Student Associations. The Associations don’t cost any money to join and any Cardiff University student can become a member. Each association represents a specific group and campaigns on issues that may affect them. You can find out more about our Associations at: cardiffstudents.com/associations
Help and Advice

Student Advice is here to help you. We provide free, confidential and impartial guidance to all the students of Cardiff University. The service is provided by the Students’ Union and this means we’re independent of the University and always act in your best interests only.

We see thousands of students every year - just like you - and we aim to empower you with objective information so that you can make decisions in your own best interests. As well as providing information, our experienced team of advisers accompany and represent you through University disciplinary and conduct based procedures.

Whether you have a little question, or a big problem, we can help.

Academic Advice
Every day we provide help and guidance to students on academic matters. Whether you’re trying to engage with complex University procedures or have been subject to a University process, our experienced advisers can help with:
• Extenuating Circumstances
• Academic Appeals
• Complaints and Grievances
• Changing Course
• Unfair Practice
• Fitness to Practice
• Disciplinary Matters

Housing Advice
We also provide free housing advice. Every year we provide advice to thousands of students who are starting the process of renting a student house, or who are experiencing difficulties with their home, including:
• Finding Accommodation
• Contract Checks
• Problems with Halls
• Mould, Damp and Disrepair
• Deposit Disputes
• Leaving a Contract Early
• Paying Bills & Council Tax

And More!
As well as academic and housing matters we can also help with consumer issues, employment problems, health service questions, money matters and much more. We work in partnership with the University Student Support Services and if we can’t help - we’ll know the service that can.

There’s lots of information available on our website cardiffstudents.com/advice.

Get in touch:
☎ 029 2078 1410
✉ Advice@Cardiff.ac.uk
🌐 cardiffstudents.com/advice

Student Advice is based on the third floor of the Students’ Union.
You can walk in without an appointment: 
11:00 – 14:00 Monday – Friday Term Time and through the summer.
You can book an appointment through our website at cardiffstudents.com/advice.

Heath Campus: Heath Campus appointments are available by booking ahead. Call 029 2078 1410 or e-mail Advice@Cardiff.ac.uk
Give it a Go is a fun calendar of amazing opportunities and activities for you to try while you are a student at Cardiff. It gives you try-before-you-buy opportunities for more than 250 societies and the chance to learn a new language, develop skills, volunteer, go on day and weekend trips and so much more. Our aim is to get you to try things you’ve never tried before, meet new people, and have an absolutely amazing time while you are in Cardiff. We would love you to join in! Look at what’s going on with Give it a Go at: cardiffstudents.com/GiveitaGo

Travel around Europe!

Did you know the Students’ Union organises regular city breaks to loads of different destinations around Europe? While you’re in Cardiff, make the time to explore other parts of the UK and Europe with us!

Most of our residential trips run for less than £150 so everyone can afford to go on an adventure. In the past we’ve taken students to London, Dublin, Edinburgh, Paris, Amsterdam, Barcelona, Budapest and many more!

Now is the perfect time to explore the most breathtaking cities in the world. Make new friends and come join us!

For more information about our regular national and international trips and for help with visa applications, head to cardiffstudents.com/GiveitaGo.
Societies

Societies are groups of students who share common interests, beliefs or values. We have over 200, from debating to jazz; baking to Islamic society - they are a great chance to experience something new, develop skills and make friends along the way from all around the world! Throughout the year we host events such as the chance to learn a new language.

If you have an interest, belief or hobby, there will almost certainly be a society built around it. Signing up to societies can be done at Societies and Volunteering Fairs in Freshers’ Week or online at any point in the year at cardiffstudents.com/societies.

If you have queries about joining a society, setting one up or just want to know more, you can contact Henri your Vice President Societies and Volunteering.

Find her at:

✉️ VPSocieties@Cardiff.ac.uk or on ☏️ 029 2078 1427.

Browse the full list of societies online now at cardiffstudents.com and make sure you attend the fairs!
Sports Clubs

There are over 60 different sports clubs at Cardiff University Students’ Union. We’re positive there will be a club for you. The Athletic Union (AU) offers classic sports like football, cricket, badminton, hockey and basketball, or if you want to try something new then we have lots of sports which are growing in popularity such as korfball, caving and American football.

If you have any questions, come to the 3rd floor the Students’ Union to chat to Georgie your Vice President of Sports and Athletic Union President.

Or find her at:

VPSports@Cardiff.ac.uk or on 029 2078 1438.

We would also recommend coming along to the Sports Fair in Freshers’ Week in September.

You can join sports clubs at any time of the year online at: cardiffstudents.com/au

Georgie

VP SPORTS AND ATHLETIC UNION PRESIDENT
IL CHWARAEON A LLYWYDD YR UNDEB ATHLETAIÐD

@AUPresidentCSU
Throughout the year, Cardiff University Students’ Union hosts a variety of events that we would encourage you to get involved in. From international cultural events, to our famous sports tournament, these events are a great chance to join fellow students in celebrating being a member of Cardiff University.

**Go Global**
Festivals are a common thing in the world of students, but no festival is as exciting and ground breaking as Go Global, the Students’ Union’s festival of culture and diversity. From India to Poland, China to Greece, the festival features performances from our diverse student societies and takes place in March each year.

**Cardiff Fringe Festival**
Cardiff Fringe Festival is a week-long celebration of all society activity. It’s full of incredible events run by our student-led societies, showcasing their amazing talents. From a variety show, an original musical, an opera, and music showcases; to stand-up comedy, a photography workshop, a bouncy castle and much more! There’s something for everyone. Cardiff Fringe Festival takes place in March every year.

**Welsh Varsity Tournament**
Welsh Varsity started out over 20 years ago as a rugby match between Cardiff University students and Swansea University students. Today it’s so much more than that. Welsh Varsity has become a whole day of events, with teams competing against each other in over 30 sports to represent their university. The day culminates with the legendary Men’s and Women’s Rugby matches, played in front of thousands of students from both universities.

**Cardiff Student Elections**
We hold elections every year to elect the team of students who will lead the Students’ Union during the next academic year. Their role is to represent the interests and rights of all students to the Union, University, and local community.

All Cardiff University students have the opportunity to stand for election and all students get to vote on who they think is the right person for the job. Find out more at [cardiffsstudents.com/elections](http://cardiffsstudents.com/elections).
Jobs and Skills

Jobshop
A priority for a lot of students is finding a part-time job when they arrive at University. Jobshop is a free student employment service run by the Students’ Union. We aim to find casual employment for registered Cardiff University students. Opportunities are available within the University, the Students’ Union and with local employers.

If you are an international student and are studying in the UK with a Tier 4 visa, you are entitled to work. Your entitlement to work will depend on your level of study and whether you are in term time or vacation.

To find out more about Jobshop and how to register, visit cardiffstudents.com/Jobshop

It’s a great way to earn some extra money and to gain valuable work experience!

Skills Development Service
The Skills Development Service (SDS) provides a range of certified courses aimed at increasing your employability potential and building your confidence.

Certificates are awarded for successful completion of courses and are highly regarded by employers.

The courses offered by the Skills Development Service are broken down into three main areas:

- Certificate of Personal Development;
- Diploma of Professional Development;
- Externally certified courses and sessions*

Detailed information about all of these courses can be found at cardiffstudents.com/sds

Cardiff Volunteering
Volunteering is a great way to make a difference in your new local community. You’ll also get to meet loads of new people and have lots of fun!

Cardiff Volunteering offers a wide variety of different and exciting projects to choose from which you can fit around your University schedule, as well as one-off events and summer volunteering opportunities. Whether it’s dog walking at the local animal shelter, befriending an elderly person in a care home or helping out at a local school, we are sure you will find something that you will love!

To find out more about Cardiff Volunteering and how you can get involved, visit cardiffstudents.com/volunteering or drop into their office on the 2nd floor of the Students’ Union when you arrive in Cardiff.

* Some charges apply, please see cardiffstudents.com