HELLO AND WELCOME

We are delighted that you have decided to study at Cardiff University and look forward to you joining us soon.

We know that you will have many things to arrange before you come to Cardiff and it is sometimes difficult to know where to start. We hope that this Guide will help you in your preparations and give you an idea of what to expect when you arrive.

This Guide also contains contact details of many people who will be able to offer you help and support throughout your studies. Please feel free to contact any of them now or drop in and see them once you are in Cardiff - they are there to help you.

We look forward to meeting you!

NEED HELP?

If you are uncertain about what to do, have any worries in the first few weeks of term or want advice before you come to Cardiff, we will be very happy to help you.

GLOBAL OPPORTUNITIES

ERASMUS+ OFFICE

51A PARK PLACE

CARDIFF

CF10 3AT

Email: erasmus@cardiff.ac.uk

Tel: +44 (0) 2920 87 0432

+44 (0) 2920 68 8522

Campus map ref: 11.

INTERNATIONAL AND ERASMUS+ STUDENT ARRIVAL WEBSITE

For full updated information you should regularly visit the website: www.cardiff.ac.uk/new-students/before-you-arrive/international-students

GLOBAL OPPORTUNITIES

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51A PARK PLACE

CARDIFF

CF10 3AT

erasmus@cardiff.ac.uk

globalopportunities@cardiff.ac.uk

www.cardiff.ac.uk/globalopportunities

www.cardiff.ac.uk/international/arrive

www.cardiff.ac.uk/erasmus

Tel: +44 (0) 2920 87 0432

+44 (0) 2920 68 8522

The pulp used in the production of this paper is obtained from sustainably managed Scandinavian tree farms and utilises an elementary chlorine-free bleaching process.

Edited by: Paola Moruzzi.
02

VISAS & IMMIGRATION
FOR INTERNATIONAL STUDENTS ONLY

If you are a national of a European Union Member State, this section does NOT apply to you.

TO STUDY AT CARDIFF UNIVERSITY YOU MUST HOLD A VALID VISAs WHICH ENTITLES YOU TO STUDY AT

If you are currently in the UK on a Tier 4 (General) student visa for another University or College then you must make an application for a new Tier 4 visa before you enrol at Cardiff University. You can only do so in the UK if you have successfully completed your previous course.

If you are currently in your home country you must make an application for “entry clearance” or for a Tier 4 (General) student visa at the British Embassy closest to where you live.

You should wait until you have obtained your successful visa decision before applying for a vignette in your passport, before you book any non-refundable travel tickets.

I ALREADY HAVE STUDENT IMMIGRATION PERMISSION FOR THE UK THAT IS STILL VALID. DO I REALLY NEED TO APPLY AGAIN?

In most cases, yes. For example: if you were previously studying at another UK University or College, you will need to apply for a new Tier 4 (General) Student visa for your new course at Cardiff before you enrol at Cardiff University. Even if your existing visa remains valid, it is often more straightforward to apply for a new Tier 4 (General) Student visa for your new course before you travel to the UK.

Your situation and intentions will be clearer to UK Immigration officials at the airport, and you will not need to make a visa extension application to start your course once you are back in the UK, which can be expensive and time-consuming. You may also not be able to extend your Tier 4 visa from within the UK. You can only do so if you have successfully completed your previous course and your new course represents academic progress from the previous one.

If you have an existing visa for the UK and are not sure about whether you need to apply for a new visa, please contact us for immigration advice at: international@cardiff.ac.uk

I AM CURRENTLY IN THE UK. WHO CAN HELP ME APPLY FOR MY CARDIFF UNIVERSITY TIER 4 (GENERAL) STUDENT VISA?

The International Student Support Team at Cardiff University can help you through the visa extension process. For more information see: www.cardiff.ac.uk/studentsupport

We strongly recommend that you get help from the International Student Support team and that you book an appointment to see an International Student Advisor to discuss your visa application. Tel: 02920 874610

Email: issa@cardiff.ac.uk

If you are in the UK, the immigration advice in this guide is not relevant for you, so make sure you contact the International Student Support Team at Cardiff University for advice and help on your student visa extension.

I AM CURRENTLY IN MY HOMECOUNTRY. WHO CAN HELP ME APPLY FOR MY CARDIFF UNIVERSITY TIER 4 (GENERAL) STUDENT VISA?

Find out if there is an Educational Advisor or Agent in your country who will be able to help you apply for your student visa. See www.cardiff.ac.uk/international

Please note that there may be a charge for this service.

WHICH VISA SHOULD I APPLY FOR?

If you are coming to study a degree course in the UK.

Please note that students who are studying on a Short Term Study visa are unable to bring dependants, due to the conditions of this visa. This visa also cannot be extended in the UK. If you want to find out about coming to the UK on a Short Term Study visa, see: www.gov.uk/study-visit-visa

BEFORE YOU APPLY FOR YOUR VISA

We strongly recommend that you read UKCISA web pages on ‘Applying for Tier 4 (General) visa’ - www.ukcisa.org.uk/Information-Advice/Visas-and-immigration/Making-a-Tier-4-General-application-outside-the-UK.

You should also check the UK Visas and Immigration (UKVI) website: https://www.gov.uk/tier-4-general-visa/overview

HOW LONG WILL IT TAKE?

Applying for your visa is likely to take around two months, so you must start the process early. For information on visa processing times see: https://www.gov.uk/visa-processing-times

WHEN CAN I APPLY FOR MY TIER 4 (GENERAL) STUDENT VISA?

You can apply for your Tier 4 (General) Student visa up to three months before the start date of your course.

03
WHAT DOCUMENTS DO I NEED TO APPLY FOR MY TIER 4 (GENERAL) STUDENT VISA?

1. Valid Passport
   You will need to submit your passport with your student visa application. Check that it is not about to expire!

2. Passport Photograph
   Two passport-sized colour photographs, not more than one month old. The photographs must be in the correct format. Application must be in a specific format. If they aren’t, your visa application will be rejected by the immigration officials.
   For more information see: www.gov.uk/photos-for-passports

3. ATAS Certificate (if applicable)
   You must obtain an Academic Technology Approval Scheme (ATAS) certificate if you are coming to Cardiff for postgraduate research or taught postgraduate course in certain science, engineering or technology subjects in the areas listed by the Academic Technology Approval Scheme (ATAS). If you require an ATAS certificate, it will state this in your offer letter/email that you receive from Cardiff University. You can also check the following website: www.fco.gov.uk/ukas The ATAS certificate is issued by the UK Government and gives security clearance to study certain subjects where the knowledge gained may be used in the development or delivery of weapons of mass destruction. You must your ATAS clearance certificate before you apply for your Tier 4 (General) Student visa. It can take two months to get this, so you must apply early. For more information see: www.cardiff.ac.uk/erasmus

4. Tuberculosis Testing and certificate required (if applicable)
   If you live in one of the countries detailed below, you will need to be tested for tuberculosis (TB) and obtain a certificate that states you are free from infectious tuberculosis, before applying for your visa. The test includes having a chest X-ray at an accredited clinic or hospital run by the International Organisation for Migration.
   You will need to show that you have achieved a total of 40 points as part of your visa application. Providing a valid Confirmation of Acceptance for Studies (CAS) number will provide you with 30 points. While the remaining 10 points can be shown by satisfying the financial requirements, as explained below. To get your CAS email from Cardiff University, you must have:
   * passed all your exams and sent the University copies of your qualifications or transcripts (as below)
   * firmly accepted an unconditional offer for a course at Cardiff University
   * checked that all the information on your CAS email is correct (see below)
   If you still have a conditional offer to study at Cardiff University and need help or advice on up-loading and sending your qualifications to the University - please contact the International Office at the following email address: international@cardiff.ac.uk Your CAS email will include your personal details, Cardiff University licence number: NBO074WXX and address, your qualifications that you have shown, Cardiff University to gain entry onto your course and details of your course. Your CAS must not be more than six months old when you apply for your student visa. If you use it after this date, your visa application will be refused.

5. Your CAS number
   This is your unique reference number emailed to you by Cardiff University which you need to include on your Tier 4 (General) Student visa application form.
   You will need to show that you have achieved a total of 40 points as part of your visa application. Providing a valid Confirmation of Acceptance for Studies (CAS) number will provide you with 30 points. While the remaining 10 points can be shown by satisfying the financial requirements, as explained below. To get your CAS email from Cardiff University, you must have:
   * passed all your exams and sent the University copies of your qualifications or transcripts (as below)
   * firmly accepted an unconditional offer for a course at Cardiff University
   * checked that all the information on your CAS email is correct (see below)
   If you still have a conditional offer to study at Cardiff University and need help or advice on up-loading and sending your qualifications to the University - please contact the International Office at the following email address: international@cardiff.ac.uk Your CAS email will include your personal details, Cardiff University licence number: NBO074WXX and address, your qualifications that you have shown, Cardiff University to gain entry onto your course and details of your course. Your CAS must not be more than six months old when you apply for your student visa. If you use it after this date, your visa application will be refused.

6. The transcripts/exam certificates listed in the CAS email
   You need to submit your original transcripts/exam certificates with your Tier 4 (General) Student visa application showing that you have satisfied the entry requirements for your course. Details of your qualifications/transcripts that Cardiff University used to assess your suitability for entry onto your course will be listed in your CAS email. For each qualification listed you must provide the original certificate showing your name, the date and title of the award and the awarding institution. For each transcript listed you must provide the original certificate showing your name, date and title of the award and the awarding institution.

7. Financials – evidence that you have enough money to meet the UKVI maintenance requirements
   You need to prove that you have enough money to cover fees and living costs. You will score 10 points in your Tier 4 student visa application if you have sufficient funds (Total points required = 40).
   For more details see the Financial Maintenance Requirements information on page 9

   IMPORTANT
   It takes the University a long time to change the long education and email it to you again. So we recommend that you take time to check your CAS very carefully and email the University with any corrections before you are issued with your CAS number.
HOW DO I APPLY FOR MY TIER 4 (GENERAL) STUDENT VISA FROM MY HOME COUNTRY?

1. Apply for a place at Cardiff University, send copies of your qualifications or transcripts to Cardiff University and receive an unconditional offer
2. Accept your unconditional offer to study at Cardiff University
3. Apply for your ATAS clearance certificate (if applicable)
4. Check that all the information on your CAS email is correct via your SIMS online account. If you require any amendments or have any questions at this time, please contact the CAS team via email at: cas@cardiff.ac.uk or via ASK Cardiff at: https://ask.cardiff.ac.uk
5. Obtain the Confirmation of Acceptance for Studies (CAS) email with your unique CAS number assigned by UKVI, from Cardiff University
6. Check the visa process in your country of residence and the visa processing times
7. Take the TB test and obtain TB certificate (if applicable)
8. Check that you have enough money to meet the UKVI maintenance and tuition fee requirements for Tier 4 visa (see p9 for financial requirements)
9. Check that you have all your ORIGINAL transcripts/exam certificates listed in the CAS email (see p4 – “what documents do I need for my tier 4 student visa”)
10. Apply online

ONLINE APPLICATIONS

1. Complete application forms online, pay application fee and NHS surcharge (or complete for VAF9 in North Korea)
2. Book your appointment at Visa Application Centre (if appointment is required)
3. Attend Visa Application Centre appointment. Here you will submit biometric details, attend a credibility interview if invited, submit your signed application form and all supporting documents, and pay the fee (if not paid already)
4. Entry clearance for initial 30 days is granted/refused by UK Visas and Immigration (UKVI) – Please contact International Office as soon as possible if refused at: international@cardiff.ac.uk
5. UKVI/Immigration Officials return documents and passport to you by post or you collect them
6. Check that all the details on your visa decision letter and vignette are correct – check that the study information and personal details are correct
7. Buy your plane tickets to the UK to arrive in mid September (make use of Cardiff University’s free airport pick up service from Heathrow/Cardiff airports)
8. Travel to the UK on or after the “valid from” date on your visa
9. Collect your Biometric Residence Permit (BRP) card within 10 days of arriving in the UK at a local Post Office or at Cardiff University, whichever is stated on your decision letter from the UKVI. Further details about this procedure and how it will affect your enrolment process will appear on our website as soon as possible, within the following pages: www.cardiff.ac.uk/new-students
AM I A LOW RISK NATIONAL AND IF SO WHAT DOES THIS MEAN?

Those considered low risk nationals do not initially need to provide their academic qualification documents or evidence of money to cover course fees and maintenance. However, the Immigration Officials at UKVI can request all your exam certificates/transcripts and financial evidence at any time and will refuse your visa application unless you submit all your documents by the date requested. Therefore you must be prepared to submit them to UKVI with your visa application or on request just in case. To be considered a low risk national, you must be applying from your country of nationality and hold a passport for British National (Overseas), Hong Kong or Taiwan, or be a national of one of the following countries:

- Argentina
- Australia
- Barbados
- Botswana
- Brunei
- Canada
- Chile
- China
- Costa Rica
- New Zealand
- Germany
- Singapore
- South Africa
- South Korea
- Sri Lanka
- Switzerland
- Trinidad and Tobago
- United States of America
- United Arab Emirates

UKVI change the list of low risk nationals annually, so please check to see if your country is still on the list.

WHAT ARE THE VISA RULES AND RESPONSIBILITIES?

It is important that you understand your responsibilities as an international student and comply with the immigration regulations during your stay in the UK in order to protect your immigration status. The University also has responsibilities as a licensed sponsor. You can find out more about the visa rules and responsibilities on the following website:

www.cardiff.ac.uk/visas

HOW LONG CAN I COME TO THE UK FOR?

Should your visa application be successful, you will initially receive a visa for a 30 day period to allow you to travel to the UK. This visa will be in the form of an acceptance letter and a vignette in your passport, which will cover the travel period that you have included in your application. You will then need to collect your Biometric Residence Permit (BRP) card within 10 days of arriving in the UK, this will act as your visa for the duration of your course.

Advice about the correct period of leave that you should receive for the different programmes at Cardiff University can be provided by International Student Support:

www.cardiff.ac.uk/studentsupport

WHEN CAN I COME TO THE UK?

You will be able to come to the UK up to one month before your course start date if you are coming to study a course that is 6 months or more (undergraduate or postgraduate) or for a pre-sessional English language course of less than 6 months. You will be required to state your intended travel date within your visa application and will then receive a letter and vignette which will usually allow you to travel to the UK 30 days from this date onwards. You will then be required to collect your Biometric Residence Permit card within 10 days of arriving in the UK. You will only be able to come to the UK up to seven days before the course start date if you are coming for a course that is less than 6 months and is not a pre-sessional English Language course. Your course start date is shown on your CAS email.

CAN MY FAMILY COME TO THE UK TO HELP ME DURING MY FIRST FEW DAYS IN CARDIFF?

If your parents, or any other family member, will be accompanying you to Cardiff for a few days to help you settle into your new life, they will need to obtain a standard visitor visa. For more information on applying for a visitor visa see: www.cardiff.ac.uk/visas

CAN MY FAMILY LIVE WITH ME IN THE UK DURING MY STUDIES AT CARDIFF?

Please see guidance on page 48 if you are bringing your family to settle with you in Cardiff during your studies.

WHAT DOCUMENTS SHOULD I PROVIDE AS PROOF THAT I MEET THE FINANCIAL (MAINTENANCE) REQUIREMENTS?

UK Visas and Immigration (UKVI) are very specific about the financial documents they accept as proof that you meet the maintenance requirements. These include:

1. Bank statements or letter from the bank showing you have cash in a personal bank account in your name, or in the name of your parent(s) or legal guardian
2. Bank statements or letter from the bank showing you have cash in a personal bank account in your name, or in the name of your parent(s) or legal guardian
3. A government or educational loan in your name
4. Official financial or government sponsorship

HOW MUCH MONEY DO I NEED TO SHOW FOR MY TIER 4 (GENERAL) STUDENT VISA?

You need enough money to cover your:

1. Tuition fees for your first academic year.
2. Living expenses. If the length of your course is nine months or more (all undergraduate and postgraduate courses) you will need to show £9,135. If the length of the course is less than nine months you will need to show £1,015 for each month of the course.
You will need to have held the money for at least a 28 consecutive day period ending no more than 31 days before the date you submit your visa application. The total amount of money held must not fall below the required amount at any point during this period. The closing balance of the statement must also not fall below the required amount.

FINANCIAL REQUIREMENTS FOR YOUR VISA

1. Bank statement from your personal or your parents’ bank account
2. Financial aid statement from your sponsor
3. Official financial or government sponsorship

FINANCIAL INSTITUTIONS THAT THE UKVI DO NOT DEEM AS SATISFACTORY

Your visa application will not be successful if your money is held in a financial institution which UKVI view as untrustworthy. UKVI have identified a list of financial institutions in India, Ghana, Bangladesh, Pakistan, Iran, Nigeria, Sri Lanka and Cameroon that do not satisfactorily verify financial statements. UKVI often change this list, so please check to see if your bank is viewed as unsatisfactory financial institution:

https://www.gov.uk/guidance/immigration-rules-appendix-f-tier-4-documentary-requirements
BANK ACCOUNT DOCUMENTS REQUIRED FOR VISA APPLICATIONS

You must provide one of the following documents:

Your original personal bank statement or your parent(s) original bank statements must show that sufficient funds have been held for at least a consecutive 28 day period and that period ends with the closing balance shown on the statement.

The date of the closing balance on your bank statement must be no more than 31 days before the date you submit your visa application.

The bank statement must show:

- your name or your parent(s) legal guardian
- the account number
- date of statement
- the name and logo of the bank
- amount of money available

You can use electronic bank statements if they contain all of the details listed above and you also provide a supporting letter from your bank on company headed paper, confirming the authenticity of the statements provided.

Alternatively an electronic bank statement is acceptable as proof of money held in your account, if each and every page of the electronic statement has your bank’s official stamp. UKVI will not accept bank statements which show the balance in the account on a particular day because these documents do not show that you had enough funds for the full 28 day period needed. If you are relying on money held by your parents or legal guardians, you must also provide the following:

- Original signed and dated letter from your parent(s) or legal guardian which confirms your relationship and that they have given their consent to the money being available to you to study in the UK.

Bank statements from a joint bank account are acceptable as long as you are named as one of the account holders. You must provide joint account bank statements or a bank letter which includes all the same information as in your personal bank statement or your parent(s) bank statements.

2. A bank letter

You can also use a bank letter, or letter from a regulated financial institution to show you have money available for your visa application. This letter must show that you have held the money for a consecutive 28 day period ending no more than 31 days before the date you submit your visa application. It must contain the following:

- your name or your parents/legal guardian’s name
- the account number
- the date of the letter
- the financial institutions name and logo
- the money in your account
- that there is enough money in the account (to cover your course fees and living costs).

Please see the following weblink for further information about these requirements: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/477366/14_Migrant_Guidance_Nov_V2_0.pdf

3. If I am using a bank loan to finance my education, what evidence do I need to provide?

The loan letter from a regulated financial institution must be dated no more than 6 months before the date of your visa application. The letter must be the original and show:

- your name;
- the date of the letter;
- the financial institution’s name and logo;
- that the money is available as a loan and is provided by your government, a government sponsored student loan company or is part of an academic or educational loans scheme.

The financial institution must be regulated by the official regulatory body for the country the financial institution is in. The loan must be in your name, you cannot use loans held in the name of your parent and there must be no conditions placed on the release of the loan funds to you, other than your Tier 4 application being successful.

If you are an American student who is applying for a US Federal loan, you will need to submit a “Notification of Student Loan” letter with your visa application. For more details on how to apply for your Federal Aid Loan see www.cardiff.ac.uk/USA

4. What evidence do I need from my Official Financial or Government Sponsor?

UKVI define an official sponsor as:

- your country’s government or the UK government
- British Council
- Any international organisation
- Any international company
- Any University

If your “official financial sponsor” is paying all your tuition fees and living expenses, you do not have to provide additional evidence of your savings. If the details of your official financial sponsor are included on your CAS you do not need to provide any other documentation. Otherwise, you must provide a letter confirming that your sponsor will pay all your tuition fees and living expenses.

The letter must be on official letter-headed paper and must not be more than six months old.

If you are using a bank letter, a bank loan letter or letter from a financial institution to show you have money available for your visa, then you must also provide a supporting letter from your bank on company headed paper, confirming the authenticity of the statements provided.

Otherwise, you must provide a letter confirming that your sponsor will pay all your tuition fees and living expenses.

Up to a maximum of £1,265 paid towards your future Cardiff University sponsor’s fees. Please note, that it is not necessary to pay any residences fees (except for the £200 postgraduate deposit) until you arrive in Cardiff.

You cannot deduct anything for accommodation fees if you have arranged the accommodation yourself (in other words, private accommodation that is not part of Cardiff University).

If you pay all or some of your tuition fees to Cardiff University Finance Office before you receive your CAS email, then the amount you have paid for your tuition fees will be notified directly to the UKVI and recorded in this CAS email.

However, please note that any payments made by bank transfer can take around ten working days to appear in the Cardiff University account, so it will not be able to be confirmed within the CAS statement immediately.

DEDUCTIONS TO FINANCIAL REQUIREMENTS

CAN I MAKE A DEDUCTION IF I HAVE PAID SOME OF MY COURSE FEES, OR FEES FOR UNIVERSITY ACCOMMODATION?

Yes, you can deduct the following from the total amount of money you need:

- The amount you have paid towards course fees and living costs.
- Up to a maximum of £1,265 paid towards your future Cardiff University sponsor’s fees.

Documents needed to show you have already paid money to Cardiff University

We do not recommend that you pay any fees between receiving your CAS email and applying for your visa. If you wish to do so however you can request that your CAS statement is updated. Please note that this could result in a delay of two weeks or more.

If any money you have paid for tuition fees or University residences fees is not shown on the CAS email, then you must provide original paper receipts from the University when you submit your visa application. Online receipts are NOT acceptable and will be ignored by the Immigration Officer.

WHERE DO I OBTAIN A RECEIPT AFTER I HAVE PAID TUTION/ RESIDENCES FEES?

To obtain your tuition fees receipt contact the Finance Office Email: fees@cardiff.ac.uk

Tel: +44 (0) 29 2087 4339 or +44 (0) 29 2087 4167

To obtain a receipt for University residences fees contact the Residences Finance Office Email: residencesfinance@cardiff.ac.uk

Tel: +44 (0) 29 2087 5239 or 4662

Fax: +44 (0) 29 2087 4661
REGISTRATION WITH THE POLICE

DO I NEED TO REGISTER WITH THE POLICE?

If you are from one of the following countries and are issued with a visa for longer than six months you will need to register with the police within seven days of your arrival in the UK:

Afghanistan  Lebanon  Albania  Montenegro  Armenia  Morocco  North Korea  Azerbaijan  Namibia  Belarus  Palestine  Bolivia  Peru  Brazil  Qatar  China  Russia  Colombia  Saudi Arabia  Cuba  Sudan  Egypt  Syria  Georgia  Tajikistan  Iran  Tunisia  Iraq  Turkey  Israel  Turkmenistan  Spain  UK  LIE  Pakistan  Ukraine  Kyrgyzstan  Uzbekistan  Kuwait  Yemen

If you need to register with the police it will normally state this on your Tier 4 student visa or on the grant letter received from the Home Office. Any family dependants travelling with you will also need to register with the police. You should check your visa carefully, and if you have this requirement then you should normally register with the police within seven days of your arrival in the UK. If you are not sure whether you need to register, contact International Student Support.

HOW DO I REGISTER WITH THE POLICE?

Police officers will be at the University on the week commencing Monday 19 September, so you can make an appointment to register with them when you arrive in Cardiff.

What documents do I need to prepare for my police registration appointment?

If this is the first time you will be registering with the police in UK, make sure you download the questionnaire see: www.cardiff.ac.uk/for/ resource/2903.1 4831/file.eng.pdf

You must take the following with you to your appointment:

- Your passport
- Two passport-sized photographs
- Your Cardiff University student ID card (you will be issued this at your enrolment)
- Registration fee of £34 in cash (if you are a student sponsored by the British Council you will have this fee refunded)
- A completed police registration questionnaire

I have previously studied in the UK and already have a Police Registration Certificate - do I need to renew my certificate?

Yes, you must make an appointment with the police to renew your certificate. If you have never registered with the police in Cardiff before, then you must also complete the police registration questionnaire and take it to your appointment.

What’s changed

| Change of address          | University Accommodation = Residence card only                |
| Change of University       | Private Accommodation = tenancy agreement, or accommodation contract, or gas/electric/water bill that shows your new address |
| Change of marital status   | Marriage certificate, or Divorce certificate                  |
| Extension to visa granted by UKVI | Biometric card and Passport                                     |
| Change of passport         | New passport                                                   |

In addition to the above documentation you will need to bring your passport and police registration certificate.

If you are arriving in September and will study with us for the Autumn semester only, it is unlikely that University Residences will be able to offer you a place in University accommodation. This is due to the high number of students arriving in Cardiff at this time. University Residences will only be able to let you know if they are able to allocate you a place in late September. There is therefore a possibility that University Residences may be able to be offer you a place from the first week of October. You can contact the Residences Office prior to your arrival in Cardiff to check availability by emailing residences@cardiff.ac.uk or calling +44 (0)29 2087 4849.

ACCOMMODATION
STUDENTS ARRIVING IN JANUARY

If you are arriving in January and will study with us for the Spring semester only, it is more likely that a number of vacancies will become available in University accommodation which can be offered to part session Erasmus+ students. We cannot guarantee this accommodation, but if you would like to apply online, you will be contacted by the Residences Office in December regarding availability.

I AM A FULL YEAR ERASMUS+ STUDENT. IS UNIVERSITY ACCOMMODATION GUARANTEED?

Yes, however you must:

- Submit your online application by Friday 11 August 2017 (Film applicants)
- Receive/accept an unconditional offer to study by Thursday 31 August 2017
- Accept your online offer of residences, within seven days of your room being allocated
- Arrive and collect your room key between Wednesday 20 September - Sunday 24 September 2017

For more information see: www.cardiff.ac.uk/newstudents/when-you-arrive/moving-in/landing

HOW MUCH WILL UNIVERSITY RESIDENCES COST?

Your residences fees will vary depending on the type of accommodation and facilities you choose. For details of the associated charges such as the Parking Permit, are payable by either:

- Credit/debit card in full in advance or on arrival
- Direct debit from your UK bank account (payable in three instalments after you arrive). For more information regarding opening a UK bank account see page 30. Further details of local banks will be included in your arrival pack and on the website. For details on the payment dates for residences fees by direct debit for 2017/18 please see: www.cardiff.ac.uk/newstudents/before-you-arrive/moving-to-cardiff/paying

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 TYPE OF UNIVERSITY ACCOMMODATION IS AVAILABLE?

The Residences website contains full details of the accommodation available www.cardiff.ac.uk/residences. Most of the options are self-catered (i.e. cook your own meals) where you share kitchen space with your flatmates. There is a part-catered option at some residences, and a fully-catered option at the female-only residence Aberdare Hall.

ARE THERE MALE-ONLY OR FEMALE-ONLY HALLS OF RESIDENCES?

All of our residences, like most other UK universities, are mixed. You can however express a preference for a male or female-only flat if you wish. The only exception to this is Aberdare Hall, where the entire hall of residence is for female students only.

WILL I HAVE MY OWN BATHROOM?

Yes, you will have your own study bedroom - Cardiff University does not have shared rooms or dormitories. You will have to share a kitchen/living space with the other people in your flat or house. Cardiff University does have a very limited supply of residences suitable for couples and families.

WILL I HAVE MY OWN ROOM?

Yes, you will have your own study bedroom. Cardiff University does not have shared rooms or dormitories. You will have to share a kitchen/living space with the other people in your flat or house. Cardiff University does have a very limited supply of residences suitable for couples and families.

WILL I HAVE ACCESS TO HIGH-SPEED INTERNET IN MY ROOM?

Yes, all study bedrooms are equipped with network connection points and wireless access. The cost of all this is included in your residences fees. More information on bringing your computer and connecting to the network is available on page 31.

ACCOMMODATION // ERASMUS+ STUDENTS

www.cardiff.ac.uk/erasmus

ACCOMMODATION // ERASMUS+ STUDENTS

www.cardiff.ac.uk/erasmus
WHICH HALLS OF RESIDENCE IS NEAREST MY SCHOOL?

Use the map in the back of this brochure to work out how close your accommodation will be to your School. The nearest residences is not necessarily the best and you should think about the environment you want to live in (for example Talbot has a sports centre on site and is very close to a big supermarket). If you’re not sure what building you will be staying in, contact the Erasmus+ office erasmus@cardiff.ac.uk

PRIVATE ACCOMMODATION IN CARDIFF

There is plenty of accommodation in Cardiff that is let out by private landlords to students. Such accommodation consists of shared houses and flats. Occasionally you may find a room in a house that you would share with the landlord/lady.

HOW MUCH DOES PRIVATE ACCOMMODATION COST IN CARDIFF?

The cost of private accommodation will vary depending on the location, the size and quality of the flat or house and whether or not bills are included in the cost of rent. On average the cost of renting a room in a house you share with others will cost around £300 a month, excluding your bills for water, gas, electricity and insurance. Unlike University residences, where most bills are included, you will find that when you rent private accommodation you may have to pay for additional things. These are likely to include:

- a refundable security deposit which will be returned to you after you leave the property providing that no damage has been done
- Water, electricity, gas, telephone and internet bills
- Insurance
- Half-rent during vacations

You may have to pay the total yearly cost of your rent in advance if you do not have a relative or friend living in the UK who can act as a guarantor and who will agree to pay your rent if you have money problems and can’t pay it.

WHEN CAN I MOVE INTO MY UNIVERSITY ACCOMMODATION?

September starters: you can move into your room anytime from Wednesday 20 September until Sunday 24 September 2017. If you can’t use the free airport pick-up service (page 22), and arrive between Wednesday 20 September - Sunday 24 September 2017 you need to time your arrival so that the Residences Office is open to collect your keys. Details of our office opening hours available at the hotel each morning to include breakfast and sometimes evening meals on request.

HOW LONG CAN I STAY IN UNIVERSITY RESIDENCES?

All Cardiff University residences allow you to stay during term time and the Christmas and Easter vacations. Some of the postgraduate residences also allow students to stay during the summer vacation period. You should think carefully about deciding whether to apply for a full year residence as it does commit you to staying there for the whole year. However, if you do need to stay in Cardiff for a short period during the summer vacation, temporary accommodation is usually available in one of our halls of residence and can be booked in advance. See your Residences Manager before your current Residences Agreement expires.

WHERE CAN I FIND TEMPORARY ACCOMMODATION IN CARDIFF?

If you have applied for University residences, but have not been made an offer of residence before you arrive in Cardiff, you need to contact the Residences Office: telephone +44 (0) 29 2087 4849 or email residences@cardiff.ac.uk. Alternatively self-catered accommodation is available at the University between 1-4 June and 13 September 2017. For more information and costs see www.cardiff.ac.uk/summer

LOOKING FOR PRIVATE ACCOMMODATION FROM YOUR HOME COUNTRY

We would not advise arranging long-term rented accommodation from overseas. It is best come to Cardiff before the start of your course and reserve a room in a hostel, guest house or hotel accommodation. All types of accommodation can be found near the Cathays campus and city centre. You can find further information on accommodation in Cardiff from the Cardiff Visitor Centre which provides an accommodation booking service. Telephone with your credit card details +44 (0)29 2087 3573 or email visitcardiff@cardiff.gov.uk web www.visitcardiff.com

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 http://www.cardiff.ac.uk/study/accommodation/postgraduates/private-sector/listings

YOU May ONLY access the list once you’ve been enrolled because you will need your Cardiff University username and password.

THINGS YOU’LL NEED IN YOUR UNIVERSITY RESIDENCE

You will need to provide your own pillow, bedding, towels, personal crockery, cutlery, saucepans and other cooking utensils. You can buy all of this cheaply in Cardiff, so do not bring this with you because your suitcase will be too heavy to carry! See page 19 for what to bring in Cardiff, so do not bring this with you

HOUSING OFFICE: telephone +44 (0) 29 2087 4849 or email residences@cardiff.ac.uk. You will find that when you rent private accommodation you may have to pay for additional things. These are likely to include:

- a refundable security deposit which will be returned to you after you leave the property providing that no damage has been done
- Water, electricity, gas, telephone and internet bills
- Insurance
- Half-rent during vacations

You may have to pay the total yearly cost of your rent in advance if you do not have a relative or friend living in the UK who can act as a guarantor and who will agree to pay your rent if you have money problems and can’t pay it.

FINDING TEMPORARY ACCOMMODATION BEFORE YOUR COURSE STARTS

If you are planning to spend some time in Cardiff before the start of your course then you could stay in a hostel, guest house or hotel accommodation. All types of accommodation can be found near the Cathays campus and city centre. You can find further information on accommodation in Cardiff from the Cardiff Visitor Centre which provides an accommodation booking service. Telephone with your credit card details +44 (0)29 2087 3573 or email visitcardiff@cardiff.gov.uk web www.visitcardiff.com

YOU May ONLY access the list once you’ve been enrolled because you will need your Cardiff University username and password.

HOUSING OFFICE: telephone +44 (0) 29 2087 4849 or email residences@cardiff.ac.uk. You will find that when you rent private accommodation you may have to pay for additional things. These are likely to include:

- a refundable security deposit which will be returned to you after you leave the property providing that no damage has been done
- Water, electricity, gas, telephone and internet bills
- Insurance
- Half-rent during vacations

You may have to pay the total yearly cost of your rent in advance if you do not have a relative or friend living in the UK who can act as a guarantor and who will agree to pay your rent if you have money problems and can’t pay it.

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- Water, electricity, gas, telephone and internet bills
- Insurance
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HOUSING OFFICE: telephone +44 (0) 29 2087 4849 or email residences@cardiff.ac.uk. You will find that when you rent private accommodation you may have to pay for additional things. These are likely to include:

- a refundable security deposit which will be returned to you after you leave the property providing that no damage has been done
- Water, electricity, gas, telephone and internet bills
- Insurance
- Half-rent during vacations

You may have to pay the total yearly cost of your rent in advance if you do not have a relative or friend living in the UK who can act as a guarantor and who will agree to pay your rent if you have money problems and can’t pay it.
Council Tax
Council Tax is a British property tax that is paid to the local council for local servicing including rubbish collection, the police and fire service. If you are coming to Cardiff for the full academic year, you will automatically be exempt from this tax.

I AM STAYING IN CARDIFF FOR LESS THAN 24 WEEKS. HOW DO I BECOME EXEMPT FROM PAYING COUNCIL TAX?
If your Erasmus+ placement is less than 24 weeks you will need to provide the Council in Cardiff with a letter from your home University in order to become exempt from paying the tax.

HELP AND HOUSING ADVICE
If you are thinking of renting private sector accommodation, you can obtain information on the typical costs of renting in Cardiff and gain useful tips on what to look out for when looking for private accommodation from the Student Support Centre www.cardiff.ac.uk/study/student-life/student-support/advice-and-money-team.

WHAT TO BRING
This section will give you an idea of what to pack when coming to study in the UK and the items you should leave behind.

WHAT TYPE OF CLOTHES SHOULD I BRING?
Students dress very informally in the UK in jeans, t-shirts and jumpers. You will also want to bring a warm jumper, jacket and waterproof coat with you for the winter and wet weather. Rain showers are to be expected any time of the year, so waterproof clothing and shoes are essential.

HOW MUCH MONEY SHOULD I BRING?
Bring enough money to cover your costs for the first two weeks as you would if you were going on holiday. You will probably have to buy bedding and some basic essentials at the beginning of your stay, so we recommend you bring about £400. Do not bring large amounts of cash, as cash can easily be lost and the University cannot guard it for you. We recommend you bring travellers’ cheques as they are insured against loss and theft.

CAN I BRING MY COMPUTER TO CARDIFF?
Yes, you can bring your laptop with you to Cardiff University but you should check it can work with UK sockets (see below). It is also important to make sure that your laptop is insured for travel and your stay in Cardiff.

You may be able to stay in University summer residences while you search for private accommodation see Student Summer Residences: www.cardiff.ac.uk/summer.

The Advice and Representation Centre staff in the Students’ Union can also help. They are happy to explain and check your tenancy agreement before you sign a contract or pay any money to your landlord. They also have information to help you find accommodation. See page 38 for contact details.

DO I NEED INSURANCE FOR MY PERSONAL POSSESSIONS?
Yes, we strongly encourage students to insure personal possessions against damage, loss or theft. If you live in Cardiff University residences, you are automatically given £5000 worth of personal possessions insurance cover from Endsleigh Insurance; you do not need to fill in any forms for this cover - it is automatic. Details of what is covered by insurance can be found at www.cardiff.ac.uk/new-students/whenuyouarrive/moving-in-insurance

Please note that you will not be able to obtain these letters until you have a permanent address in Cardiff. Do not worry about this. The Council will not need these letters until you have found your accommodation in Cardiff.

Once you have a permanent address in Cardiff, you will need to update your student record accordingly (https://simss.cf.ac.uk). Once you have completed this process, you will be able to request a Council Tax Exemption Certificate via your student record. This will be posted to you at your address in Cardiff. You will then need to post both letters to the Council at the following address:
Cardiff Council, Council Tax Office, PO Box 9000, Cardiff, CF10 3WD

WHAT TO PACK!

SUITCASES. AT SOME POINT YOU WILL HAVE TO CARRY AND MAKE SURE THAT YOU CAN LIFT AND CARRY THESE PLEASE TRY NOT TO BRING MORE THAN TWO SUITCASES AND MAKE SURE THAT YOU CAN LIFT AND CARRY THESE SUITCASES. AT SOME POINT YOU WILL HAVE TO CARRY YOUR LUGGAGE WHEN YOU ARRIVE IN THE UK.

PLEASE try not to bring more than two suitcases...
CAN I BRING ELECTRICAL PRODUCTS TO THE UK?
Please only bring small items such as hairdryers, shavers and laptops. Before you bring an electrical item, you should make sure that it is safe to use and compatible with the UK voltage system: 220V. You might need an international voltage converter. You will also probably need a plug adapter that is British Standard compliant (BS1363). Usually, these converters and adapters are available in travel and luggage shops, electronic stores, and airports.

SHOULD I BRING MY OWN COOKING UTENSILS?
Do not bring any food into the UK. There are many food items which are illegal to bring into the UK including all dairy, meat and potatoes. You will find that Cardiff has many international food stores, and large supermarkets where you will be able to find many ingredients available in your home country. For more information on banned foods see the website: https://www.gov.uk/guidance/personal-food-plant-and-animal-product-imports

SHOULD I BRING MY OWN BEDDING?
We do not advise you to bring bedding with you. If you are staying in University accommodation, you can order a bedding pack from the Residences Office before you arrive. This contains the following: 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/arrivalsinformation

CANT I BRING MY MOBILE PHONE?
More information about mobile phones is available on page 32. If you’re not bringing a mobile phone you may find it useful to have a credit card or, if possible, a small amount of loose change, so you can call home when you first arrive. When you arrive Global Opportunities will give you a welcome pack containing a free mobile SIM card which has a small amount of credit. If you don’t receive a welcome pack on arrival, please come to Global Opportunities.

CAN I BRING FOOD FROM HOME?
No, do not bring cooking utensils with you. Your case will be too heavy for you to carry! You can buy saucepans, plates and other cooking utensils very cheaply from supermarkets close to University residences. Please see page 15 for information about what is provided in your residences and private accommodation.

SHOULD I BRING MY BEDDING?
We do not advise you to bring bedding with you. If you are staying in University accommodation, you can order a bedding pack from the Residences Office before you arrive. This contains the following: 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/arrivalsinformation

Besides you can buy bedding cheaply from Cardiff Market, Tesco Supermarket, Primark Home or Shaws the Drapers when you arrive.

SENDING AND STORING YOUR LUGGAGE
Unfortunately Cardiff University is unable to receive any of your luggage before your arrival in Cardiff. However, there are several companies that offer services to students who wish to transport excess luggage. They can arrange for your luggage to be put into storage until you arrive, when it can be delivered to you. For further details see www.cardiff.ac.uk/new-students/before-you-arrive/international-students

WHICH AIRPORT SHOULD I ARRIVE AT IN THE UK?
Most of Cardiff’s incoming students arrive at Heathrow Airport, which is around 18 miles/29 km southwest of London. The airport is around 4 hours travel time from Cardiff. You can also arrive at Cardiff Airport if you fly with KLM airlines via Amsterdam Schipol Airport. Cardiff Airport is only 30 minutes travel time from the University.
TRAVELLING TO CARDIFF // ERASMUS+ STUDENTS
www.cardiff.ac.uk/erasmus

AIRPORT PICK-UP SERVICE

Cardiff University staff will be at the Arrivals Lounge of terminals 3, 4 and 5 of Heathrow Airport from 08.00 - 15.00 on Heathrow Airport on Wednesday 20 and Thursday 21 September 2017. Coaches will arrive at Heathrow at regular intervals between 08.00 - 15.00. You may have to wait at the airport before we have picked up everyone arriving on their flights. So we can plan your arrival, please let us know your arrival on their flights. So we can plan how to collect your keys at the Arrivals Reception at the University. If you arrive on the free airport pick-up service (see page 22), after a short wait at the Arrivals Reception at the University you will be taken by minibus to your accommodation. If you do not arrive through the airport pick-up service, but make your way independently to Cardiff you should check how to collect your keys for your University Residence at: www.cardiff.ac.uk/arrival

ARRIVING AT CARDIFF CENTRAL BUS OR RAILWAY STATION

If you are arriving by coach, train or bus you will arrive at either the central bus and railway station in the centre of Cardiff, Sophia Gardens or Kingsway. We recommend that you then take a taxi to your accommodation. There will be taxis waiting at a taxi rank outside Cardiff Central railway station and taxi fares to University residences cost between £5 - £12 depending on where your accommodation is and how much luggage you are carrying. More information about taxis is on page 41.

WHAT SHOULD I DO WHEN I ARRIVE AT THE UNIVERSITY?

If you arrive on the free airport pick-up service (see page 22), after a short wait at the Arrivals Reception at the University you will be taken by minibus to your accommodation. If you do not arrive through the airport pick-up service, but make your way independently to Cardiff you should check how to collect your keys for your University Residence at: www.cardiff.ac.uk/arrival

BY COACH

Travelling by coach and you will have to change trains. Take the Heathrow Express train from Heathrow Airport into Paddington Station in London. Trains leave every 15 minutes from all terminals at Heathrow to London. Once at Paddington you take the train to Cardiff. On weekdays the train to Cardiff from Paddington leaves every 30 minutes. A single journey from Heathrow to Cardiff will be around £63 - £200 and the journey time is 3.5 hours. Tickets can be bought online at www.thetrainline.com (it’s usually cheaper in advance) or at the ticket office at the railway station in the airport.

BY TAXI

Travelling by taxi is a very expensive option and not advisable. A taxi from Heathrow would cost around £200. This could be an option if there were a few of you travelling to split the cost but you will not be able to have much luggage.

TRAVELLING INDEPENDENTLY TO CARDIFF UNIVERSITY FROM HEATHROW

BY COACH

If you are not using the Cardiff University airport pick-up service, the cheapest way to travel to Cardiff is by National Express Coach. Coaches leave approximately every hour, with fewer coaches leaving during the night. A single journey from Heathrow to Cardiff is approximately £50 but if you book early, it could be as little as £17. The journey takes about 4 hours and 30 minutes.

BY TRAIN

Train travel is more expensive than travelling by coach and you will have to change trains. Take the Heathrow Express train from Heathrow Airport into Paddington Station in London. Trains leave every 15 minutes from all terminals at Heathrow to London. Once at Paddington you take the train to Cardiff. On weekdays the train to Cardiff from Paddington leaves every 30 minutes. A single journey from Heathrow to Cardiff will be around £63 - £200 and the journey time is 3.5 hours. Tickets can be bought online at www.thetrainline.com (it’s usually cheaper in advance) or at the ticket office at the railway station in the airport.

YOUR AIRPORT PICK-UP SERVICE

Cardiff University also provides a free mini-bus and taxi service for incoming students from Cardiff Airport to the University on Wednesday 20 and Thursday 21 September 2017 from 08.00 - 17.00. To book a place on the airport pick-up service service, the cheapest way to travel to Cardiff is by National Express Coach. Coaches leave approximately every hour, with fewer coaches leaving during the night. A single journey from Heathrow to Cardiff is approximately £50 but if you book early, it could be as little as £17. The journey takes about 4 hours and 30 minutes.

Arrival at Cardiff Central Bus or Railway Station

If you are arriving by coach, train or bus you will arrive at either the central bus and railway station in the centre of Cardiff, Sophia Gardens or Kingsway. We recommend that you then take a taxi to your accommodation. There will be taxis waiting at a taxi rank outside Cardiff Central railway station and taxi fares to University residences cost between £5 - £12 depending on where your accommodation is and how much luggage you are carrying. More information about taxis is on page 41.

What should I do when I arrive at the University?

If you arrive on the free airport pick-up service (see page 22), after a short wait at the Arrivals Reception at the University you will be taken by minibus to your accommodation. If you do not arrive through the airport pick-up service, but make your way independently to Cardiff you should check how to collect your keys for your University Residence at: www.cardiff.ac.uk/arrival

Travelling independently from Cardiff Airport

A taxi from Cardiff Airport will cost around £30 and can be hired from the Checker Cars taxi office immediately outside the Arrivals Building or booked in advance, telephone +44 (0)1446 711747 or email cardiff@checkercars.com

The 19 bus service runs from Cardiff Airport every 20 minutes during the day Monday - Saturday. A single ticket costs £5 and the journey takes 30 minutes.

For more information about travelling independently to Cardiff University, please see the link below: http://www.cardiff.ac.uk/new-students/before-you-arrive/international-students/travelling-to-cardiff

You can bring your spouse and children on the airport pick-up service for free, but please contact us to book their places. Parents and other family members can only be accommodated if there is room on the coaches on the day. Therefore it is advisable that these family members plan to make their own way independently to Cardiff (see page 23).

You should also be aware that they will not be able to stay in your University residences with you and should book a hotel (see page 16).

Can I bring my family on airport pick-up service?

Pick-up from Cardiff airport pick-up service please see the link below: www.cardiff.ac.uk/erasmus
UNEXPECTED LATE ARRIVALS

If you arrive unexpectedly late in the evening or early in the morning and you have not been able to inform the Residences Office of your late arrival, you should go directly to the Security Office next to the Psychology Tower block, opposite 51 Park Place (map reference 35). The Security Office will contact the Student Warden in your University Residence and arrange for you to have access to your accommodation. If you do not yet have accommodation, please ensure you have somewhere to stay for at least the first night of your arrival.

WHERE DO I PICK UP THE KEYS TO MY UNIVERSITY ACCOMMODATION?

If you use the airport pick-up service on Wednesday 20 and Thursday 21 September 2017, you will be taken to your University Residence and a member of staff will be on-hand to give you your keys. For details on key collection see www.cardiff.ac.uk/arrival/information

YOU MAY BE ABLE TO BUY A DISCOUNT CARD FOR COACH AND/OR RAIL TRAVEL WHEN YOU ARRIVE. MORE DETAILS ARE ON PAGE 30.

WHAT IF I ARRIVE EARLY, BEFORE WEDNESDAY 20 SEPTEMBER?

If you are staying in University accommodation, your allocated room will not be available before Wednesday 20 September, so if you intend to arrive in Cardiff before this date you will need to make your own arrangements for temporary accommodation until the start of the residential period (see page 16). Please be aware that if you arrive on a Saturday or Sunday the Erasmus+ Office will not be open.

WHAT IF I ARRIVE LATE, AFTER SUNDAY 24 SEPTEMBER?

All keys for University residences must be collected by Sunday 24 September, otherwise your allocated room will be given to someone else. Please contact the Residences Office if you think you are going to be arriving after Sunday 24 September.

Email: residences@cardiff.ac.uk

KEY COLLECTION FOR NON-SEPTEMBER STARTERS

If you are not starting your course in September, and not participating in January induction, you should collect your keys on the first day that your residences contract starts, (see your residences contract or agreement).

THE INDUCTION PROGRAMME

When you first arrive there will be lots of things you need to do including enrolling and collecting your student ID card. Please see the check list on the inside front cover and make sure you complete everything.

YOU MAY BE ABLE TO BUY A DISCOUNT CARD FOR COACH AND/OR RAIL TRAVEL WHEN YOU ARRIVE. MORE DETAILS ARE ON PAGE 30.

IMPORTANT TASKS

Bank letter service
Bank letters and proof of enrolment letters can be obtained from the Students’ Union. Staff will also be on hand to provide you with information on how to open your bank account for 2 weeks from Monday 18 September. See page 30 for more information.

Enrolment and student ID card
You must complete your enrolment and collect your student ID card. More information is on page 34.
THE INDUCTION PROGRAMME

INFORMATION SESSIONS

Parents' welcome talk
If your parents are travelling with you, we have a welcome talk to answer any questions they may have.

Walking campus tours
Find out where things are in the University and parts of the city. Second and third year students will be your tour guides and will give you inside information about studying at Cardiff.

Welcome talks
Find out what to expect now you’ve arrived in Cardiff: how to use the University computing system, where to get help and advice and how to combine part-time work with your studies.

FUN AND SOCIAL ACTIVITIES

“International students’ welcome party
Come and experience a traditional Welsh folk dancing evening ‘Iempath!’ in a friendly atmosphere. The party will take place in the Great Hall, Students’ Union on Friday 22 September.

Open air double-decker bus tour of the City of Cardiff
Enjoy a guided double-decker bus tour of the beautiful city throughout the day on Saturday 19 and Sunday 20 September.

Discover Cardiff
Explore and find useful places in Cardiff with student tour guides.

Quiz Night
Find out more about the UK and test your general knowledge and maybe win a prize!

FAIRS AND EVENTS

International student information fair
You will be able to get further advice and information about the University and the city of Cardiff at the Fair. The fair takes place in the Great Hall on Friday 22 September.

National companies fair
Your chance to get your hands on some free items and discount vouchers. It takes place in the Great Hall, Students’ Union.

Societies fair
Come and meet people from all the societies (including international societies) and join any that interest you in the Great Hall, Students’ Union. Look at the types of societies you could get involved in at groups.cardiffstudents.com/societies

Sports fair
Meet some of the sports clubs and join any that interest you in the Great Hall, Students’ Union. For more information about sports clubs see www.cardiffstudents.com/activities/au/list

OTHER ACTIVITIES

In the third and fourth week of September there are lots of 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 organises additional social events specifically for new and current postgraduates at Cardiff during week commencing Monday 25 September. Further information about the programme of events will be added to the Students’ Union website during the summer.

Are there any events taking place in my academic school?
Yes, you may be required to attend an induction meeting held in your School – you will be sent more information by your School. You will meet your lecturers and other staff who 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.cardiffstudents.com/whatson/postgrad

January starters
If you’re starting in January you will be sent information about January induction.
LIVING EXPENSES // ERASMUS+ STUDENTS
www.cardiff.ac.uk/erasmus

LIVING EXPENSES

ESTIMATED AVERAGE LIVING EXPENSES FOR A SINGLE PERSON LIVING IN UNIVERSITY RESIDENCES

Please note that these figures represent the average cost of living in Cardiff. Students who are on a budget can live on less if they wish to do so. The minimum cost of living as recommended by UKVI for studying outside London is £1,015 per month. To pass the maintenance test for your Tier 4 student visa, you will have to show you have money for the cost of your 1st year tuition fees and living costs of £9,135.

<table>
<thead>
<tr>
<th>Item</th>
<th>Undergraduate 9 months</th>
<th>Postgraduate 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (inc bills)</td>
<td>£4,444</td>
<td>£5,888</td>
</tr>
<tr>
<td>Food</td>
<td>£1,099</td>
<td>£1,175</td>
</tr>
<tr>
<td>Social / leisure</td>
<td>£1,256</td>
<td>£1,551</td>
</tr>
<tr>
<td>Laundry &amp; toiletries</td>
<td>£289</td>
<td>£385</td>
</tr>
<tr>
<td>Travel</td>
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<td>£595</td>
</tr>
<tr>
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<tr>
<td>Books*</td>
<td>£323</td>
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<tr>
<td>Total</td>
<td>£8,422</td>
<td>£10,667</td>
</tr>
</tbody>
</table>

*start-up costs only

WHAT IS THE COST OF LIVING IN PRIVATE ACCOMMODATION IN CARDIFF?

In comparison to the many additional services you receive in University Residences, it is more expensive to live in private accommodation. If you decide to live in one of the large private halls of residences such as Liberty Living, there are additional costs such as heating, lighting, insurance bills and you may have to pay the entire yearly cost of your accommodation up front. For more information see: www.cardiff.ac.uk/newstudents/before-you-arrive/moving-to-cardiff

The estimated average expenditure for a postgraduate student living in shared private accommodation from September 2016 - September 2017 was £9,339.

YOUR BUDGET

Be realistic about budgeting for your time at University. It is essential that you have enough money for the duration of your course. You will not be able to rely on the money from part-time earnings to support you. The competitiveness of finding a job, the generally low rate of pay for this work, and the restricted number of hours you can work mean that your part-time earnings will be insufficient to maintain an adequate standard of living. More information on part-time work is on page 43. For more information on how to plan and manage your money see www.studentcalculator.org.uk/international
STUDENT DISCOUNT CARDS

You will find that a lot of things, from cinema tickets to clothing, DVDs to travel, can be bought at discounted cost if you are a student and have one of the following cards. Cardiff University student ID card

Your student ID card, which will be issued to you at enrolment is very useful. In addition to giving you access to University buildings, the card also proves that you are a member of the NUS (National Union of Students) and often entitles you to discounts in shops, cinemas and restaurants. Ask if they offer a “student discount.”

International Students’ Identity Card (ISIC)

This card enables you to obtain discounts on flights, accommodation, IT software and internet products, food and drink. You can apply online for this card. For more information and details of the documents you need to obtain this card see: www.isic.org

Student Travel Reduction Cards

If you are exploring the UK while you’re here you will make considerable savings on travel by purchasing a Young Persons’ Railcard and/or a Coach Card. The Young Persons’ Coach Card can be bought at National Express coach offices or online. This card costs around £10 for one year or around £25 for three years and gives you 30% off all coach travel in the UK. To get one simply need proof that you are a student. For further information see: www.nationalexpress.com

A Young Person’s Railcard costs around £30 for one year or around £70 for three years, and gives you a third off your rail travel in the UK. To get this you will need proof that you are a student, your passport and a passport-size photo. The card can be purchased online or at any train station ticket office. For further information see: www.16-25railcard.co.uk

OPENING A BANK ACCOUNT

It is not possible to open a UK bank account until you arrive in Cardiff. However, it is likely to be one of the first things that you do because this is the safest way to keep your money. This will take you at least a week so you must make sure you have enough money for your first few weeks in Cardiff.

HOW DO I OPEN A BANK ACCOUNT?

To open a Santander, HSBC, LloydsTSB, Barclays or Natwest bank account you must take your passport and documentation to prove that you are enrolled on a course at Cardiff University to the bank in Cardiff.

The banks require an introductory bank letter from the University detailing your personal details and course of study. You will be able to pick up your bank letter from the Students’ Union in the third and fourth weeks of September. Staff will be on hand to give you more information on how to open a bank account and you will find more information about this in your arrivals pack that you will receive when you arrive at the University.

HOW DO I TRANSFER MONEY TO THE UK?

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

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

Money can also be transferred using a banker’s draft. This is a document drawn up by the bank in your home country and sent to you by post. You present the banker’s draft to your bank in the UK. Before you transfer money ask what charges will be made by the bank and how long it will take. Make sure that you keep copies of the relevant documents in case there is a dispute with the bank in the future.

WHAT WILL THE BANK OFFER ME?

Every bank has different offers for students. You will find some of the banks at the International Student Fair, so it is worth going to the fair and looking at which bank provides the best deal. Some banks charge a monthly fee, but also provide financial incentives for opening an account with them. All banks provide the following services:

Debit card

Most banks issue a single card that is a combined cash card allowing you to withdraw money from cash machines/ ATMs and debit card that allows you to pay for things in shops and over the internet. To use the card you will need a PIN number from the bank. Do not let anyone else see this number; make sure you memorise it and then destroy the number.

Bank statements

This is a record of all activity in your bank account over time. Statements will be posted and you can also see them online. It is important to keep these statements because you will need them if you need to extend your student visa.

Direct debits and standing orders

These allow you to pay for goods and services by regular payments (often monthly) through your bank account. For example you are likely to pay for your University residence fee by direct debit (see page 15).

INTERNET AND EMAIL

Wireless internet access is available across the University campus covering all University buildings and residences, offering you flexible access to online resources free of charge.

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 Cardiff Portal, the secure gateway to your web-based University services, at any time and from anywhere.

http://portal.cardiff.ac.uk

Computer rooms are conveniently located across the University’s campuses, including some which are open 24-hours a day, seven days a week such as the Julian Hodge Study Centre and the Health Library in the Cochrane Building. For more information go to: http://sites.cardiff.ac.uk/inform

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.cardiffstdstudents.com/thetechshop
CAN I USE MY MOBILE PHONE IN THE UK?
You will need to ensure your mobile phone is GSM compatible to use in the UK. You can then use a UK SIM card to connect to the phone network, this will be much cheaper than using your SIM card from home. To use a UK SIM card you may need to ‘unlock’ your phone. Speak to your mobile carrier before travelling to the UK and they should be able to unlock your phone for you.

CONTRACTS FOR MOBILES
If you choose a contract the phone will be cheaper or free but make sure you check the monthly payment and call charges before signing. There is will be a compulsory monthly charge and 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 term-time address. You can obtain this “proof of enrolment” letter at the bank letter venue in the Students’ Union during the third and fourth weeks in September. See page 29.

PAY-AS-YOU-GO MOBILES
Pay-as-you-go (PAYG) is the no-contract, no credit check, no-commitment and 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 will pay more to buy the initial phone and calls can be more expensive than on contract mobile phones.

WHERE CAN I BUY A MOBILE PHONE?
Often mobile phones are relatively cheap to buy, but expensive to use, especially if you are calling internationally. To compare the costs of different UK mobile phones and network companies see: http://www.uswitch.com/mobiles/

You can buy PAYG phones from most shops without needing a “proof of enrolment letter” from the University.

MOBILE PHONES
All students use mobile phones for staying in touch with family and friends. If you use the University’s free airport pick-up service, you will receive a free mobile SIM card with a small amount of credit so you can phone home if you bring your own mobile phone with you to the UK. For information about the cost of UK mobile phones and network companies see: www.uswitch.com/mobiles/networks

SETTING UP AN INTERNET CONNECTION IN PRIVATE ACCOMMODATION
If you decide to live in private accommodation or University-owned student house, you will need to find affordable broadband access along with TV and phone services. For more information on how to set up these services see the living in Cardiff section at: www.cardiff.ac.uk/new-students

CHEAP WAYS FOR KEEPING IN TOUCH
There are several cheap ways for contacting your family overseas. These include international calling cards and online services such as Skype and FaceTime.

RECEIVING AND SENDING POST HOME
There are several cheap ways for contacting your family overseas. These include international calling cards and online services such as Skype and FaceTime.

SENDING LETTERS AND PARCELS
If you need to send a lightweight letter within the UK then you can simply stick a postage stamp to the envelope and put it in any post box. If you are unsure of how much the postage should be then take your letter to a Post Office for them to weigh it and advise how much it will cost to send. Parcels should always be taken to a Post Office for weighing and dispatching. If you are sending a parcel overseas you will need to complete a customs form, available in the Post Office. There is now a Post Office within the Students Union that you can use.

DELIVERY OF PARCELS TO YOUR UNIVERSITY ACCOMMODATION
You can collect letters and parcels from Royal Mail from the reception at your University residence. However, residences staff are unable to sign for and accept parcels and deliveries on your behalf from private delivery companies. In special circumstances, Residences staff will accept a parcel from a private delivery company on your behalf, if you make prior arrangements with your Residences Manager.

For more information, search for ‘accommodation parcels’ on the Cardiff University website.

REMEMBER TO LET FRIENDS AND FAMILY KNOW YOU HAVE ARRIVED SAFELY
STUDYING AT CARDIFF UNIVERSITY

ENROLMENT

To become a student of Cardiff University and gain access to the library and computing facilities, you will need to enrol online, preferably before you arrive in Cardiff. To enrol online you will need to confirm some personal details and confirm your course details.

WHEN CAN I ENROL?

You will be sent an email from Cardiff University telling you when and how to enrol online approximately three weeks before the start of your course. You will use your username and password which you should have received already and be asked your student number and your date of birth. If you have any problems with online enrolment, please contact the enrolment team by email enrolment@cardiff.ac.uk.

HOW DO I ENROL ONLINE?

To complete online enrolment go to https://enrol.cardiff.ac.uk.

You will be guided through a series of web pages which will enable you to check information held by the University about you, and update information where required. We recommend you enrol online before arriving in Cardiff to avoid:

- delays in your student ID card being issued
- delays in being able to access University computing facilities
- delays at School enrolment
- delays in obtaining your bank letter which you will need to open a UK bank account

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 be emailed to your Cardiff University email address). After online enrolment, you need to complete your School enrolment and attend School induction activities when you arrive in Cardiff. To find out where and when these are, see the School Enrolment Information web page for your School, your year and course:

www.cardiff.ac.uk/regs/enrolment/timetables

CARDIFF UNIVERSITY STUDENT ID CARD

You must obtain your student ID card after you have enrolled. All students are required to carry their student ID card on campus and your identity card will also allow you to use the Students’ Union, sports facilities, libraries, and IT rooms. You will need to collect your student ID card from the Students’ Union or from the Heath Park site depending on which campus you are based. For more information see: www.cardiff.ac.uk/new-students/when-you-arrive/cardiff-university-student-card

FOR INTERNATIONAL (NON EU) STUDENTS ONLY

In order to comply with the UK Government’s immigration rules, you must bring your passport, visa, and any visa documentation with you when you pick up your student ID card. University staff will make a copy of these documents. If you fail to collect your student card within 3 weeks of the start of your course, you are likely to be reported to UKBA as failing to arrive and attend classes at the University. This is likely to result in you being excluded from Cardiff University.

ACADEMIC SUPPORT

You may find the pace and level of academic work different to what you have been used to than you have been used to when you start your course, but support is available within the University to help you improve your study skills.

HELP ON IMPROVING YOUR STUDY SKILLS AT CARDIFF UNIVERSITY

The Academic and Skills Development Centre runs free classes for undergraduate students who wish to improve their study skills and the grades they achieve. The classes are multi-disciplinary allowing students to share good practice, often working in pairs or small groups on a range of topics, from note taking to essay writing. For more information see: www.cardiff.ac.uk/study/student-life/learning-support/academic-skills-classes

ACADEMIC STUDIES?

I’M WORRIED ABOUT MY ACADEMIC STUDIES?

Where can I go for help if I’m worried about my academic studies?

Your course director or personal tutor should be your first point of contact. Your personal tutor will be a member of teaching staff within your School who will be able to help you if you have any academic, personal or health concerns that are affecting your studies. They may also refer you to one of the other University advice staff if they feel you would benefit from speaking to a specialist. Your personal tutor should arrange to see you at least three times each year, but you can also arrange a meeting with them.

WHERE CAN I ARRANGE TO SEE MY LECTURERS?

How can I arrange to see my lecturers?

Your tutor or course lecturers will usually have office hours when they are available to see students. You can contact them at the end of classes or by email to arrange a time to meet. They may have a sheet of paper outside their office where you can sign up for an appointment.

ADDITIONAL SUPPORT FOR UNDERGRADUATE STUDENTS

The Mentor Scheme aims to assist first year Undergraduate students make the transition to university life by matching new students with current undergraduate students from within their school. Mentors are encouraged to discuss anything that is causing them any problem. This may range from how to use the library, living in halls, referencing, homesickness to money worries. For more information see:

www.cardiff.ac.uk/study/student-life/learning-support/academic-skills-classes

HELP ON IMPROVING YOUR MATHEMATICAL SKILLS AT CARDIFF UNIVERSITY

The Maths Support Service provides additional classes and drop-in sessions for all students. The aim is to help you enhance your mathematical skills, so you are successful in both your degree and also in future employment. For more information see:

https://www.cardiff.ac.uk/mathematics/about-us

WHAT CAN I DO TO PREPARE FOR STUDYING IN CARDIFF?

There is a free pre-arrival interactive website for incoming students that provides examples of what it is like to study at a UK university.

www.prepareforsuccess.org.uk
Some Schools have their own seminars and completing assignments. For extra support understanding lectures, students succeed. If English is not your skill, courses specially designed to help Insessional English language and study. The University offers a variety of SUPPORT?
WHERE CAN I ACCESS academic year dates.

STUDYING AT CARDIFF UNIVERSITY // ERASMUS+ STUDENTS www.cardiff.ac.uk/erasmus

The course content
How the course is going to be taught, e.g. by lectures, seminars, group work etc.
How you will be assessed, e.g. by examination and/or written work and what proportion of your overall mark a piece of work or examination represents
When the assessments will take place and what marks you need to obtain to pass the course

The amount of assessment you are required to do may vary depending on what your home University need. If you are unsure about whether you are required to complete all the assessment set by Cardiff University, please ask your home University and discuss with your academic school in Cardiff.

WHAT DO THE GRADES 1ST, 2:1, 2:2 AND 3RD MEAN FOR ASSIGNMENTS?

These are classes of degree. The highest grade is a 1st which is roughly equivalent to an 'A' grade or over 70%. This is followed by 2:1, 2:2 or ranging between 60% and 69%, 2:2 (C or between 50% and 59%) and 3rd (Pass or under 49%). A 2:1 is considered a good grade and a 1st is usually very difficult to obtain.

ORGANISING YOUR STUDIES

In the UK, students often work independently, studying on their own for long periods of time. To get the greatest benefit from your course you need to organise your time carefully, as simply attending lectures will not be enough for you to gain a good mark. At the start of your course you should know how much work you are expected to do and the important dates for completing it. Undergraduate and taught postgraduate students are given a School Course Handbook which will outline what is expected of you. It will give information on:

- The course content
- How the course is going to be taught, e.g. by lectures, seminars, group work etc.
- How you will be assessed, e.g. by examination and/or written work and what proportion of your overall mark a piece of work or examination represents
- When the assessments will take place and what marks you need to obtain to pass the course

WHERE CAN I GET A READING LIST BEFORE I START MY COURSE?

You should contact your School to obtain any available reading lists prior to arriving at Cardiff.

HOW WILL I GET MY COURSE BOOKS?

The libraries are conveniently located close to the academic schools, and offer a wide range of information resources in print and online. Most libraries have group study and quiet rooms, as well as social and individual spaces. They stock multiple copies of recommended text books and have long opening hours, including evening and weekends. Your student ID card is also your library card, so you can borrow books from any of Cardiff University’s libraries as soon as you have obtained your student ID card. Simply take the books you would like to borrow to one of the staffed service desks or self-issue points in the library, together with your student ID card. Undergraduate students can have 12 items on loan from University libraries at one time.

BUYING COURSE BOOKS

If your course books are in high demand you may find that you have to wait to use them and you may only be able to borrow them for a short time. You will therefore probably need to buy important course books and you should budget for this. Essential course books are likely to be available in Blackwells bookshop located in Cardiff University Students Union. You may also be able to buy the books on your reading list before you arrive in Cardiff. For more information email: cardiff@blackwells.co.uk web: www.blackwells.co.uk

It is often a good idea to wait until you are in Cardiff before buying course books. You may be able to share books with friends, and you won’t have to carry them from overseas.
HELP AND ADVICE

Sometimes people run into difficulties and need a little extra support. For every kind of problem there are trained people at hand to offer help. Every student at Cardiff University is also allocated a personal tutor to help you with any academic problems you may have (for information about academic support see page 35).

FOR EVERY KIND OF PROBLEM THERE ARE TRAINED PEOPLE AT HAND TO OFFER HELP.

THE STUDENT SUPPORT CENTRE

The Student Support Centre is a dedicated facility on campus to help students with any problems or questions. Their website is www.cardiff.ac.uk/study/student-life/student-support

Within the Student Support Centre you will find the following services:

HELP BEFORE YOU ARRIVE

If you need help before you arrive, the Erasmus+ Office can provide assistance and answer any questions.
email: erasmus@cardiff.ac.uk

INTERNATIONAL STUDENT SUPPORT

International Student Support is dedicated to the welfare of international students. Browse through their website to see the many aspects of being an international student in the UK that they can help with, including:
- Immigration advice and assistance with visa extensions
- Employment regulations
- Financial advice
- Daily life in the UK

www.cardiff.ac.uk/study/student-life/student-support/international-student-support

To contact International Student Support email iss@cardiff.ac.uk

COUNSELLING SERVICE

The Counselling Service provides help with more personal problems that may arise while you are a student at Cardiff. This service provides a confidential safe space where counsellors will work with you to help you to explore your situation or difficulty in private without judging you. Counsellors are very used to dealing with a wide range of personal and emotional difficulties. Counsellors also provide several free workshops, including the ‘Cultural Connections’ workshop which helps students adjust to living in the UK and building friendships. The service also has a well-developed email counselling service and a range of online self help tools. For further information, dates and to book a place see:
www.cardiff.ac.uk/study/student-life/student-support/counselling-and-wellbeing

DISABILITY AND DYSLEXIA SERVICE

The Disability and Dyslexia Service provides information, advice, guidance and a range of services to support disabled students. The Disability and Dyslexia team can assist disabled students, which includes students with medical conditions, physical and sensory impairments, physical and mobility impairments, mental health difficulties and specific learning difficulties, on matters relating to:
- Accommodation
- Applications for disability funding
- Screening and assessment for dyslexia and other specific learning difficulties
- Study skills tuition
- Access to support workers
- Access to and training on assistive technology

To contact the Disability and Dyslexia Service email disability@cardiff.ac.uk

EXTRA SUPPORT FOR YOU

WHERE CAN I GO IF I JUST WANT TO CHAT?

If you ever feel alone and would like to speak to someone or would simply like information on anything from cinema times to exam dates you can ring Nightline between 20.00 and 06.00 7 days a week during term time. This service is run entirely by trained student volunteers.
Telephone +44 (0) 29 2087 0555
www.cardiffstudents.com/activities/student-life/nightline

ADVICE AND REPRESENTATION CENTRE (ARC) IN THE STUDENTS’ UNION

The Centre provides information, independent advice and representation for all Cardiff University students. They can help you with academic, consumer, financial and housing issues as well as general advice about student life.
To contact ARC email advice@cardiff.ac.uk

THE INTERNATIONAL OFFICER IN THE STUDENTS’ UNION

The International Officer is an officer elected by and for the students at Cardiff University. They help campaign on behalf of students from outside the UK on issues such as equality and employment rights. They work closely with staff in the ARC and the Vice President Societies and Campaigns Officer to make you feel welcome, safe and happy during your time in Cardiff University. Email: internationalofficer@cardiff.ac.uk
LIVING IN CARDIFF

Cardiff is an excellent city in which to live and study. As the capital of Wales, it has a large choice of social and leisure activities available and caters for all tastes. It is developing constantly and the number of facilities and amenities increases all the time. Known as one of the greenest cities in the UK, the city has more than 330 parks, gardens and peaceful spots. It is renowned for being vibrant and friendly and easy to get around.

From Cardiff it is easy to explore the beautiful countryside of South Wales and Southern England. London is only two hours away by train.

HOW WILL I FEEL WHEN I FIRST ARRIVE?

When moving to a new city it can be difficult to adjust to the new way of life and adapt to a new culture. You are likely to experience a whole range of emotions. Some of these feelings will be surprising, confusing, frustrating and can make you feel anxious. This is known as "culture shock" and almost everyone who studies, lives and works abroad will experience this to some degree. Differences in climate, food, dress, behaviour and language can all contribute to feelings of loneliness, disorientation, irritability, increased vulnerability and reduced confidence.

Culture shock can affect anyone and is a very normal reaction for incoming students as they adjust to a new environment. The best way to deal with culture shock is to try and understand the different situation you are in and how it makes you feel. In this way, you can work out how best to respond to the difference and so reduce your anxiety. Focusing on things you like in the new culture rather than the things you do not like will help keep your spirits high and enable you to be more tolerant of your environment.

These feelings will pass and you will settle into student life. However, if you do feel that you are unable to cope, ask for help from the Counselling Service and Student Union’s Advice and Representation Centre (see page 38). They will understand the problems you may be having and will listen sympathetically.

WILL I BE ABLE TO DRIVE IN THE UK?

If you hold a valid driving licence or international driving permit from your home country you can drive a car for up to 12 months in the UK. After 12 months you must obtain a UK driving licence and pass a driving test to be able to continue to drive legally. Before you drive in the UK the car or motorcycle must be registered, taxed, insured and MOT’d. An ‘M.O.T.’ is a test which must be carried out by a certified garage; they test that your car is safe to drive. If your car fails its MOT test then you need to pay for work to be done on your car so that it will pass the test. You must have insurance and tax on the vehicle, as driving in the UK without these is illegal. For more detailed information about driving in the UK see http://www.ukvisas.gov.uk/information- advice/studying-living-in-the-uk/driving.

FOOD SHOPPING

Cardiff has a large covered market in the central shopping area. 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 crockery and cooking utensils there.

For more information about Schengen visas see: www.cardiff.ac.uk/new-students/before-you-arrive/international-students/visas-and-immigration

SHOPPING

Cardiff has one of the best UK shopping experiences outside of London. The city centre offers a huge variety of shopping with a range of indoor, outdoor, old, modern, high street and designer shopping. Shops are usually open 09.00 - 17.30 Monday to Saturday, although many supermarkets are open from 08.00 - 22.00 and larger supermarkets may be open 24 hours. Most supermarkets are open also on Sundays from 10.00 - 16.00. Many large stores as well as small newsagents and grocery shops are also open for a shorter time on Sundays.

Planners to travel to Europe during the University vacations?

If you want to travel to certain countries in the European Economic Area you may need to apply for a Schengen visa. These visas are valid for three months and the International Student Support Team can help you apply. (see page 38) Please make sure that you start planning for this visa at least two months before your holidays, as the application process can take a long time.

HOW DO I GET AROUND CARDIFF?

Cardiff is a small city so you will find that you will be able to walk or cycle to most 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. Details of timetables and fares can be obtained from the Cardiff Bus website www.cardiffbus.com.

Taxis can be a good way to get around if you have lots to carry. They are quite expensive but less if you share a taxi with your friends and split the cost. Taxi companies in Cardiff include:

- Capital Taxis - 029 20 777 777
- Dragon Taxis - 029 20 333 333
- Premier Taxis - 029 20 555 555

ADVICE ABOUT TAXIS

1. 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.

2. Always find out the price of the journey before you get in the taxi.

3. Always pay for the journey when you have reached your destination, never at the start of the journey.

4. Always sit in the back of the taxi behind the driver.

FOOD SHOPPING

The majority of people who move to Cardiff will need to set up a household. This will include setting up a kitchen and establishing a food shop. It is possible to buy everything you need on the day you move in, but the city has a large choice of social and leisure activities available.

FOOD SHOPPING

When moving to a new city it can be difficult to adjust to the new way of life and adapt to a new culture. You are likely to experience a whole range of emotions. Some of these feelings will be surprising, confusing, frustrating and can make you feel anxious. This is known as "culture shock" and almost everyone who studies, lives and works abroad will experience this to some degree. Differences in climate, food, dress, behaviour and language can all contribute to feelings of loneliness, disorientation, irritability, increased vulnerability and reduced confidence.

LIVING IN CARDIFF
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 the Islamic, Jewish and Christian societies. Details of these can be found at www.cardiffstudents.com.

University 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 and is home to Anglican, Methodist, Catholic and Eastern Catholic chaplains. The Muslim Chaplains are based at Darul Isra Muslim Education and Welfare Centre very close to the University. All Chaplains understand and are committed to providing a place of friendship, hospitality, reflection, support for all students from all faiths or none. For further information about the Chaplaincy and all faiths including details of places of worship in and around Cardiff, see the following:

- [www.cardiff.ac.uk/study/student-life/student-support/practising-your-religion/chaplaincy](http://www.cardiff.ac.uk/study/student-life/student-support/practising-your-religion/chaplaincy)

RELIGIOUS FACILITIES OUTSIDE THE UNIVERSITY

**Buddhism**

The Cardiff Buddhist Centre

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

Aro Ling Cardiff - Buddhist Centre

[http://aroling.org/cardiff](http://aroling.org/cardiff)

**Christianity**

St. Andrew & St. Teilo Cathays (Anglican)

[www.saas.org.uk](http://www.saas.org.uk)

Woodville Baptist Church

[www.woodvillebap.org.uk](http://www.woodvillebap.org.uk)

St. Peters (Catholic)

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

Cathays Methodist Church

[www.cathaysmethodist.org.uk](http://www.cathaysmethodist.org.uk)

Hinduism

Shree Ketlic Leva Patel Samaj

[www.facebook.com/sklp.cardiff](http://www.facebook.com/sklp.cardiff)

Swaminarayan Temple

[www.swaminarayanswales.org.uk](http://www.swaminarayanswales.org.uk)

Islam

Darul Isra (Muslim Community Centre)

[http://darulisra.org.uk](http://darulisra.org.uk)

Judaism

Cardiff Reform Synagogue

[www.cardifffreemornsyn.org.uk](http://www.cardifffreemornsyn.org.uk)

Cardiff United Synagogue

[www.cardiffjui.org](http://www.cardiffjui.org)

Sikhism

Sri Dasmais Singh Sahib Gurdwara Bhuta Sikh Centre

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

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 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.

SOCIAL LIFE

**THE STUDENTS’ UNION**

When you enrol at Cardiff University you also become a member of Cardiff Students’ Union. The Union is run by, and for students, and is dedicated to the social and welfare needs of all students on campus. Being a member means that you are entitled to a wealth of benefits, entertainment, support, services and activities. The Athletic Union is one of the biggest in the UK, and there are a huge number of sports clubs to get involved in. You can also get involved in Cardiff’s four award-winning student media platforms: the student newspaper, gair rhudd (meaning “free word” in Welsh), Xpress radio, Quench magazine and Cardiff Union TV. For more information see: [www.cardiffstudents.com/activities/studentmedia](http://www.cardiffstudents.com/activities/studentmedia).

The Lounge in the Students’ Union is a fantastic place to meet friends and relax and is very popular with incoming students. It is an ultra-modern space with meeting rooms, a large TV screen and booths with Skype capabilities. The Union also has a range of cafés where you can have a good meal. It is a great place for entertainment in the evening, with low prices and its own night-club, making it a popular choice for many students. There is also a range of shops selling everything from computers to course books, food, houses and essay printing.

**STUDENT SOCIETIES**

Within the Union, there are over 170 student-led societies. These range from cultural and international groups to political, ideological and performance groups. They provide the opportunity to try something new, almost every week. They offer a huge range of activities, from going on trips and holidays, making music, volunteering your time and energy for a worthy charity, to celebrating a national day or religious event and more. Becoming involved in a society is an excellent way to make friends, discover new interests and add to your CV.

During the first week of term there will be a Societies Fair in the Students’ Union, which is an ideal opportunity to find out more about the societies and join those which interest you. But if you miss this don’t worry, you can join a society at any time throughout the year online: [www.cardiffstudents.com/societies](http://www.cardiffstudents.com/societies).

**INTERNATIONAL SOCIETIES**

There are many International Societies which reflect the multicultural environment of Cardiff University such as the International Students’ Association. These societies are ideal for combating culture shock, as wherever in the world you have travelled from, you are sure to find other students who share a common bond. Similarly, there are lots of religious societies that provide new students with the chance to worship and express their religious beliefs. If there is a particular culture or country you feel should be represented, you can always start one yourself by getting in touch with the Vice President for Societies & Campaigns at VP(societies@cardiff.ac.uk).

**DEPARTMENTAL SOCIETIES**

Most courses at University have a corresponding society. Whether you study Business or Medicine, Engineering or Law, you will find a society in which you can meet fellow course-mates. Joining a course society gives you the opportunity to make new friends who are interested in the same area of study as you, and also the opportunity to share ideas and provide helpful advice. Whatever course you study, you can join any course society, so if you have an interest outside your degree, joining one can allow you to explore new subjects.

**SUPERMARKETS**

You will find that 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 on Mandy Road, but the largest supermarkets are located some distance from the city centre, including Tesco, which is next to the Tallboynt Residence. 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 ring you when they arrive at your residence reception.

**INTERNATIONAL FOOD STORES**

There is a wide range of specialist international food stores in the city where you will be able to find most of the foods you are used to eating at home. These include shops that sell Halal, Chinese, Indian and African foods and many other food products from around the world. More information about the different international food stores will be available in your welcome packs when you arrive in Cardiff. It is also a good idea to join an international society and learn where other students shop.

**RESEARCH AND INNOVATION**

Business School - Research

[www.cardiffuni.ac.uk/research](http://www.cardiffuni.ac.uk/research)

[www.cardiff.ac.uk/erasmus](http://www.cardiff.ac.uk/erasmus)

**THE STUDENTS’ UNION**

When you enrol at Cardiff University you also become a member of Cardiff Students’ Union. The Union is run by, and for students, and is dedicated to the social and welfare needs of all students on campus. Being a member means that you are entitled to a wealth of benefits, entertainment, support, services and activities. The Athletic Union is one of the biggest in the UK, and there are a huge number of sports clubs to get involved in. You can also get involved in Cardiff’s four award-winning student media platforms: the student newspaper, gair rhudd (meaning “free word” in Welsh), Xpress radio, Quench magazine and Cardiff Union TV. For more information see: [www.cardiffstudents.com/activities/studentmedia](http://www.cardiffstudents.com/activities/studentmedia).

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LIVING IN CARDIFF // ERASMUS + STUDENTS www.cardiff.ac.uk/erasmus

SPORTS AND SPORTS CLUBS

Getting involved with a sports club is a great way to make friends while at University. All levels of sport are catered for and you will be made to feel welcome at any of the sports clubs, whatever your standard.

The Athletic Union currently supports around 60 sports clubs ranging from recreational to competitive sports and competes against other British Universities in BUCS (British Universities and College Sport) competitions. All sports teams are run by students for students, and details of all sports clubs and how to join can be found online: https://www.cardiffstudents.com/activity/teams

The Intra Mural Games (IMG) is the name of the University’s recreational sports league. The IMG gives you the chance to play sports on a more informal basis with groups of friends or other students from your School. If you love playing sport but don’t have time to commit to busy training schedules or just want to keep active with a weekly kick around then the IMG is for you.

SPRINTING SPORT PROGRAMME

The University has a range of gyms, fitness classes and sports facilities if you are looking to keep fit and healthy or play casually with friends without joining a sports club. At Talbot Residences site there are a wide range of facilities including: artificial pitches, tennis courts, indoor cricket wickets, a gym and 2 large sports halls for any team sport.

There are 2 gyms on the Cathays campus, the Strength and Conditioning Centre and the Fitness and Squash Centre both have outstanding gym facilities. Here you can also take part in different fitness classes, or enjoy beauty treatments, have sports massage or physiotherapy in the wellbeing clinic.

Away from the city centre the University also has a 33 acre site of high quality football, rugby, lacrosse, American football and cricket pitches. These playing fields were used as one of the official football training venue during the London 2012 Olympic Games. For more information on all the sports facilities see: www.cardiff.ac.uk/sport

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 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 £8.95 per hour or the national living wage of £7.85 if you work within the University) regardless of age. Once you arrive in Cardiff, 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?

In the UK, levels of pay vary for different types of work. Generally students obtain part-time casual work paid at the minimum wage. Typically this includes working in a shop, as a campus tour guide, in a restaurant or bar or as a cleaner. There are three levels of minimum wage, depending on your age. For more details go to: https://www.gov.uk/national-minimum-wage

STUDENT ENTERPRISE

Cardiff University also offers Student Enterprise, designed to provide developmental training and competitions if you are interested in becoming an entrepreneur and starting your own business. For more information see: https://www.cardiffstudents.com/jobs-skills/enterprise
DO I NEED MEDICAL INSURANCE?

If you are coming to the UK for more than 6 months then you are entitled to free medical care in the UK. If you are coming for less than 6 months you are not entitled to free NHS treatment. You should make sure you have adequate medical insurance to cover medical costs if you fall ill and also to cover additional possible costs resulting from illness. These can be substantial and include:

- The cost of returning home if a relative is ill
- Cost of a relative visiting you in the UK if you fall ill
- Cost of returning to your home country for treatment
- Or in the worst possible situation, returning a body home for burial

Even if you are entitled to free NHS treatment while in the UK, you should consider taking out insurance which covers the above additional costs because you are not entitled to free health care for illnesses that existed before you arrived in the UK or anything that happened on the way to the UK. Even if you are covered by the NHS for medical treatment, you may find that there are long waiting times of several months for services. An insurance policy which gives you access to private medical care could give you much quicker access to the treatment you need, if you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK, as well as looking at options available from UK insurers. Endsleigh Insurance provide private insurance products.

For more insurance information see page 18 of this guide or: https://travel1.endsleigh.co.uk/InternationalStudent.aspx?CompanyID=tnstBA&ReferalID=40401

HEALTH CARE IN THE UK

When you arrive in Cardiff there will be lots of changes to cope with including adjusting to the unfamiliar UK food, different climate and the emotional strains of being away from home. You may find that you pay less attention than usual to your health. So here is some useful advice on how to find medical treatment in the UK and information on what health care is free.

AM I ENTITLED TO FREE MEDICAL TREATMENT IN THE UK?

If your course is 6 months’ duration or more you will qualify for National Health Service (NHS) treatment. You must also register with a doctor (see above). This is the UK’s state health service which provides treatment on a wide range of health care services. If you are entitled to NHS treatment the following services will be free of charge:

- Medicine you require on prescription - this is free in Wales (but not throughout the UK)
- Consulting a doctor/General Practitioner (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 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 COMING TO CARDIFF 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 the 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 a bad infection or disease. So you must take out private health care insurance for your time in the UK. For more information on medical insurance see page 46.

WHERE CAN I FIND A DOCTOR?

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 are treated, so you must do this within the first week of your arrival in the UK. You do not pay to register with or to consult with a doctor. Women can see a female doctor. GP appointments are short - only five minutes or ten 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 accommodation, registration with a doctor can be arranged through your hall of residence. Ask the residence manager for details. Or you can find out more about registering with a GP by visiting the Health Centre (47 Park Place) or by going to the Doctor’s surgery. Names and addresses of doctors can be obtained by emailing: health@cardiff.ac.uk

WHERE CAN I FIND A DENTIST?

Although dental treatment is available on the NHS, it is not always free. You may receive a dental health check-up without being charged but additional dental treatment will be payable depending on individual circumstances. You can choose which NHS dentist you want to be registered with (it does not need to be the dental practice closest to your residence), but you need to be registered with a dentist before you receive treatment from them. To find a list of NHS registered dentists (these are considerably cheaper than private dentists) see

WHERE CAN I GET FURTHER HEALTH ADVICE?

If you or your family are feeling ill, NHS Choices can be a helpful source of advice and information. The NHS 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. Tel: 111 www.nhs.uk

YOUR PERSONAL SAFETY

Cardiff is a safe city, but like all cities you have to be sensible. The vast majority of incoming students enjoy a positive and rewarding experience during their stay in Cardiff.

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 security concerns, request some security advice, or wish to report a crime, telephone the Security Control Centre:

Tel: 029 2087 4444
Email: securityservices@cardiff.ac.uk
UK Emergency telephone number (police, fire, ambulance): 999
Police non-emergency number: 101
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USEFUL CONTACTS

GLOBAL OPPORTUNITIES

The Erasmus + Office
Telephone: +44 (0) 29 2087 6587 Fax +44 (0) 29 2087 6141
Email enrolment@cardiff.ac.uk

INTERNATIONAL STUDENT SUPPORT

Telephone: +44 (0) 29 2087 6587
Email isu@cardiff.ac.uk
www.cardiff.ac.uk/study/student-life/student-support/international-student-support

ENROLMENT TEAM

Telephone: +44 (0) 29 2087 6211
Email enrolment@cardiff.ac.uk
www.cardiff.ac.uk/hsg/enrolment/essential

SUPPORT CENTRE

Telephone: +44 (0) 29 2087 4844
Email studentsupportcentre@cardiff.ac.uk
www.cardiff.ac.uk/student-support

FINANCE OFFICE

Telephone: +44 (0) 29 2087 9262 / 6918 / 4962
Email fees@cardiff.ac.uk

INFORMATION SERVICES (IT)

Telephone: +44 (0) 29 2087 4487
Email IT-servicedesk@cardiff.ac.uk
http://www.cardiff.ac.uk/study/it/student-life/learning-support/computing-services

SECURITY CENTRE

Telephone: +44 (0) 29 2087 4444
Email securityservices@cardiff.ac.uk
www.cardiff.ac.uk/secby

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USEFUL CONTACTS

GLOBAL OPPORTUNITIES

The Erasmus + Office
Telephone: +44 (0) 29 2087 6042 Fax +44 (0) 29 2087 6522
Email erasmus@cardiff.ac.uk

RESIDENCES OFFICE

Telephone: +44 (0) 29 2087 4849
Email residences@cardiff.ac.uk
www.cardiff.ac.uk/residences

ENGLISH LANGUAGE SUPPORT

Telephone: +44 (0) 29 2087 6587 Fax +44 (0) 29 2087 6141
Email English@cardiff.ac.uk
www.cardiff.ac.uk/lt/student
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 June 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 Erasmus+ Office if you have any questions related to this publication. This publication was edited by Mrs Paola Moruzzi, Global Opportunities.