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This handbook is produced by the International Student Advisory Service (ISAS) at Swansea University.

ISAS provides information and advice to all international students and their families. We are here to assist you with any non-academic problems or concerns you may have.

In order to make your journey and the early part of your time in the UK as trouble-free as possible, you need to be very well prepared.

Read this book carefully, start your preparations early and contact us as soon

as possible if you have any queries.

Email: isas@swansea.ac.uk

Tel: +44 (0)1792 602000

Fax: +44 (0)1792 602136

Web: www.swansea.ac.uk/isas

This handbook is divided into sections arranged in the order in which you have to prepare things. Where different information applies to students from the EU (European Union)/EEA (European Economic Area) and students from outside Europe, different sections are clearly marked.

10 GOOD REASONS TO CHOOSE SWANSEA UNIVERSITY...

1 Research-led University working closely with industry since its foundation in 1920

Five-star teaching quality recognised by the QS World Rankings 2013

2

3 Stunning campus location set in parkland on the seafront, close to some of the world's best beaches

A truly international University with study and work abroad opportunities for students, including summer programmes all over the world

4

5 Tranquil location, perfect for a balanced student life close to the city centre and other major UK cities - London is three hours by train; Manchester just four hours

Excellent choice for sports enthusiasts and football fans. The University is just a bus ride away from the Liberty Stadium, home of Premiership football team Swansea City FC

6

8 British Council accredited English Language Training Service, with free English language classes for all enrolled students

Safe, friendly city with a welcoming community - a home away from home

9

7 Excellent faith provision, including award-winning Islamic provision with a Mosque on campus

10 Value for money on accommodation and living costs compared to most other UK locations





EEA and Swiss students

- Make sure you will have enough money to cover tuition fees (if payable) and all living expenses for the duration of your studies
- Arrange for transfer of money
- Check your passport or identity card is valid for at least one year after you enter the UK
- Return all forms required by the University, especially accommodation forms
- If you are bringing family with you, ask the International Student Advisory Service for advice on your children's childcare/schooling
- Make sure you know when and where you are supposed to arrive
- Arrange temporary accommodation if you will be arriving early (see www.swansea.ac.uk/accommodation for a list of guesthouses)
- Arrange tickets and travel insurance
- Order British currency and traveller's cheques (keep a record of serial numbers) to cover expenses until you have access to money in the UK
- Check airline baggage allowance
- Make sure you have originals or certified copies of any academic certificates if required
- If you are on medication, obtain a supply and get a letter of explanation from your doctor
- Get about 10 passport-size photographs on a clear background
- Make photocopies of your passport and have them certified
- Plan your journey from your point of entry into the UK to Swansea
- For airport meeting information and advice please see www.swansea.ac.uk/international/students/enrolment/arrival

- Make sure you have emergency phone numbers in case of problems. The University phone number is **+44 (0)1792 205678**
- Label your luggage with your name and address in Swansea.



Non-EEA Students

All the above plus the following:

- Make sure you have a letter of unconditional acceptance. You will also need a copy of your University Confirmation of Acceptance of Studies (CAS) statement plus your original educational certificates, results or transcripts listed on the CAS
- Make sure you have evidence of sufficient funding to cover tuition fees and all living expenses for the duration of your course
- Get a visa (entry clearance) from your local British Embassy, Consulate, High Commission or Visa Application Centre
- Make photocopies of your passport and UK visa and have them certified
- Check whether you are eligible for National Health Service treatment in the UK and if not, arrange health insurance
- Check whether you need a medical certificate or recent x-ray. See www.ukba.homeoffice.gov.uk/visas-immigration/general-info/applying for advice on whether you need an x-ray for tuberculosis
- Make sure all documentation is in your hand luggage for immigration purposes.



All Swansea's first-year undergraduates and international first-year postgraduates can be given places in University accommodation, if they apply early enough and are staying for a full academic year from September. You are guaranteed a room in University accommodation if you accept our offer of a place on a programme and apply for accommodation by 30th June.

You will need to apply as early as possible and the deadline for guaranteed accommodation is at the end of June. Students applying after this date may be offered places in accommodation if they are available. Further information is available on the Residential Services' website: www.swansea.ac.uk/accommodation

When you receive an offer of a place on a course, Residential Services will email you details of how to submit an online application for accommodation, along with a Student Accommodation Guide, *Accommodating Success*. You should also receive a brochure specifically for international students entitled *Accommodation Explained*, containing a full description of the range of accommodation available. Demand for University accommodation is always high, so complete your application as

soon as possible. Make sure that you state clearly if you want to be housed in single-sex accommodation. Remember that your accommodation will only be processed after the offer of a place at Swansea University is confirmed.

University accommodation

University accommodation is conveniently located on campus or within walking distance or a short bus ride from campus. Most bedrooms are single occupancy with free wireless internet access and a telephone. You provide your own bed linen, towels, crockery, cutlery and cooking utensils.

There are four main accommodation sites:

Campus Residences

The advantage of living on campus is that you are close to both the academic and social life of the University.

Approximately 1,200 students live on campus in a range of self-catered and part-catered accommodation with a choice of standard or en suite study rooms. Kitchen facilities are shared and in standard rooms, bathroom facilities are also shared with other students.



Hendrefoelan Student Village

The Student Village is approximately 2 miles (3.2km) from campus and is linked by a regular bus service. The Village has a lively social scene and is very popular with undergraduate students. It provides self-catering accommodation for approximately 1,600 students in flats and houses for between four and ten students. Kitchen and bathroom facilities are shared. There is a shop, bar and laundrette on site and local shops and restaurants nearby.

Beck House

Beck House, a small residence with approximately 150 rooms, is located about one mile from the Campus, within walking distance. It provides quiet accommodation for postgraduate students and students with families. There is a range of en suite and standard rooms in self-catering accommodation. The site has laundrette facilities, bookable guest accommodation and a common room.

Student Accommodation Services (SAS)

Run jointly by Residential Services and the Students' Union, SAS Lettings have a range of private sector accommodation available.

Some properties are leased from the landlord and managed by SAS. As these houses are very popular with returning students only a small number of places are available for new students. Living arrangements consist of groups of three to eight students sharing a kitchen and bathroom facilities.

There are also four flats for couples without children. All these properties are in surrounding student areas close to the main University campus with easy access to the city centre.

Local rented housing

There is a large supply of local, rented housing in residential areas close to the University. The brochure, *Private housing for international students in Swansea*, provides all the information you need download the brochure at: www.swansea.ac.uk/media/HOUSING%20INTERNATIONAL%20STUDENTS%20SAS%20RS%20version.pdf

For further information on Student Accommodation Services, visit the SAS website: www.swansea.ac.uk/accommodation/saslettings

For further information and full details on all your accommodation options please visit: www.swansea.ac.uk/accommodation

You can email Residential Services on accommodation@swansea.ac.uk

You can download the accommodation brochure for international students here www.swansea.ac.uk/media/INTERNATIONAL%20BOOKLET%202013.pdf



Medical Treatment

Students staying in the UK for more than six months

If your course is longer than six months, you can have free medical care while you are in the UK. You should register with a doctor or a General Practitioner (GP) soon after you arrive. You can register with a GP at the University Health Centre or with one closer to your accommodation. You will then receive a medical card by post with your National Health Service number. Almost all surgeries have both male and female GPs and you can ask to see one or the other for routine problems if you have a preference, although you may not have a choice in an emergency. You usually have to make an appointment when you want to see a GP and you can do this by telephoning or visiting the surgery.

University Health Centre

Penmaen Residence
Swansea University
Singleton Park
Swansea
SA2 8PG

Tel: **+44 (0)1792 295321**
(0800 - 1830 Monday - Friday)
Fax: **+44 (0)1792 295854**

Website:

www.universityhealthcentre.co.uk

Telephone advice can also be obtained 24 hours a day by calling the National Health Service or NHS Direct. You can find further information on the NHS website.

NHS Direct

Tel: **0845 4647**

Website: www.nhsdirect.nhs.uk

Emergency treatment

If you need to get medical advice outside your GPs surgery hours, during a weekend or on a public holiday, contact Swansea Out of Hours Centre

Tel: 0330 123 9180

If you have an accident, and are unable to get to a hospital, you will need to phone emergency services.

Tel: 333 (if calling from within the University)

Tel: 999 (if calling externally)

Calling the emergency services is free. An operator will ask you which emergency service you need (Fire, Police, Ambulance or Coastguard). Tell them what has happened and where you are. If you are able to travel, go to the Accident and Emergency department in Morriston Hospital.

Free prescriptions

Both treatment and prescriptions for medicines are free in Wales. This is different from England, where there is a charge for prescriptions.

Contraception

British attitudes to sex may be different from those in your own country. If required, contraceptive advice is available from your doctor or the local Family Planning Clinic. If you are having a sexual relationship and you want to be sure of avoiding pregnancy, arrange a regular, effective method of contraception. Post coital contraception (often known as "the morning after pill") is free and available from your GP, Practice Nurse, some local pharmacies or the Accident and Emergency department of your local hospital. It is effective within 72 hours of unprotected sex. Do make sure you get advice at the appropriate time. Abortion is not regarded as a means of birth control in the UK. Although it is free, British law requires two separate doctors to see a woman who wishes to have an abortion and certify that it is necessary and only then will she be given a hospital appointment. This takes a minimum of two weeks and often longer.

Alternative Medicine

Swansea has a wide range of alternative practitioners providing treatments such as acupuncture, aromatherapy, Chinese herbal medicine, homeopathy, osteopathy etc.

Contact the International Student Advisory Service if you would like further information.

Email: isas@swansea.ac.uk

Vaccinations

Bring any record of previous vaccinations or details of any vital pre-existing conditions (translated into English) if possible in case you need to show this to the doctor while in the UK.

Measles, Mumps and Rubella (MMR)

All students are advised to get two MMR jabs before coming to Swansea.

Meningitis

All students, especially those under 25, are advised to be immunised against Meningitis C before coming to University. The C strain is the most common in educational institutions and immunisation has greatly reduced the number of students who become ill. If you cannot be immunised before coming to Swansea, you can be immunised free of charge when you register with a GP, although the vaccine takes ten days to become effective.

Tuberculosis

New entrants to the UK should bring a report of a recent chest x-ray to show to an immigration officer on their arrival. There is a TB screening programme for some people applying to enter the UK for more than six months. Ensure you have plenty of time to organise this, before you apply for your visa. See www.ukba.homeoffice.gov.uk/visas-immigration/general-info/applying to see if you need to do this in your home country.



Non-EEA students staying in Britain for six months or less

Under reciprocal health care agreements with the UK, nationals of Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyzstan, Moldova, New Zealand, Russia, Tajikistan, Turkmenistan, Ukraine and Uzbekistan are entitled to receive NHS treatment.

Residents of Anguilla, Australia, Barbados, Belarus, Bosnia and Herzegovina, British Virgin Islands, Channel Islands, Falkland Islands, Gibraltar, Isle of Man, Macedonia, Montenegro, Montserrat, Serbia, St Helena, Turks and Caicos Islands are entitled to NHS treatment, provided the need for treatment is considered immediately necessary and arose after your arrival in the UK.

Reciprocal healthcare agreements generally cover hospital treatment if the need arises during your stay, but do not always cover treatment of a pre-existing condition. You should check what treatment is covered with the health authorities in your own country before coming to the UK. You may still need to take out private health insurance.

Students from any other countries who will be staying for six months or less are advised to take out private health insurance although very serious emergencies will usually be treated free of charge on the NHS.



EEA and Swiss students

EEA students and their families should obtain a European Health Insurance Card (EHIC) in their country of residence.

This card entitles the holder to full NHS treatment on the same basis as students who are studying for more than six months.

Dental treatment

Students staying in the UK for more than six months

You should register with a dentist, or otherwise you may have to wait some time for an appointment when you need treatment. If you are registered with a dentist, you can have a course of treatment.

While some dentists offer treatment under the National Health Service (NHS), many do not. Ask the dentist whether NHS patients are accepted. There is a Dental Unit on the University Campus that accepts NHS patients. You must register during the first week of term in order to have NHS treatment. NHS treatment is not free. You still have to pay part of the total cost. Always ask the dentist for details of the charges before agreeing to have treatment.

Remember that not all dentists accept NHS patients, and even if they do, there might not be an appointment free when you want one. If there is no NHS appointment available and you need treatment immediately, it is likely that you will have to pay the full cost. You should consider taking out private health insurance.

Kee Dental Care

Horton Residence
Swansea University
Singleton Park
Swansea
SA2 8PP

Tel: **+44 (0)1792 602222**

Tel: **0845 4647** (Emergency Dental Advice Service, out of hours)

Email: **info@keedentalcare.co.uk**

Students staying in the UK for less than six months



EEA or Swiss students

If you are from an EEA country or Switzerland, or from a country that has a reciprocal arrangement with the UK, you can have emergency dental treatment only under the NHS. You cannot have a course of treatment under this arrangement.



Non-EEA students

Important: Students staying in the UK for up to six months cannot register with a NHS dentist.

Eye Tests

You have to pay for eye tests unless you are under 19 and in full-time study. The costs vary, so check with various opticians. You may get help with the cost on the basis of low income. You will need to complete the HC1 form (please refer to the "Dental treatment" section above).

For further information about what health service you are entitled to while in the UK, see www.ukcisa.org.uk

Supporting students with specific needs

If you have a disability, medical condition, or other specific need, we would still welcome your application to study at Swansea. Specific needs may include: Dyslexia, Dyspraxia, Aspergers, mobility difficulties, Chronic Fatigue Syndrome and brain injuries.

You should:

- Contact the staff at the Disability Office as far in advance as possible to let us know what you are thinking of studying and what your particular needs might be
- Declare your disability, condition, or specific needs as early as possible on your application form, or separately in an email to the Disability Office at disability@swansea.ac.uk
- Know that your information will be treated with respect.

If you are not sure whether you need to disclose your condition or have any questions, don't hesitate to ask by emailing the Disability Office. If you do not declare your needs in advance, the University may not be able to provide you with the necessary support when you arrive.

If you contact us beforehand, we can explain how the University can support you and you will be able to judge for yourself whether Swansea is the right place for you.

Wellbeing Services Information

Why you might contact Wellbeing Services

- If you are upset or confused or struggling with a problem and you may be far from your usual sources of emotional and wellbeing support
- You may have specific issues concerning you, for example, 'culture shock' & transitional issues, problems with studying, relationships, drugs, alcohol, sexuality, grief and loss, illness, a traumatic experience, self-esteem, self-harm, body image, adjusting to student life, and so on
- Support with mental health issues - including liaison with departments and mental health mentoring. We are pleased to welcome International students who have experienced issues

with their mental health previously or during their time at Swansea. It is very important that you get in touch with us if you have a diagnosis of a mental health condition. You can email us at student.mental.health@swansea.ac.uk for an appointment. We strongly advise you to get in touch with us before you arrive or soon afterwards. Students with mental health conditions that do so tend to find the right support both within the University and are assisted to get the right support from the NHS, if eligible (see NHS Health info).

It might feel difficult to contact Wellbeing Services for the first time because you may feel embarrassed or ashamed or be afraid that people may judge you or think that you're 'crazy' or 'weak'. However, at the Wellbeing Service we understand that you may feel anxious but we are not here to judge you. What you say will be treated with respect and held in confidence (within appropriate limits) by experienced professionals.

How to contact us: During term time we run initial drop-in sessions at Wellbeing Services, in the ground floor of Horton House (building 23 on the campus map). Sessions are held four days per week.

Please call us for times:
+44 (0)1792 295592 or email
wellbeing@swansea.ac.uk

We also provide:

- Counselling for individuals and couples
- Workshops (e.g. presentation anxiety, finding your way at University, relaxation techniques, communication skills) For more information, see www.swansea.ac.uk/wellbeing



You are strongly advised not to attempt a course of study without guaranteed financial support from home or elsewhere. In order to obtain your student visa, you will have to prove to the UK visa authorities that you have arranged your finances before leaving your country. Make sure you have a clear idea of how much money you will need to cover all your expenses for the full period of your studies. Managing your finances is one of the most important and challenging aspects of making your time in the UK enjoyable and problem-free. Dealing with a new currency and the cost of living is just the beginning. Before you leave home, pay attention to the exchange rate between your country's currency and the British pound. Learn to think in pounds.

There is no limit on the amount of cash you can bring into the UK but you must declare an amount over 10,000 Euros (about £8500 at June 2013 rates). There may also be restrictions on the amount you can bring out of your country. Make sure you find out about any exchange controls and make the necessary arrangements before travelling to the UK.

You will need to find out:

- How to obtain permission to transfer money and what documents are required
- Whether there is a limit to the amount that can be transferred
- What the current foreign exchange regulations are.

Transferring money should be arranged well in advance of your departure as transfers are sometimes subject to delay. They can also be expensive. Your bank will be able to advise you on different ways to do this. The University Finance Office recommends bringing a banker's draft in pounds sterling made payable to Swansea University to cover your tuition fees and a separate draft in your name

for living expenses. You can open a UK bank account as soon as you arrive. A banker's draft is treated in a similar manner to a certified cheque and usually clears quickly, giving you access to your money in a few days to a week. Make sure that the draft is made out to you in sterling and drawn on a British bank so that you will not be charged commission and it will clear more quickly than if it is in your own currency. (See section on Opening a bank account on page 29.)

Tuition Fees

The fees you pay cover tuition as well as the cost of matriculation, registration, examinations, use of the library and Students' Union membership. Some Science and Engineering research students may have to pay an additional bench fee for the use of specialist equipment and materials. You will be informed by your School about any additional charges.

The full tuition fee for the year (including any bench fees) is due on or before enrolment although arrangements can be made to pay in two instalments. You will normally be expected to pay a deposit (£2000 at June 2013) in order to obtain a CAS to support your application for a student visa. This deposit will count as part of your tuition fee payment, and is not refundable unless your visa has been refused. The first instalment must be a minimum of 50% of your annual tuition fee minus any deposit you have already paid. Self-financing students who have a total personal fee liability in excess of £8000 can claim a discount of 2% if they pay in full at or before enrolment.

For more details on paying your fees, please refer to the Tuition Fee Guide: www.swansea.ac.uk/international/students/enrolment/paying-fees

Students who are unable to pay 50% of their fees at the start of the academic year will not be allowed to enrol. Students who are not enrolled are expected to leave the UK if not studying.

Self-financing English language students must pay the full fee at enrolment.

Before you enrol at the University, you will be required to either pay your fees in full or to complete an agreement to make the payments in two instalments. If you do decide to pay your fees in advance, you will receive a letter of admission and a receipt for the amount you have paid. Your CAS will also show how much you have paid. These are very important documents as they help to prove that you are a full-time student, will be important evidence to support your visa application and will help you to pass through immigration control when you arrive in the UK.

If a sponsor, such as your government or the British Council, is paying your fees, it is unlikely that you will have to worry about obtaining permission to transfer money to the UK. You will need, however, to provide proof of sponsorship for the immigration authorities and for your enrolment at the University. This should be in the form of an official letter stating the name of your sponsor as well as the level and the period of your sponsorship.

If, later in the academic year, you find yourself waiting for money from abroad, either for your personal maintenance or the payment of fees, let the University know. We have students from all over the world and we do understand that there can be difficulties from time to time in transferring funds and completing foreign currency exchanges.

Do not ignore difficulties thinking they will go away.

Financial help for EEA and Swiss students

If you are a national or a family member of a national of one of the member states of the European Economic Area or Switzerland, you are likely to be eligible to receive some Student Support from the Welsh Assembly Government. The type and amount of funding you can receive will depend on your personal circumstances. For further information, see: www.ukcisa.org.uk

Accommodation costs


You will need to pay for your accommodation each term if you are in University-owned accommodation. You also have to pay a deposit. This will then be deducted from the first term's rent payment and damages are charged to the student on an invoice. In some types of accommodation, you will also have to pay for heating, lighting, water or fuel costs. The costs for accommodation are included in the estimates for living expenses given on page 27.

Money in the UK

There is no limit to the amount of money you may bring into the UK in sterling notes, foreign currency notes, travellers cheques, etc. You must declare anything over the value of 10,000 Euros (£8500 at June 2013 rates) on arrival. In the UK coins of 1p (pence), 2p, 5p, 10p, 20p, 50p, £1 (100p) and £2 (200p) are used. Notes are in denominations of £5, £10, £20, £50 and £100. The most widely used notes are £10 and £20.

Living Expenses

The table on page 27 is offered as a rough estimate of the average costs. It is difficult to estimate the cost of living since so much depends on your lifestyle and even on the subjects you study. The amounts given are for a single student



attending a full-time course. In addition, postgraduates should allow an extra £1000 for expenses connected with travel and the use of research equipment as well as for the cost of their thesis presentation.

Although this might seem like a lot of money, don't forget that many things may be more expensive here than in your own country. Don't assume you can manage on a lot less. It is a good idea to calculate how much you have to spend each month and write everything down so that you can see how you are managing. This way, you will be able to see if you are likely to get into financial difficulties. If you think you will have problems managing on the money you have, come and see someone in the Money Advice and Support Office or the Students' Union Advice Centre as soon as possible.

Don't wait for a crisis before you tell us.

Once you have paid for your tuition and accommodation, it is a good idea to budget for ongoing expenses such as food, travel, books, clothes etc, in order to ensure that you do not run out of money. It is very easy to do this when you are not used to how much things cost. Put money aside for energy, water and telephone bills as you will normally pay these every month or every three months.

Current UK visa rules require that you must show evidence that you have held sufficient funds for at least 28 days. Therefore, it is a good idea to maintain sufficient funds in your account for 2-3 months prior to your visa expiry.

To help you plan and manage your money for your studies in the UK, use the International Student Calculator:

international.studentcalculator.org.uk

Estimated minimum and maximum Living Expenses 9 and 12 months for a single student - as at June 2013

	9 months	12 months
1 Self-catering privately-owned accommodation (minimum)	£2560- £3120	£3330- £4050
2 Utility bills (gas, electricity, water, broadband, contents insurance) or	£860	£1120
1&2 University-owned or managed accommodation (including utility bills) (minimum)	£3200- £5120	£3825- £6650
3 Food	£1600	£2080
4 Clothing, shoes	£400	£520
5 Books, stationery etc.	£400	£520
6 Telephone (land line & mobile)	£300	£390
Total	£5900- £7820	£7335- £10160

For full details of accommodation costs, go to:

www.swansea.ac.uk/accommodation/residences/residencefees2013

The Home Office states that students with dependants will need an extra amount of £4050 per dependant (for a period of 9 months).

If you plan to make a trip to your home country to carry out research, you will need to add on the costs involved.

Find out more from

www.swansea.ac.uk/undergraduate/fees-and-funding/tuition-fees/additionalcosts

Under the Points Based System (PBS), you may be required to show that you have more money than this in order to obtain a student visa. Check www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/can-you-apply/money/how-much for up-to-date information.

Other costs

Visa extension (if applicable)	£406/£781 plus £305/£680 per dependant inside the UK (2013) (depending on whether you apply by post or in person at a public enquiry office)
Police registration (if applicable)	£34 per adult
Local travel (cost of bus pass)	£435 per 12 months
Return bus ticket to London	£34 with student coach card (£10 for 1 year)
International Students Insurance	£120 per year
Newspaper or magazine	30p - £2.50
Sports	£2.50 per session
Cinema	£5.00 - £9.10
Non-alcoholic drinks	90p - £1.80
Beer	£2.90 per pint (pub price)
Wine	£3.50 per glass (pub price)
Inexpensive restaurant meal	£18 per person
Petrol	£1.34 per litre (June 2013)
Laundry	£4.00 per week

Telephone

It is impossible to give precise telephone costs as these will depend on usage, where you are phoning and the type of phone. Most University accommodation provide phones in the rooms but many students use mobile phones. Bear in mind when planning your finances how often you will contact family and friends. As phones are not provided in the family flats at Beck House or in University managed houses, students need to make their own arrangements.

Other bills

In all types of University accommodation, with the exception of family flats, the costs include gas, electricity and water. In family flats, the students pay these costs separately. It is difficult to give an accurate figure for gas, electricity and water, as it will depend on your usage. You should calculate on paying at least £80 per month per household for gas, electricity and water.

Inflation

Annual inflation is currently about 2.7% in the UK (June 2013). If your course is longer than one year, then living expenses and tuition fees for the second and subsequent years will be higher than in your first year.

Exchange Rates

Exchange rates can change daily and even hourly and affect the value of your money.

Think about this when you are deciding how much money to bring with you. Remember that you will be expected to meet your costs in the UK at the sterling value regardless of any changes in exchange rates or any devaluation of your own currency.

Exchange rates may change but are the same in all the main banks. Other exchange offices and travel agents will also change money but may not give you such a good rate.

Initial Expenses

Since you will probably not have a bank account in the UK before you arrive, you should bring enough money to cover all your expenses such as transport and food for the first few days until you have made arrangements to draw money from an account in Swansea. You will need to have enough cash in pounds sterling to cover immediate expenses such as transport from the airport and a meal. £70 - £80 will cover this. If you wish to spend a night or more in London before travelling to Swansea, you should allow £100 - £150 per night for accommodation and about £30 a day for food. In addition, you will need to bring some money, about £300 - £400 to support yourself until you have access to money in an account here. If you plan

to live in private accommodation, you will probably have to pay a deposit to secure the accommodation. You may need up to £1000 for this purpose. We suggest that you bring this money in the form of travellers' cheques to avoid travelling with a large amount of cash. If you wish to buy a bus pass on arrival, you will also need to bring money for this.

Opening a bank account

Ask if your home country bank has a special relationship with a bank in the UK and whether this can make setting up your account easier or help you in any other way.

While this section covers only the major banks, many building societies also offer banking facilities.

Banks may not allow you to open a bank account if you are coming for a short course of 6 months or less. It will usually be possible to withdraw cash using your ATM/cashpoint card. Check this with your bank at home.

The main banks in Swansea are:

Barclays
Co-operative
Halifax
HSBC
Lloyds (on campus)
Nationwide
NatWest
Royal Bank of Scotland
Santander
TSB

Some Building Societies also offer full banking facilities. In addition, the Post Office operates the National Savings Bank and some banking services.

As banks offer many different financial services, you may wish to compare the services and costs of several banks before choosing the one with which you will open an account. Banks are competing for your business, so don't be afraid to ask questions. When choosing a bank, you need to consider the following:

- How easy it is for you to visit or contact the bank
- The services the bank offers and what charges it makes
- What arrangements need to be made for transferring money from your home country and what costs are involved
- What documents are required by the bank in order to open an account.

In all cases, to open an account you will need your passport and a letter from the University Academic Registry addressed to the bank of your choice and confirming the following:

- Your full name
- Your UK address
- Your home address overseas
- Title of the course you are enrolled on
- Start and end dates of the course.

It is also helpful if you can provide your original offer letter as further

confirmation of your home address. For further advice on how to open a bank account, visit the International Student Advisory Service or refer to the ISAS information leaflet at www.swansea.ac.uk/isas/finance

Bank Statements

This is a record of all the transactions on your account over a period of time. You can also request a mini-statement from some cashpoint machines. **Request monthly bank statements to be posted to you as you will need them as proof of your financial status for immigration or other purposes.**

Transferring money to the UK

The easiest way to send money is by electronic transfer of funds from a bank in your home country into your UK account. To do this, the 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's sort code.

Money can also be transferred using a banker's draft.

Before you transfer money, ask what charges the banks will make and how long it will take. If someone transfers money to your account, they should keep a copy of the relevant documentation.



Before you make your travel arrangements, make sure you have checked the time difference between your country and the UK.

Plan your journey so that you can arrive in Swansea during the daytime if at all possible.

There are several airports around London. However, arriving at Heathrow and Gatwick may be most convenient. Make sure you know which terminal you are flying into (there are five at Heathrow and two at Gatwick), especially if you are expecting someone to meet you.

There is also an airport in Cardiff (40 miles from Swansea) with daily flights from Amsterdam and Paris.

If you travel by sea you will probably arrive at one of the English Channel ports.

You can also get to London from Paris or Brussels on the Eurostar train or bring a car through the Channel Tunnel on a shuttle train.

Arrival in the UK

If you arrive by air, upon arrival you should do the following:

1. Follow the sign for 'Arrivals', unless you are transferring to another plane at the same airport. Arrivals will take you to passport control.
2. Go through passport control. As you approach immigration control, there will be a separate channel for passengers with UK or EEA passports and another one for those with "Other Passports".

Arrival at Heathrow or Gatwick airport

For Orientation and Heathrow airport pick-up information, please see www.swansea.ac.uk/isas/pre-arrival

Passport control



EEA and Swiss Students

Follow the signs for EEA nationals and be prepared to show your passport or identity card if required.



Non-EEA Students

Be ready to show the Immigration Officer the following:

- A valid passport (with a valid entry clearance)
- A letter stating that you have been accepted onto a full-time course of study or a copy of your Confirmation of Acceptance of Studies (CAS)
- Original or certified copies of academic certificates
- Recent bank statements, a bank draft, travellers' cheques or a letter of sponsorship to prove that you will be able to support yourself
- Vaccination certificates (if required)
- An x-ray report (if required).

Be prepared to answer a number of questions about yourself and your intentions. The Immigration Officer will want to be assured that you are coming to the UK for study and not for another reason.

Provided all your documentation is in order, you should have no problems at Immigration. Most of

our students pass through with no difficulties at all. If you do have any problems, telephone the University on **01792 205678** and ask for Student Support Services.

If for any reason you are refused entry and you have no prior entry clearance, you can be asked to leave immediately or you may be admitted for a very short period. If you have prior entry clearance and are refused entry, you have the right to appeal and to stay in the UK until after your appeal has been heard.

If you think that you may wish to continue studying after six months, we strongly recommend that you apply for entry clearance as a Tier 4 student prior to travelling. If you enter as a student visitor, you will not be able to extend your stay.

Find out more about how to prepare for travelling to the UK, what you can expect on arrival at the airport and customs regulations from www.ukba.homeoffice.gov.uk/customs-travel/Enteringtheuk

Baggage collection

The baggage collection areas at the main airports have a number of stations with signs indicating the flight number and departure point of the luggage being unloaded. You should also be able to find a trolley to save you carrying everything. Find the right collection point and wait for your luggage. It may take some time for it all to come through. If any of your luggage does not appear, find a representative of the airline you travelled with and fill in a lost luggage form. When you have got all your luggage you must go to customs control.

Customs check

You will need to use one of the three exits or 'channels'. Go through:

The **Red** Channel if you have anything to declare;

The **Green** Channel if you are travelling from a non-EU country and have nothing to declare;

The **Blue** Channel if you have travelled from an EU country.

Information on what may be brought into the UK is available from British Missions abroad and you should get advice before you start your journey. For further information on import regulations see: www.gov.uk/port-health-authorities-monitoring-of-food-imports

If you are still not sure, go through the Red channel and ask for advice.

You may be asked to open your luggage for inspection in either Customs channel. If requested, you must open, unpack and repack your own luggage.

If you arrive at one of the channel ports, you will also have to pass through customs. If you use the Tunnel, customs control will be carried out either in France or on the train.

Travelling to Swansea

For the University coach pick-up service from Heathrow Airport and other pre-arrival information, see: www.swansea.ac.uk/international/students/enrolment/arrival

We recommend students arrive in the UK early in the morning to allow plenty of time for the journey to Swansea. The airport information desk will provide you with travel information. Make sure that you do not arrive before the accommodation you have been allocated is ready. If you cannot avoid this, for a list of bed and breakfast accommodation, see the Residential Services website:

www.swansea.ac.uk/media/Bed%20and%20Breakfast%20List%202012.pdf

By train: High-speed Intercity trains run at hourly intervals from London (Paddington Station) to Swansea. The main Intercity services offer connections to Swansea from Birmingham, Manchester, Bristol Parkway and Cardiff as well. There is a taxi rank outside High Street Station in Swansea. For details of all rail services see:

www.nationalrail.co.uk

By car: Travelling west on the M4 from London, leave the motorway at Junction

42 and follow signs for Swansea on the A483 (Fabian Way). On crossing the River Tawe, the A483 becomes the A4067. Continue west along this road, passing Sainsbury's Superstore and County Hall on the left-hand side of the road. Approx. 1.5 mile farther on, there is a footbridge over the road. The University's main entrance lies just before the footbridge and is controlled by traffic lights. As you approach the lights keep to the right-hand lane and prepare to turn right into the University. There is a Visitors' Car Park immediately right of the main entrance.

Routes to Swansea From Heathrow Airport

By bus: It is most convenient to take the bus to Swansea from Heathrow if you have a lot of luggage. Take bus 201 or 202 from the airport bus station to Swansea. Buses leave roughly every two hours between 0700 and 0100. For bus details see:

www.nationalexpress.com



By train: Take the RailAir non-stop coach service to Reading, then the train from Reading to Swansea. Alternatively take the train from Heathrow to London (Paddington) and the train from Paddington to Swansea. Trains leave Reading/Paddington every hour. For further coach and train information: see: www.railair.com and www.nationalrail.co.uk

From Gatwick Airport

By bus: Take bus 201 from the airport bus station to Swansea. Buses leave roughly every two hours between 0530 and 2330. For bus details, see: www.nationalexpress.com

By train: Take the train from Gatwick to Reading and the train from Reading to Swansea. Trains leave Reading every hour and more frequently during certain parts of the day. For train information, see: www.nationalrail.co.uk

From Cardiff Airport

Catch a bus and a train or take a taxi to central Cardiff or Bridgend and then make rail or bus connections to Swansea. For further information on travelling from Cardiff Airport, see www.cardiff-airport.com/en/airport

From London

You may want to visit London for a few days before travelling to Swansea. If you do, you should arrange accommodation before you leave your country.

Alternatively, you can arrange to stay at: **International Students' House**, 229 Great Portland Street, London W1W 5PN
Tel: **+44 (0)20 7631 8300**
Fax: **+44 (0)20 7631 8307**
Email: **accom@ish.org.uk**
Website: **www.ish.org.uk**

To get to London from Gatwick, take the shuttle bus or train to Victoria Station in London. From Heathrow, take the Tube (underground train) or Heathrow Express train to London. From London, you can take the train to Swansea from Paddington station or the National Express bus from Victoria coach station.

In the UK, it is generally cheaper to travel by bus than by train unless you make a reservation well in advance.

Security

Pickpockets operate in many cities in the UK and people who have just arrived in the country are especially vulnerable. Therefore, it is wise to take a few simple precautions:

- Do not carry large amounts of cash
- Always carry money in an inside pocket, a money belt or a securely fastened handbag
- Never leave your luggage unattended
- Carry valuables with you
- Keep a note of serial numbers of any expensive electrical items, travellers cheques etc
- Keep passport, tickets and documents in a safe place
- Do not accept help from strangers.

Arrival in Swansea

Both the train and bus stations are situated in the centre of Swansea.

Try to arrive on time to attend the Welcome and Orientation in September
www.swansea.ac.uk/isas/pre-arrival

The University is approximately 2 miles west of the city centre (see page 76).

By bus: Inter-city journeys by bus currently terminate at the Quadrant Bus Station. Catch local bus numbers 3A, 4, 53 or 116, which come directly onto the campus. Bus number 4 also stops at the railway station.

Alternatively, take bus numbers 2 or 14, which stop immediately outside the main University entrance. Bus 82A runs between the University and Hendrefoelan Student Village. There is also a taxi rank just outside the bus station. You can find out bus times and plan your journey from
www.traveline-cymru.info

When you arrive, you should go directly to your accommodation if you are in a Hall of Residence, or to Residential Services Reception (Penmaen Residence, Ground Floor) if you have to collect your keys. The best way is to take a taxi which will cost you between £5 and £8 depending on your accommodation. Try to arrange to arrive in Swansea during the daytime if possible. If you know that you will arrive outside office hours, (Monday - Friday 9am - 4.30pm) notify Residential Services. It may be necessary to arrange temporary accommodation in a guesthouse.

For a list of bed and breakfast accommodation, see the Residential Services website:
www.swan.ac.uk/media/Bed%20and%20Breakfast%20List%202012.pdf

Reducing jet lag after long distance flights

If you travel by plane across several time zones, you may experience jet lag.

This is a feeling of extreme tiredness that can affect your sense of time, place, wellbeing, concentration, memory and performance. However, there are things you can do to reduce the effects of jet lag:

- During the first few days, avoid food and drink containing caffeine (e.g. coffee, coca-cola, chocolate) until your body has adjusted to the time change
- If you do drink alcohol, don't drink until your body has rested from travelling. Drink lots of water instead
- Eat high-protein meals for breakfast and lunch and high-carbohydrate meals in the evening for a few days after arrival
- Do not sleep during the day but keep active
- Go to bed early and get plenty of rest.



Phases of culture shock

Culture Shock is the term given to the period of transition to a new culture.

The degree of culture shock depends on how different British culture is from your own. It is all part of the process of moving between cultures which is a very positive thing to do but it can be more difficult and stressful than you might imagine and we would like to help you to prepare for it. Anticipating future events makes it easier to deal with them when they happen.

This is an outline of the various stages of culture shock that you may experience:

1. Initial shock

The first few weeks may seem very strange - sometimes good, sometimes bad. The new situations you find yourself in are very different and perhaps exciting. Immediate problems like money, food and accommodation are your first priority. If you are well prepared, this period may be quite short (2-3 weeks). If the change comes as a surprise, you may feel the effects for a little longer.

2. Honeymoon

You learn basic skills for the new situation quite quickly (where to stay, what to wear, helpful contacts etc). You begin to feel you have made the transition successfully. This is a time of new experiences, sights, sounds and activities and it can feel like an exciting adventure. During this time, you will tend to look for similarities between home and Swansea and see the differences as interesting but not too much of a problem.

3. Distress phase

Gradually you begin to see the deeper differences between your new environment and your previous life.

These differences may begin to irritate you. Small problems may make you anxious about whether you can cope with the new situation. You miss friends, places, favourite leisure activities, foods etc. People expect you to behave as they do.

During this stage you may not realise what is upsetting you - you just get a growing feeling of self-doubt, losing confidence and possibly increasing stress.

You feel unhappy with everything. You lose confidence - "Will I be able to cope with my course? Will I find new friends? What do I do if I can't cope?" When you are feeling down, the only way is up! If you really want to stay or to succeed at your new course, then you realise you must adjust to the new environment.

4. Adjustment phase

You need to come to terms with the new situation, and let go of some of your old experiences. You do not have to forget everything - save and enjoy the good memories from before the change. Do not dwell on regrets and bad feelings, however; they will hold you back and keep you from getting the most out of this new stage in your life.

Once you begin to accept your new environment, things begin to get better quickly. You can join new groups, start doing new things and find your place in your new environment.

5. Independence

Most people feel better for having overcome the challenge of adjusting to a new environment. You can look back on the transition and maybe you can see ways to help and compare notes with other people who are coming through a similar period of change.

While you are going through these five stages of transition, you may experience some of the following symptoms: headaches; problems sleeping; tiredness; loneliness and anxiety. Students are sometimes unaware of the fact that they are experiencing culture shock when these symptoms occur. Although culture shock is uncomfortable, it is a normal part of the adjustment process. Recognising it is the important first step to dealing with it.

Here are some suggestions:

- Be aware of the symptoms. Once you realise you are experiencing culture shock, you can then take steps to deal with it
- Give yourself treats just as you would if you were ill or depressed at home
- Ask yourself what are the situations that confuse or irritate you the most in the new country
- Observe how others act in these situations
- Try to talk to a local person about the situations and your feelings of discomfort. Ask them what the situations would have meant for them and how they would have acted
- Plan what you will do in similar situations in the future
- Remember that behaviour that seems rude to you may not be intended as rude. Polite customs are different for each culture. When situations do not seem to make any sense, remember the host may be following social rules unknown to you. Do not be afraid to ask questions about social customs
- Try to develop friendships with both UK students and students from your own country. At times the friendships with culturally different people will seem hard to maintain. That is why it is important also to have friends from the same country as you to spend time with. This helps you to cope more effectively when interacting between cultures



- Talk to experienced international students about your experiences and ask them how they have dealt with culture shock
- Join clubs and societies of people with similar interests. This will help you to feel less isolated and meet like-minded people
- Read more about inter-cultural communication. Ask questions about British culture and don't be afraid to talk about your own. If you don't understand something or don't feel understood, say so and explain how things are done in your own culture so that people will understand your difficulty. Allow yourself to see the funny side of misunderstandings and embarrassments. Laughter relieves stress
- Often, language is a big barrier to people understanding each other clearly, and improving your language always helps
- Rest, exercise and a good diet will help to reduce stress
- Try to maintain a positive view of the changes you are experiencing. Multiculturalism offers us the opportunity, not just to learn about and experience other cultures, but also to see our own in a new way. Studying abroad is a life-changing experience that will give you new skills you will have for the rest of your life
- If you feel you can't cope, talk to the International Student Advisers or Wellbeing Services about the stresses you are experiencing. The University wants you to have a successful stay and to reach your goals. We are here to help you.



Cultural characteristics of British people

As in your own country, everyone in the UK is different but there are certain cultural attitudes common within our culture that may seem strange to you at first:

Individualism

In many cultures, the individual is seen as less important than the group. Attitudes, decisions, habits and behaviour may be determined by what the family, community or society thinks is best rather than what the individual wants. That is not the case in the UK.

People make their own individual decisions based on what they want.

British 'reserve'

'Reserved' is one of the adjectives most commonly applied to British people. It means that they don't show their emotions very much.

British people can have serious arguments without raising their voices, be very unhappy without shedding tears or be very happy without showing it openly. If you are confused about how someone is feeling, just ask them, and if it is natural to you to show your emotions then continue to do so.

Meeting and greeting

It is normal to say "Good Morning/Hello/How are you" to people that you know or have been introduced to. In most English cities people do not greet strangers although you may find that in Swansea and the rural part of Wales, people are friendlier.

Casual acquaintances do not usually touch each other during conversation.

In more formal situations, people may greet each other by shaking right hands. Close friends may touch each other on the shoulder, hug or kiss when they meet.

It is considered normal to make eye contact with someone you are speaking to, and if you don't, the other person may think you are not listening to them or that you do not mean what you say.

If you want to start a conversation, it is easiest to talk about the weather! It is considered impolite to ask about someone's age or how much they earn unless you know them well.

Frankness/politeness

In the UK people generally say what they think or want. For example, in some societies it is considered bad manners to refuse a request. In the UK it is not and if people do not want to do something they will say so.

On the other hand, British people can seem quite indirect when making or refusing a request. For example, someone may say "Do you think you could let me have that book on Monday?" when they mean "Give me..." or "I'm not sure if I can do that" when they mean "No". This 'over-politeness' can be very confusing. If you are not sure what someone means, ask them.

Similarly, if you want to seem polite in English, you may need to use 'please' and 'thank you' much more often than you would at home.

Time consciousness

Activities throughout the day are often organised to a timetable. Punctuality is very important in the UK and being late creates a bad impression. It is important to arrive at the exact time given for appointments and a few minutes early for classes, meetings, the cinema, theatre

etc. If you are going to be late for an appointment or cannot attend, telephone to say so.

Queuing

This is a very British habit. Although it is becoming less common to form a strict queue at a bus stop, people still queue at supermarket checkouts, banks etc.

If you are not sure whether someone is waiting in a queue, just ask them.

Invitations

It is quite common in the UK for people to say things like "drop in any time" or "come round for a coffee sometime" without really meaning to make a definite invitation. It is just a way of being polite. If someone does say something like this to you and you would like to go and visit them, check first that it is convenient. There is no tradition in the UK about refusing a first invitation in order to be polite. If you refuse the first time, you may not be asked again!

If you receive a written invitation to an event, it may say RSVP. This means that you should reply saying whether you are able to attend. You do not have to go if you do not want to. It is enough to say "thank you for the invitation but I'm afraid I can't come". If you agree to go and then find you can't, do let your host know as soon as possible.

It is not expected that you should give your host a gift but if you have been invited for a meal it is quite normal to take something small like some flowers or sweets or a bottle of wine if that is acceptable in your culture and that of your host. If there are certain foods you cannot eat or if you do not drink alcohol, make sure you tell your host when you accept the invitation.

If you invite British people to your house for a meal, they may ask if they can bring something or offer to help clear up afterwards. This is considered quite normal in the UK and you can accept or refuse as you like.



Information, advice and support

Student Services

Student Services comprises Student Support Services, Residential Services, Reaching Wider, Academic Success Programme and English Language Training Services (ELTS).

Student Support Services provide all students with information, advice and support and comprises:

- The International Student Advisory Service (ISAS)
- The Money Advice and Support Office (MASO)
- The Disability Office
- Wellbeing Services.

The Student Support Services reception is on the ground floor of the Keir Hardie Building (No.3 on campus map) whereas Wellbeing Services is situated on the ground floor of Horton Residence (No.23 on campus map).

You will find details of these individual services below. We also work closely with other academic departments as well as with Careers and Employability, the Chaplaincy and the Students' Union.

Whether you have a general enquiry, a specific problem or you just need to talk to someone, the Student Support Services reception is a good place to start.

We provide information leaflets on a wide range of topics as well as general advice. If your query cannot be dealt with immediately, an appointment will be made for you with a member of our team of specialist advisers who offer a professional and confidential service.

We also provide a referral service so if we can't provide the help you need, we'll find someone who can.

Student Support Services Reception

Tel: **+44 (0)1792 602000**

Email: **student.services@swansea.ac.uk**

Website: **www.swansea.ac.uk/student-services**

International Student Advisory Service (ISAS)

The International Student Advisory Service provides information and advice to international students and their families and to UK residents subject to immigration control. ISAS offers personal advice as well as leaflets on many issues (eg immigration, funding, healthcare, driving in the UK etc).

There is an email group for international students. Once you have enrolled, you will automatically be part of the international mailing list and will receive useful information from us.

Tel: **+44 (0)1792 602000**

Email: **isas@swansea.ac.uk**

Website: **www.swansea.ac.uk/isas**

Money Advice and Support Office (MASO)

The University has a team of expert 'Money Doctors' available to advise students who may be experiencing financial difficulties. If you are worried about how to manage your money or if you find you are getting into debt, make an appointment to see an adviser as soon as possible. While there is very little extra funding available to international students, our staff will do their best to assist you and will help you to manage the funds that are available to you.

Tel: **+44 (0)1792 602000**

Email: **moneydoctors@swansea.ac.uk**

Website: **www.swansea.ac.uk/money-advice**



Disability Office

The University has a well-established Disability Office and a national reputation for supporting students with disabilities. Given that limited funding is available to international students, the Disability Office strongly advises international students to contact the Office to discuss any support needs prior to application.

Tel: **+44 (0)1792 513000**

Email: **disability@swansea.ac.uk**

Website: **www.swansea.ac.uk/disability-office**

Wellbeing Services

Find out more about the Wellbeing Services in our Health and Wellbeing section on page 22.

How to contact us: During term time we run initial drop-in sessions at Wellbeing Services, in the ground floor of Horton House (building 23 on the campus map). Sessions are held four days per week. Please call us for times: **+44 (0)1792 295592** or **wellbeing@swansea.ac.uk**

The Wellbeing Service offers:

- Counselling for individuals and couples

- Workshops (e.g. presentation anxiety)

- Support with mental health issues.

All our services are provided to enrolled students free of charge.

For more information please look at our web page on the Swansea University website:

www.swansea.ac.uk/wellbeing

Academic Registry

Situated in the Stable Block, Singleton Abbey, the Academic Registry is the University's central administrative department, which issues statements of enrolment that you will need to open your UK bank account or to extend your visa.

Website: **www.swansea.ac.uk/registry**

Careers and Employability

Situated in the Library, Careers and Employability can help you to find part-time employment during your studies and can also give you advice about your options after your studies. International students will find useful information relating to employment on the Careers website.

Website: **www.swansea.ac.uk/careers/InternationalStudents**

Students' Union

The Students' Union is run mainly by students and provides the following services - a nursery, a radio station, a free newspaper, an entertainments programme, reprographic facilities, student bars and on-campus shops. The Union also provides advice and practical help on a wide range of subjects, including information on travel, insurance and other benefits available to students.

Tel: **+44 (0)1792 295466**

Email: **info@swansea-union.co.uk**

Website:

www.swansea-union.co.uk

Student Advice and Support Centre

In addition, the Advice and Support Centre, located on the ground floor of Fulton House (east side entrance), is also part of the services offered by the Students' Union. You can get advice on matters relating to legal issues, accommodation problems in the private sector and academic appeals.

Tel: **+44 (0)1792 295821**

Email: **advice@swansea-union.co.uk**

Website: **www.swansea-union.co.uk/advice/advicecentre**



Immigration



Non-EEA students only Extending your leave to remain

Make a note of the date your visa ends on your calendar. If it runs out before the end of your course, you will need to extend it. The International Student Advisory Service (ISAS) can check and send your application to the Home Office either by the postal application or the express service. The Home Office charges £406 (June 2013) for each application plus £305 for each dependant for the postal application which takes 2-3 months. They charge £781 (student) and £680 (per dependant) for the express service which takes 2-3 weeks.

ISAS holds regular workshops to help you complete your application form. Please call in to Student Support Services or check your emails to find out the dates.

- The registration fee - currently £34 (adults only)
- A University statement of enrolment or, if you are not yet enrolled, a copy of your CAS.

Throughout the year, arrangements are made for the Police Nationality Officer to register students in Student Support Services (Keir Hardie Building). You will be notified of the arrangements when you enrol.

The Police Registration Certificate is valid for the duration of your leave to remain, so make sure you keep it with your passport in a safe place. You are required to update it by reporting to the Police Nationality Officer every time you are granted an extension of stay (new visa) or when you change your address etc.

Important note:

If there is a stamp in your passport requiring you to register with the Police and you fail to do so, you are committing a criminal offence. You could face a fine or have your future visa applications refused.

For further information on police registration, see:

www.swansea.ac.uk/isas/immigration/police

Working

You can find part-time employment through the University's Careers and Employability office or the Job Centre in the city centre. You can work up to a maximum of 20 hours a week during term time or 10 hours if your course is below degree level, for example, an English language course. All students can work any number of hours during the holiday period. You must not exceed

Registering with the Police

If you are required to register with the Police, this will be noted on your visa stamp in your passport or your Biometric Residence Permit (Identity Card). If you are not sure whether you must register, ask the International Student Advisers. If you need to register, you are legally required to do this within seven days by providing the following:

- Your Passport
- Two passport-size photographs
- Your visa or your Biometric Residence Permit (if you have one)

your weekly hours in term-time as this is against immigration rules and may also adversely affect your studies. The definition of holiday period differs for taught Masters and research students. Find out what hours you can work or what work you can do:

www.ukcisa.org.uk

Voluntary Work

This type of work is unpaid. However, it provides an opportunity to meet people, gain useful experience, develop new skills and contribute to the community in which you are living. And it looks great on your CV! Discovery, a student-led charity organisation based in Fulton House, organises a lot of local projects and can help you to discover your potential. For further information, visit the Discovery website: www.swansea.ac.uk/discovery

Safety and security

While the University campus is a relatively safe place, we nonetheless recommend that you take the following standard precautions:

- Keep your room locked whenever you are out
- Never leave your property unattended
- If you have a bicycle, buy a strong lock and use it
- Take a taxi at night or, if walking at night, try to walk with someone else and avoid walking through the park (this applies especially to women)
- Do not trust strangers who are overly friendly
- Always ask for advice if you are not sure about a person or an activity
- In the event of an emergency, dial: 333 (from any phone in the University) 999 (from any outside phone)
- Remember that you can call the emergency services free of charge.

If you need to contact the University in emergency situations outside office hours, you can contact: Fulton House Porters, 24 hours, seven days a week.

Tel: +44 (0)1792 205678

Find out more about how to ensure your safety from the British Council leaflet entitled Safety First www.britishcouncil.org/eumd-immigration.htm

If you experience any form of racial or religious bullying, on or off campus, it is very important that you tell someone about it. Here are some behaviours that you should not have to tolerate: e.g. being called racist names, being pushed, being hassled or being threatened. You can see an International Student Adviser or a member of Swansea Bay Regional Equality Council (SBREC) to discuss any such inappropriate behaviour or report an incident directly to the Central Police Station in Swansea.

Swansea Central Police Station
Grove Place
Swansea SA1 5EA
Tel: +44 (0)1792 456999

Your reporting will help ensure that Swansea and the University remains a safe environment that welcomes all international students.

Transport

Local buses

As Swansea is not a very big city, it is usually possible to travel shorter distances on foot or by bicycle. However, should you prefer to use public transport, there is a regular bus service to and from campus. You can buy bus passes for the duration of the term or the academic year from the Travel Shop in Fulton House. This saves you money and means you can pay your travel costs at the beginning of the term or year and not have to worry about it again.

Important note:

Make sure you keep your bus pass safe as you will have to pay for another one if you lose it. To plan your journey, you can refer to the following websites:

First Cymru: www.firstgroup.com/

Travelline Cymru:

www.traveline-cymru.info

Driving

If you plan to buy a car, you will find many advertised in the Evening Post local newspaper, especially on Fridays. You can also buy a car from a dealer. This may be a bit more expensive, but you often get a guarantee for six to 12 months. We advise you not to buy a second-hand car without getting advice from an independent professional mechanic. The AA and RAC motoring organisations can provide vehicle checks.

To drive in the UK you must have a valid driving licence. Students from certain designated countries who will be in the UK for more than 12 months may have to exchange their overseas licence for a British licence. For information on regulations, see the DVLA website:

www.dft.gov.uk/dvla

Students from any other country, who will be in the UK for longer than 12 months and who will not be eligible to exchange the licence from their country for a UK one, will have to take a driving test in order to obtain a British driving licence. The driving test consists of a written and a practical examination.

Make sure you get advice on all the regulations about owning and driving a car in the UK before you make the decision to buy one. The cost of the car is only part of the expense. You will also have to pay for insurance and road tax as well as fuel, which is likely to be more expensive in the UK than in your own country.

Do remember the following:

- It is a criminal offence to drive a car without:
 - adequate insurance
 - road tax
 - a valid MOT (Ministry of Transport) certificate

Furthermore, it is important that you take the following safety precautions:

- Never drink and drive
- Report any accidents to the police
- Pay any parking fines promptly
- Keep within the speed limit
- Wear a seat belt at all times, including in the back seat
- Check lights, tyres and exhaust regularly (be green!)
- Lock your car and keep valuables out of sight.

Bear in mind that it is not usually possible for students to park on the University campus. Due to a limited number of parking spaces, on-campus parking is reserved for students with special badges, including students with disabilities.

If you want to hire a car from time to time to go on a trip, check with individual companies for their rental conditions. There are only two or three companies in Swansea that will rent cars to people aged 21 or under, most will require you to be over 23. Check different rental companies as there is also a wide difference in rental costs.

For further advice about driving, see www.ukcisa.org.uk

Cycling

Cycling is a great way to keep fit and to enjoy the splendours of Swansea and the surrounding areas. For many students and staff members, it is also a way of coming to campus.

We encourage you to explore the various cycling paths available. The main path from Port Talbot/Swansea to Mumbles runs along the beach front and links to the Killay/Gowerton/Llanelli branch via Clyne Park.

You can get second-hand bicycles cheaply from Re-Cycle, see recyclesouthwales.wordpress.com

For local cycle information, please see www.swansea.gov.uk/cycling

Social life

Clubs and societies

The Students' Union organises clubs and societies for many different sports, activities, cultures and religions. Make sure you go to Freshers' Fayre during Enrolment Week to find out what they offer and how to join.

There is a wealth of cultural societies run by students and you can celebrate your culture by joining one of them: the Asian Cultural Society, the Chinese Society, the Indian Association Swansea, the Malaysian Society, the Multi-cultural Society, and the Welsh Society, to name but a few. There are also societies that organise various social activities like Go Swansea, or performing arts societies like Dance Society or Drama Society.

See: www.swansea-union.co.uk/activities

International students and the community

International students in Swansea are

supported by various organisations and will find that they can enjoy a strong community-based social life. English Corner welcomes international students from all over the world and helps students to improve English; Parkland International invites international students for free meals; MEWN (Minority Ethnic Women's Network) offers free training to women; EYST (Ethnic Youth Support Team) offers support and activities to people under 25. There are also special community events for Bangladeshi, Chinese, Indian, African and Korean students. In addition, day trips are organised by various local organisations. For further details, see www.swansea.ac.uk/isas/swansea-life

Eating out

In Swansea, you will find a wide range of international cuisine to suit your palate. Whereas eating out in the UK can be expensive, there are several Indian and Chinese restaurants on St Helen's Road, Mansel Street and High Street that offer good food at reasonable prices. Look out for lunch or weekday evening specials. You will also find French, Italian, Mongolian, Spanish, Japanese and Vietnamese restaurants.

If you fancy a nice cup of coffee or a lunch with friends, do not forget our coffee shops on campus: Fusion Café, Starbucks and the café bar in Taliesin. For full information, see: www.swansea.ac.uk/catering/eatdrink

Cinemas and theatres

The Taliesin Arts Centre at the University offers a very varied programme. It features live music, dance and theatre performances and screens a wide selection of contemporary world cinema and animated films.

To see what's on, visit the Taliesin Arts Centre website: www.taliesinartscentre.co.uk

In addition to the Taliesin Arts Centre, the two main cinemas in Swansea city centre are the Vue on York Street and the Odeon at Park Tawe. The Grand Theatre is on Singleton Street, and the Dylan Thomas Theatre is in the Maritime Quarter.

While most cinemas and theatres offer reductions if you have a student card, it may be cheaper to go at some times than others. See the local Evening Post newspaper on Fridays for programme details.

Museums, galleries, cultural and leisure centres

You will find several museums and galleries in the Swansea area displaying both temporary and permanent exhibitions. The main ones are:

Swansea Museum, Victoria Road
(near the Maritime Quarter)

Glynn Vivian Art Gallery and Museum,
Alexandra Road (The gallery is closed
for redevelopment until 2015)

Mission Gallery, Gloucester Place (near
the Maritime Quarter)

National Waterfront Museum,
Maritime Quarter

Dylan Thomas Centre, Somerset
Place (near the Maritime Quarter)

For further information about museums in Swansea, the current exhibitions and the opening times, see: www.swansea.gov.uk/index.cfm?articleid=17402

You may also like to visit Swansea's leisure centre - LC2, Wales' biggest indoor water park and fitness centre. www.thelcswansea.com

Interesting places to visit

Once an extensive docklands area,

the Swansea Marina is now a vibrant business, leisure and residential development. Its modern architecture and unusual sculptures blend well with some of the original buildings and provide a lovely setting for many restaurants and cafés.

Slightly farther, just 3km west of Swansea, is the charming village of Mumbles with a lighthouse at the end of the bay. Originally a fishing village, Mumbles is popular with tourists and residents alike. To get there, catch a bus on Oystermouth Road or walk/cycle along the coastal path (see map on page 76). You may want to stroll around the headland, look at the shops or stop for refreshments in one of the many local pubs and cafés. Mumbles is definitely worth a visit! www.mumbles.co.uk

And last, but not least, the Gower Peninsula to the west of Swansea is the first area in the UK to have been designated an Area of Outstanding Natural Beauty. Its open countryside and unspoilt sandy beaches provide one of the most attractive areas in the UK for walking, cycling, horse riding, water sports or just a day out at the beach. Particularly worth visiting are Rhossili Bay, Three Cliffs Bay and Cefn Bryn for a breathtaking view of the whole peninsula.

For further information and to catch a glimpse of some breathtaking views, visit the following websites:

www.enjoygower.com
www.visitswanseabay.com
naturalresourceswales.gov.uk/out-and-about/maps/?lang=en

Keen explorers who love trekking may also like to visit the Brecon Beacons National Park and the Snowdonia National Park.

www.breconbeacons.org
www.visitsnowdonia.info

Pubs, bars and clubs

Pubs are more traditional, offering a range of alcoholic and non-alcoholic drinks. Most serve snacks, some serve full meals. Many welcome families. Opening times vary, but some pubs close at 11.00pm. Bars and clubs cater for young people, often playing loud music and staying open until 2.00am or later. They tend to be more expensive. You may have to pay to go in, but many have special student nights when prices are cheaper. To order your drinks, you need to go to the bar and pay immediately rather than at the end of the evening.

The Kingsway is the main area of clubs and discos in Swansea. Wind Street has many pubs and café bars and is very lively in the evenings.

When in a pub, bar or club, always keep your drink with you and don't accept drinks from strangers.

Sport

The University has excellent sports facilities. These include a large modern Sports Village with a multi-purpose sports hall with state-of-the-art fitness equipment, squash courts, a climbing wall, tennis courts and excellent pitches for hockey, football and rugby. In addition to the Uni-Gym, the Sports Village offers various fitness classes for all fitness levels. See:

www.swansea.ac.uk/sport

Also part of the Sports Village is the Wales National Pool Swansea (WNPS) an outstanding 50m pool facility that hosts professional swimming competitions, offers recreational swimming and fitness classes. For further information, visit the WNPS website: www.walesnationalpoolswansea.co.uk

Stay fit by joining the one of our many sports clubs. They are open to all students and cater for all levels of ability in over 40 activities, including surfing, mountain biking, canoeing, sailing, hang-gliding and rambling. See:

www.swansea-union.co.uk

Faith

Swansea caters for students of all faiths - Muslims, Christians, Jews, Hindus, Sikhs, and many more. Swansea is one of the very few universities in the UK to have a mosque on campus and two other mosques in the city. There is excellent community support for Muslim students, including an Islamic Society.

See: www.swansea.ac.uk/faith

Alcohol, smoking and drugs

British laws on alcohol may seem very liberal or very strict to you, depending on where you come from. In the UK, it is legal to buy and drink alcohol if you are over 18. Don't be surprised if you see British students drinking quite a lot. For many of them, it is their first time living away from home and they often like to experiment with new lifestyles. On the other hand, don't worry if you don't drink alcohol. Lots of British people don't, and it is normal to ask for 'soft' (non-alcoholic) drinks in a social situation.

Although some British people smoke, smoking is not allowed in any public indoor areas. When visiting people in their homes, it is polite to ask first if you can smoke.

Unlike some countries, the UK has strict laws against the possession and the use of cannabis, marijuana and 'hard' drugs. Don't be tempted to 'experiment'.



Dating

You may be surprised by the informal relations between men and women in the UK and by the open acceptance of gay and lesbian relationships. It is accepted for couples to go out alone together in the evening to a pub or a party or to see a film or a concert. Whoever offers the invitation, students usually pay for themselves.

Relationships between students range from simple, casual friendships to strong emotional and physical commitments. As your friendships develop, you may not always understand what is expected. Whatever the relationship, the best policy is honesty. Although sometimes embarrassing, it is best to express your feelings so as to avoid misunderstandings or embarrassment. If your date wants a sexual relationship and you do not, it is very important that you say "no" clearly. And if someone seems to be saying "no" to you, listen. Agreeing to a date is agreeing to meet at a certain time and place and to spend some time together, no more.

Unwanted sexual attention is called sexual harassment and is a very serious

matter in the UK. If you are not sure what behaviours are acceptable, feel free to discuss this with a British friend or an International Student Adviser. If you feel you are being sexually harassed, it is important that you tell someone so that the behaviour stops.

If you are worried about dating, talk with your British friends or with an International Student Adviser. Be aware that alcohol and dating can be a problematic mix, particularly in an inter-cultural situation.

Shopping

You will find shopping in Swansea very convenient as most shops are located close to Oxford Street in the city centre.

Most shops are open from 9.00am to 5.30pm, Monday to Saturday, and some larger shops are open until later on certain days. While many of the larger supermarkets are open seven days a week, a few stay open 24 hours. Most shops, however, are open only from 10.00am to 4.00pm on Sundays.

In most areas, there are small local 'corner' shops that stay open until late

at night, seven days a week. They sell a variety of basic necessities, but they are often more expensive than supermarkets.

Clothes and household goods

In Swansea, you will find shops for everything you may need. The cheaper shops are located on High Street, near the train station, and on the western end of Oxford Street. Wilkinsons near the bus station sells cheap household goods. Shaws on The Kingsway and The Linen Warehouse on Oxford Street sell good quality sheets and towels at cheap prices. Primark and Peacocks on Oxford Street sell clothes for the whole family at very reasonable prices. You can also pick up bargains in second-hand shops. Additionally, for second-hand bargains in clothes and household goods, visit the car boot sales held in Singleton Hospital car park on Saturday mornings. You may also want to visit the charity shops on High Street and St Helen's Road. Good bargains can certainly be found during the sales, which occur in the middle and end of each season.

Food

You may find British food rather different from what you are used to. The advantage is that the UK is a very multicultural society so it is possible to buy a wide variety of foods here. In Swansea city centre, there is a very good indoor market, the largest one in Wales, selling fresh meat, fish and vegetables, and there are also specialist food shops around St Helen's Road. So, wherever you come from, you should be able to find the food you like.

In Britain we eat a lot of potatoes whereas you may be used to eating more rice, noodles, pasta etc. As a result, you may at first find that your digestion is upset by unfamiliar food. If that's the case, try to eat plenty of fresh fruit and vegetables. While fresh food may be more expensive than where you

come from, the price should not be too bad if you buy seasonal produce.

To cut down your expenditure, you may want to shop in Lidl and Asda, the cheaper supermarkets. While there are Spar outlets in most areas and they are conveniently open until late, they can be more expensive. The main city centre supermarkets are Tesco near the Leisure Centre (LC2) and the Marina and Sainsbury's on Quay Parade, opposite Parc Tawe. If you think that you will use one of the main supermarkets on a regular basis, ask for a loyalty card or 'club card'. It entitles regular customers to build up credit points that can be used to reduce your food bill.

Swansea Market is in many respects the best place to buy fresh fruit, vegetables, meat and fish. The larger supermarkets sell a very wide range of food for all tastes, but if you have problems finding the food you like, try the following specialist shops:

Tariq Food Stores, 85 High Street, for halal meat, rice, spices, vegetables etc.
Desi Foods, 37 St Helen's Road, for halal meat, fish, spices, vegetables etc.

Exotica, 59 St Helen's Road, for halal meat, rice, spices, vegetables etc.

Halal Greengrocers, 41 St Helen's Road, for halal meat, rice, spices, vegetables etc.

Hong Cheong Chinese Stores, 115 Oxford Street, for Chinese ingredients, vegetables and utensils etc

Xue Fu Chinese Supermarket, 88 Bryn-y-mor Road, for Chinese ingredients, etc.

Around campus

Costcutter in Fulton House sells snacks, sandwiches, sweets, newspapers, toiletries, cards as well as a wide range of fair-trade food products from all over the world and is very popular with international students.

The Students' Union Spar shops on Park Place and Langland Terrace, in Brynmill, and those in Hendrefoelan Student Village sell a wide variety of groceries, stationery, gifts, newspapers, snacks etc.

Mobile phones

Shops such as Carphone Warehouse, Phones 4U and the main supermarkets located in the main shopping area of the city centre have a selection of phones and contracts with different network providers. The main network providers in the UK are Vodafone, Orange, T-Mobile, Virgin Mobile and O2. You can choose a fixed contract (e.g. for 12 months), or if you don't make many calls, it might be cheaper to choose the pay-as-you-go option.

Television

Television points are provided in all rooms in all University Halls of Residence but you need to provide your own TV set. You will need to buy a digital TV as TV is only transmitted digitally in Wales. If you have a television in your room, you must also buy a TV licence. You can get the licence from a Post Office. A TV licence costs £145.50 per year (June 2013). If you leave the UK with more than three months left on your licence, you can get a refund by contacting TV Licensing: www.tvlicensing.co.uk

Keeping in touch

Calling from abroad

If your family would like to call you from overseas, they will need to use the country code for the UK (+44) and then omit the zero at the beginning of the Swansea area code, (01792). For example, in order to call Student Support Services, you dial:
00 44 1792 602000

If you would like to call your family and friends internationally, for cheaper overseas calls you can buy international phone cards from the Post Office on campus or from various shops around the city, or use Skype. You should also consider buying an international SIM card for your mobile phone.

International Directory Enquiries:

118899 (Please note that there is a charge for these services.)

Free International Operator: 155

(Charges apply only when you are connected by the operator to the number requested.)

Calling within the UK

If you are calling a Swansea number in the UK, but from outside of Swansea, or if you are using a mobile phone, you will need to dial the Swansea area code (01792) followed by a six-digit number. If, however, you are calling from within Swansea on a fixed line, you only need to dial the six-digit number. Please note that only numbers beginning with 080 are free in the UK to call from fixed lines but not from mobile phones.

To call from fixed lines but not from mobile phones you can search for telephone numbers online:

www.thephonebook.bt.com

UK Directory Enquiries:

118848

Operator Assistance: 100

(Please note that there is a charge for these services.)

News from home

The following website offers online newspapers from all over the world:

www.onlinenewspapers.com





The British system of higher education may be different from the one you are used to. Many international students are confused at first by the informal atmosphere of British universities and by expectations that may be very different from the education system in your own country.

Lectures

If you are on an undergraduate course or a taught postgraduate course, you will be expected to attend lectures. These are compulsory - you must attend. You should also take notes as this may be the only time that the information will be presented on the course. At first you may find listening and note-taking difficult. If you do, try borrowing the notes of a British student to copy or recording the lecture and listening again in your own time to take notes. You may also find it helpful to read about the topic of the lecture before attending.

Different lecturers have different styles. Some expect you to listen quietly during the lecture and then ask questions at the end or afterwards. Others may invite you to contribute or ask questions during the lecture. If the lecturer asks for contributions, feel free to say something. If you find it difficult to understand the lecturer, make sure that you see them after the lecture to ask for clarification, or for the main points to be repeated. Remember, unless you tell the lecturer you don't understand, he/she will assume that you do.

Seminars and tutorials

In addition to lectures, you may also be required to attend seminars and/or tutorials. Seminars are small group discussions usually on a specific topic given in advance. Individual students may be asked to lead the discussion by

preparing a short paper or presentation. All students in the seminar group are then expected to contribute to the discussion. It may feel strange at first to hear students arguing with each other and even with the lecturer. This is normal and acceptable behaviour in a seminar. Reasoned argument, where your opinions are backed up by evidence, is what is expected. The role of the tutor is to make sure that the discussion runs smoothly and to provide clarification or additional information if required.

Tutorials are less formal than seminars and provide an opportunity to discuss individual students' work. You should try to make full use of tutorials to bring up any problems you are having and ask for advice.

How to be a successful student

There are separate student handbooks for undergraduate, postgraduate taught Masters and postgraduate research students. Make sure you have and read the right Academic Handbook. There are rules and regulations which you must abide by and it is very important that you know what they are as they may be different from the ones you are used to. Failure to keep to the rules can result in your being asked to leave the University.

You can find all the rules and regulations here www.swansea.ac.uk/registry. In the UK, lecturers expect their students to ask questions and use critical reasoning. They want students to respect their knowledge and opinions, but they usually prefer discussion and debate to respectful silence. Class participation is important. Silence may be understood as lack of interest or ability. Show respect by acknowledging the lecturers point of view and then offering your own.

Ask for help if you don't understand something. Lecturers keep office hours for the purpose of helping students and it is considered normal to seek help or advice if you need it. The relationship between lecturers and students is much less formal than in many countries, so don't be afraid to approach the teaching staff. Say you would like to see them to discuss a problem and request an appointment if they cannot see you immediately.

You will be given a booklist for your course. You may be surprised by how long it is. Don't panic. You are not usually expected to read all the books on it from beginning to end. If you find it difficult to decide on which are the key reading materials, ask your lecturers or your tutor.

In your writing, you will be expected to know when and how to "paraphrase" or summarise another writer's ideas in your own words. You may find this difficult and be tempted to copy other people's work word for word. If you do this, you must acknowledge the source. Not to do so is "plagiarism" and is a serious offence in British academic life.

Borrowed words and ideas must be clearly documented, whether they are from a book or the internet. This can be a real worry for some international students who may find the concept of plagiarism difficult to understand. Do seek advice from your tutor or supervisor if you are in doubt. Don't risk it!

Plan your time to avoid last minute panics over work to be submitted and also so that you make time for rest and relaxation. Weekly or even monthly plans will help you to meet your study targets without too much pressure.

You may find that studying in a British university is quite different from your experience of universities in your own country. It is important to remember that you are not alone and that as long as you are willing to ask for help, you will find someone who is willing to help you. If you feel you need help with Study Skills, talk to your tutor or the International Student Adviser.

Find out more about the study methods in the UK from www.ukcisa.org.uk



Help with your English

As an international student, you may find that having to work and study in a language that is not your mother tongue causes you some problems. Don't worry. This is the most common problem for international students. Our Centre for Academic Success is available to help you with your English language support needs.

You can attend the free courses on their Academic Success Programme. The classes run from October through to June during university term-time and will help you with academic writing skills, listening to lectures and note taking, academic reading, seminar, presentation and referencing skills.

See www.swan.ac.uk/asp for further information or send an email to academicsuccess@swansea.ac.uk

Computers

All students are entitled to use the University's Open Access computers situated in a variety of labs across campus and at Hendrefoelan Student Village. Access to these machines is free; you have a free email account and internet access set up for you when you register with the University.

Your lecturers and tutors will make extensive use of the online 'Blackboard' facility to communicate with students. You must check it daily.

For students wishing to buy a computer to use while at University, we can provide details of the University's recommended suppliers. These change quite frequently; contact itsupport@swansea.ac.uk for further information.

If you buy from other suppliers, we recommend that you check that they will provide adequate maintenance and support for your machine. The University does not offer maintenance or other support for students' personal computers.

There are no computers in Halls of Residence. However, if you wish to bring your own PC or laptop you can connect it to the University network using the wireless network that is provided at the Singleton Residences, Hendrefoelan Student Village and Beck House.



Deciding whether or not to bring your family

Deciding whether or not to bring your partner and children to Swansea with you can be difficult.

The key to making the right decision is planning and preparation. Families who come to the UK together unprepared may be overwhelmed by problems. Those students whose families join them later when arrangements have been made about accommodation and money are likely to experience fewer difficulties. You can find useful information at: www.swansea-arrivals.net

Immigration



EEA Nationals

EEA nationals are free to enter the UK, hence your EEA national family members can come and live with you. If any of your family members are not EEA nationals, they will need to apply for an EEA family permit in order to enter the UK. For more information: www.ukcisa.org.uk



Non-EEA Nationals

Please visit www.ukcisa.org.uk to see if you are eligible to bring your spouse (wife or husband), recognised civil partner, unmarried or same-sex partner and any children under 18 years of age with you to the UK. If you are eligible, you will need to show that you have enough money for all living expenses, not including any money that may be earned from working in the UK, except from any work that may have been promised to you by the University.

If your family members are not eligible to come with you as your dependants, they can apply to come to the UK as visitors for up to six months. See www.ukba.homeoffice.gov.uk/visas-immigration/visiting for details on how to get a visitor visa.

Your spouse and children may apply for entry clearance (visa) after you have already arrived in Swansea.

Make sure they understand the procedure:

1. Approach the visa issuing office at least two months before the planned date of travel
2. Request entry clearance as a dependant of a Tier 4 student
3. Be prepared to show the following documents:
 - a completed visa application form
 - a current passport
 - 2 passport-sized photographs
 - entry clearance fee in local currency
 - evidence of their relationship to you, e.g. marriage certificate, birth certificate (with certified translation where necessary)
 - a copy of your passport pages showing your identity and student visa
 - a letter from you inviting them to join you
 - confirmation that you have enough money to support them, e.g. a letter from your sponsor or recent bank statements
 - confirmation that you have suitable accommodation, e.g. a letter from your landlord
 - your CAS number
 - Student Statement from Academic Registry confirming your enrolment

Your dependants will be given visas that expire at the same time as yours.

- Be clear that they intend to leave the UK at the same time as you.

These requirements are subject to change under the Points-Based Immigration system. Check www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/family before applying for visas.

Arrival in the UK

After your family has obtained entry clearance, they will be able to enter the country but they should still bring all the original documentation with them to show the Immigration Officer at the point of entry. They will normally be given permission to stay for the same time as you. If the Immigration Officer is not satisfied with their documentation, they may be refused entry or they may be granted temporary admission into the country. Contact the International Student Advisory Service as soon as possible if this happens.

You should travel to the airport to meet your family in case the Immigration Officer wishes to speak to you. Take your passport with you. Wait at the passenger arrival section. If you are needed, your name will be called and you will be told where to go.

Employment

If you have a student visa for 12 months or more, your spouse and children should be free to work. If you have a visa for less than 12 months, or you are studying English, your spouse and children will not be free to work.

Jobs are not easy to find but you can contact the Job Centre in Swansea to see if there are any suitable vacancies. There are also many opportunities for voluntary work (unpaid) available. If you have children you might like to ask their school whether there are any opportunities there. It provides an opportunity to meet people, gain useful experience, and contribute to the community in which you are living. You can also contact Discovery in Fulton House, which organises a lot of local projects.

Accommodation

It is important to notify Residential Services as early as possible if you intend to bring your family with you. If you do intend to bring your family and do not have guaranteed accommodation, we strongly suggest that you arrange to travel to the UK alone and arrange suitable accommodation before they arrive. There is very limited University family accommodation. If you have to seek private sector accommodation, you would have to stay in temporary accommodation (e.g. Bed & Breakfast) while searching and this is very costly for couples and families.

Beck House (Tŷ Beck) provides excellent family accommodation in a good central location close to the University and shops. However, it fills up quickly so make sure you apply well in advance.

Private accommodation

Many families live in accommodation rented from a landlord. The condition and the cost of such accommodation varies widely and you should always inspect the accommodation and make sure you understand all the terms and conditions before you agree to sign a contract (see section on Accommodation, page 15).

Many family houses are passed from one student family to another so it can be a good idea to try to make contact with other families from your country who are in Swansea before you arrive.

Private accommodation is usually furnished as follows:

Kitchen - sink, cooker and usually a fridge

Living Room - basic furniture, e.g. chairs, sofa, table, shelves

Bedrooms - beds, wardrobes, usually a chest of drawers

All rooms should have a floor covering, curtains, light fittings and some form of heating.

Overcrowding

It is not a good idea to try to reduce living costs by sharing with other families. There are laws in the UK that say how many people may share accommodation. No bedroom should be shared by persons of the opposite sex over the age of 10 unless they are living as a couple. The number of rooms should be as follows (not counting kitchens and bathrooms):

- 1 room for 2 people
- 2 rooms for 3 people
- 3 rooms for 5 people
- 4 rooms for 7.5 people

Children aged 1 - 10 count as 0.5 person.

Damp

Damp can be a problem in some houses in the UK because of the climate. It is the responsibility of your landlord to repair any damp problems caused by the structure of the house.

Other problems can occur from condensation (water vapour) inside the house due to lack of ventilation. This can come from cooking, hot water, drying washing or too much heat. Follow these guidelines to avoid condensation which can cause damp and lead to health problems:

- Do not heat the house too much. 20°C/70°F should be more than enough. If you come from a hot climate, this will help you to adjust to the outside temperature
- If steam collects on windows causing condensation, open a window to allow it to evaporate
- Dry your washing outside or in a launderette.

Council Tax



EEA Nationals

If you are an EEA national, your dependants may be liable for Council Tax. Consult the International Student Advisers for further information.



Non EEA Nationals

If your dependants have been admitted to the UK with dependant visas, they should not be liable for Council Tax. You will need to take your spouse's passport to the Council Tax office to prove this.

Finance

If your partner is coming with you, you will need to show you have enough money to support them as part of the visa application. Find out how much this is from the Policy Guidance for dependants - www.ukba.homeoffice.gov.uk/visas-immigration/partners-families/migrant-workers-students

This does not include the costs of academic fees or childcare (see section on Financial Matters on page 23). You have to show you have sufficient funds to support yourself and your family for the duration of your course when you apply for entry clearance.

You should not rely on being able to work to supplement your funds as it is not easy to find a job.

Families sometimes experience difficulties if, for example, the husband is studying, the children are at school and the wife wishes to study as well.

The extra course fees and child care costs may not be possible within the budget. If you plan to bring your family to the UK, you should think about how they will spend their time while you are busy studying.

When you open a bank account, you might find it easier to request a joint account with your spouse. This means that you can both withdraw money for shopping independently.

Schools and childcare

If possible, you should bring your child's birth certificate and a verified translation.

School-age children

Full-time education is compulsory for all children aged between five and sixteen years.

Part-time provision for children of three and above is available in most schools. Children aged under eleven go to primary school. From eleven to sixteen or eighteen they go to secondary school. The school day is from about 8.50am to 3.20pm, Monday to Friday.

This means that if you are studying and your partner or spouse is working, you may need to make childcare arrangements for after school until you return home. It is not advisable to leave children alone at home and you may be reported to the authorities if you do so.

School admissions in Britain are subject to statutory procedures and legal guidance which all local authorities have to follow. This means that even if you live very near to a school you may not be allocated a place at that school if the school is already full. You will always receive a school place but you may need to walk or travel by bus to the nearest school that has room. If your child is of primary school age (3-11), you may have to walk up to 2 miles. If your child is of secondary school age (11+) then you may have to walk up to 3 miles. If you have more than one child it may be difficult to find places for all the children in the same school, although every effort will be made to find a school which has room for all your children. If you do not receive a place at the school of your choice you will be able to appeal that decision to an independent panel. You may or may not be successful in obtaining a place following appeal, but the decision of the panel is final. Please note that there are very limited circumstances in which you

can successfully appeal a place for an infant class (pupils aged 4-7) as there is statutory limit of 30 for infant classes.

Children aged 17 and above may have to attend a local college instead of school. The colleges are entitled to charge tuition fees over a certain age. Fees can be more than £5,000 depending on the institution and level of study.

Once it is decided which school your child(ren) should attend, we advise that they stay in that school for the whole of your time in Swansea. Changing schools is disruptive for the learning process and causes many problems for the schools involved. We encourage contact between your family and the school before you arrive to help your child(ren) feel more at home when they begin attending classes. We also suggest that you bring with you some kind of record of work for the various subjects they have been studying so that the teachers here can assess their level.

In the UK there is a national curriculum and all children study the same subjects in all schools up to the age of thirteen. Those children who do not speak English, or who need additional help, will be provided with English Language support by the Ethnic Minority Language Achievement Service (EMLAS) of the Local Education Authority. To make sure that your child(ren) can benefit from this support, it is a good idea to start making arrangements for their education as early as possible.

Children with disabilities or learning difficulties usually attend the same schools as all other children but receive additional support. If you have a child in this category, do contact us as soon as possible.

Do meet your children's teachers. It is normal in the UK for parents to be involved in the education of their children. Make sure you know what they are doing in school and how they are getting on. Many schools provide opportunities for the parents to go in and help the teachers.

It will probably help your children to settle in to a new school if they feel that you are involved too. You could offer to do something about your own country or culture. Special holiday traditions, crafts or cooking are always popular.

Remember that your children may pick up British ways of speaking and behaving more than you do. Young children especially tend to copy the behaviour of others and like to be the same as their friends. You may find this difficult. They may seem to you to be changing too much.

Don't worry. This is a valuable experience for them and they will soon adjust again on your return to your country.

You may want to tutor your children in your own language and make sure that they keep up with the home country's curriculum. The Islamic Society organises Saturday morning classes for children on campus.

Further useful information about schooling is available from the Swansea Council website: www.swansea.gov.uk/index.cfm?articleid=5738

Pre-school age children

If you have children of pre-school age there is some day-time childcare available on campus in the Students' Union nursery for children aged three months to seven years but places

are very limited so you should make arrangements well in advance. For details of fees and more information, contact:

Students' Union Nursery

Swansea University

Singleton Park

Swansea SA2 8PP

Tel: +44 (0)1792 513151

Email: nursery@swansea-union.co.uk

Website: www.swansea-union.co.uk/union/nursery

Most local primary schools also run pre-school day nurseries which are free of charge for children who will be attending the school when they reach the required age. There are also Registered Child Minders who look after children in their own home in return for payment and playgroups that care for children on a session basis, usually mornings or afternoons. Many run Mother and Toddler groups where a parent can go with very young children to meet other parents in the same situation and enable the children to play together.

See www.cypswansea.co.uk for information on day nurseries, playgroups and childminders. If you need more information when you arrive in Swansea, you should contact the International Student Advisory Service or your local school.

Health and dental care

Your family (spouse and children) are entitled to healthcare under the National Health Service (NHS) only if they have visas as your dependants and they are staying with you for the full duration of your stay (longer than 6 months). You will not have to pay to see the doctor or for prescribed medicine.

You might find that in the first year you need to visit the doctor several times with

minor problems. This is often because of the stress caused by moving to a new environment.

Unless you have a serious emergency, do visit the doctor at the surgery during normal hours. If you are too ill to go to the surgery, the doctor will come to your house but you should only request this if absolutely necessary. If you are not sure what to do, call NHS Direct on **0845 4647**. If there is an accident and someone needs emergency treatment, you should go to the Accident and Emergency Unit of Morriston Hospital.

If you have a child under 5, you will be contacted by a Health Visitor once you have registered with a doctor. The Health Visitor can advise you about keeping your child healthy and will tell you if any immunisation is advised.

Dental treatment

Dental treatment is free for children and pregnant women. We recommend that your whole family visit the dentist every six months for a check-up. There is a dental surgery on campus. Details available from: www.swansea.ac.uk/undergraduate/student-life/health-and-welfare/dentist

Family planning

Free family planning advice is available to men and women whether single or married.

You can get advice from the doctor or from the local Family Planning Clinic at the Central Clinic on Orchard Street.

Staying healthy

- Wear clothes that keep you warm and protect you from rain and wind. The best way is to wear several layers (e.g. vest, t-shirt, shirt, jumper, jacket). This not only provides the best insulation, but

enables you to remove a layer or two when you go into a warmer place. If the weather is really cold, thick socks, gloves and a hat will prevent the body losing too much heat. If you have young children, it is normal for their hands and feet to feel cooler than the rest of their bodies. Unless it is really cold, it is a good idea to keep a window open in the bedrooms for ventilation

- Take regular exercise. The University has a Sports Centre for the use of students and their families
- Eat a balanced diet which includes an item from each of these groups every day:

- Bread, rice, pasta, cereal, milk, cheese, yoghurt, fresh fruit, vegetables, meat, fish, eggs, pulses (peas, beans, lentils etc)

- Make time for relaxation and leisure activities that the family can enjoy all together

- Get enough sleep.

Preventing accidents

- Do not leave children at home unsupervised
- It is illegal for children to travel in a car unless they are securely fastened in. Older children can use adult seat belts. There are special straps, seats and belts for younger children
- Seat belts must be worn in the front seats of a car and also in the back seats if fitted
- When buying safety products, only buy those with a British Standard kite mark

- Make sure the family understand road safety. Remember that in the UK we drive on the left. Use pedestrian crossings wherever possible
- Most accidents occur in the home. Make sure you know how all heating, cooking and electrical equipment works.

Opportunities for your spouse

It can be very lonely for your spouse while you are studying. There are various things you can do to help:

- Go to new places with your spouse the first time
- If your spouse has an area of academic interest, enquire about opportunities in that department
- Organise social activities with fellow students and their spouses
- Encourage your spouse to try new activities/hobbies
- Take time off from study to pursue a leisure activity together at least once a week
- Be sympathetic to the difficulties your spouse will experience in being isolated from friends and family.

Some suggestions for your spouse:

- Think of all the things you have always wanted to do and never had time for, e.g. learning a new language, playing a musical instrument, painting, etc. You may have more time now so why not start a new hobby

- Keep a diary of your experiences. It will help you adjust and provide a valuable memento of your time in the UK
- Make arrangements to meet other international spouses. You could take it in turns to meet at each other's houses.

Free English classes

The English Language Training Service (ELTS) sometimes provides free English conversation classes. The Department of Adult Continuing Education (DACE) also runs classes.

There are also free conversational English classes, trips and activities at English Corner, see www.ec-swanssea.co.uk. Trips are open to anyone including children.

Other ways of improving your English include listening to the radio, watching TV and reading magazines. As well as giving you more information about the culture, these will all help to increase your vocabulary.

Further education and evening classes

These are classes for adults at all levels apart from degree level. Courses are run in all kinds of subjects at colleges in many different parts of Swansea.

For information phone DACE on **+44 (0)1792 602211** or call in and pick up a course brochure or see www.swansea.ac.uk/dace. You can also find information on courses, classes and public lectures at the local library.

Swansea Library is in the Civic Centre on Oystermouth Road, on the seafront between the University and the city centre.

MEWN Cymru

The Minority Ethnic Women's Network (MEWN) is a local organisation which provides information and support for black and ethnic minority women living in Swansea even if only for a short time. MEWN organises classes in English, computing and many other areas. It also runs a weekly Parent and Toddler Group for pre-school children.

For more information:

Email: mewn@mewnswansea.org.uk
www.mewnswansea.org.uk

Ethnic Youth Support Team (EYST)

EYST is a local organisation which aims to fill a gap in provision and provide targeted and culturally appropriate mentoring, information and support to ethnic minority young males living in and around Swansea, in the areas of health, education, employment, citizenship and community safety. It runs several youth activities and drop in sessions. For further information:

Telephone: **+44 (0)1792 466980**
 Email: info@eyst.org.uk
www.eyst.org.uk



Weights and Measures

Length

1 millimetre (mm)	=	0.0397 inches (in)
1 centimetre (cm)	=	0.3937 in
1 inches (in)	=	25.4 mm
1 foot (ft)	=	12 in
1 yard (yd)	=	3 ft
1 metre (m)	=	1.0936 yards (yd)
1 kilometre (km)	=	0.6214 miles
1 mile	=	1.6093 km

Capacity

1 UK gallon	=	4.5461 litres
1 litre	=	0.22 UK gallon
1 UK pint	=	0.5683 litres

Weight

1 gram (g)	=	0.0353 ounces (oz)
1 kilogram (kg)	=	2.2046 pounds (lb)
1 oz	=	28.35 g
1 lb	=	0.4536 kg

Conversions

Multiply by:

inches	to	centimetres	2.54
feet	to	metres	0.3048
yards	to	metres	0.9144
miles	to	kilometres	1.609
UK gallons	to	litres	4.546
ounces	to	grams	28.35
pounds	to	kilos	0.4536

Speed

mph	20	30	40	50	60	70	80	90	100
kph	32	48	64	80	97	113	129	145	161

Temperature

Conversion °F to °C subtract 32, then divide by 1.8

Conversion °C to °F multiply by 1.8, then add 32

Cooking temperatures

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

Clothing and shoe sizes

Women's clothing

British	8	10	12	14	16	18	20	22
USA	6	8	10	12	14	16	18	20
Continental	36	38	40	42	44	46	48	50
Japanese	9	11	13	15	17	19	21	23

Men's suits, coats etc

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

Men's shirts

British	14	14.5	15	15.5	16	16.5	17
USA	14	14.5	15	15.5	16	16.5	17
Continental	36	37	38	39	40	41	42
Japanese	36	37	38	39	40	41	42

Women's shoes

British	4.5	5	5.5	6	6.5	7	7.5
USA	7	7.5	8	8.5	9	9.5	10
Continental	37.5	38	38.5	39	40	41	42
Japanese	23	23.5	24	24.5	25	25.5	26

Men's shoes

British	6	6.5	7.5	8	9	9.5	10.5
USA	6.5	7	8	8.5	9.5	10	11
Continental	39	40	41	42	43	44	45

Useful Telephone Numbers

Swansea University

General

Tel: +44 (0)1792 205678

Fax: +44 (0)1792 295157

Admissions Office

Tel: +44 (0)1792 295111

Fax: +44 (0)1792 295110

Email: admissions@swansea.ac.uk

International Office

Tel: +44 (0)1792 602600

Fax: +44 (0)1792 295839

Email: international@swansea.ac.uk

International Student Advisory Service

Tel: +44 (0)1792 602000

Fax: +44 (0)1792 602136

Email: isas@swansea.ac.uk

Residential Services

Tel: +44 (0)1792 295101

Fax: +44 (0)1792 295327

Email: accommodation@swansea.ac.uk

Finance Office

Tel: +44 (0)1792 295523

Fax: +44 (0)1792 295771

Email: income@swansea.ac.uk

Students' Union

Tel: +44 (0)1792 295466

Email: administrator@swansea-union.co.uk

International Officer: +44 (0)1792 295616

Email: international@swansea-union.co.uk

In Swansea

Bus and Coach Enquiries	0871 200 2233
Central Police Station	+44 (0)1792 456999
Citizens Advice Bureau	0844 477 2020
Swansea Bay Racial Equality Council	+44 (0)1792 457035
Minority Ethnic Women's Network (MEWN)	+44 (0)1792 467722
Swansea Tourist Information Centre	+44 (0)1792 468321

In the rest of the UK

Advice and support

British Council Information Centre	+44 (0)161 957 7755
Equality Advisory and Support Helpline	0808 800 0082
Immigration Advisory Service	0844 887 0111
Joint Council for the Welfare of Immigrants	+44 (0)20 7251 8708
UKCISA Advice Line (Monday - Friday, 1-4pm)	+44 (0)20 7788 9214
NHS Direct	0845 4647

Transport and accommodation

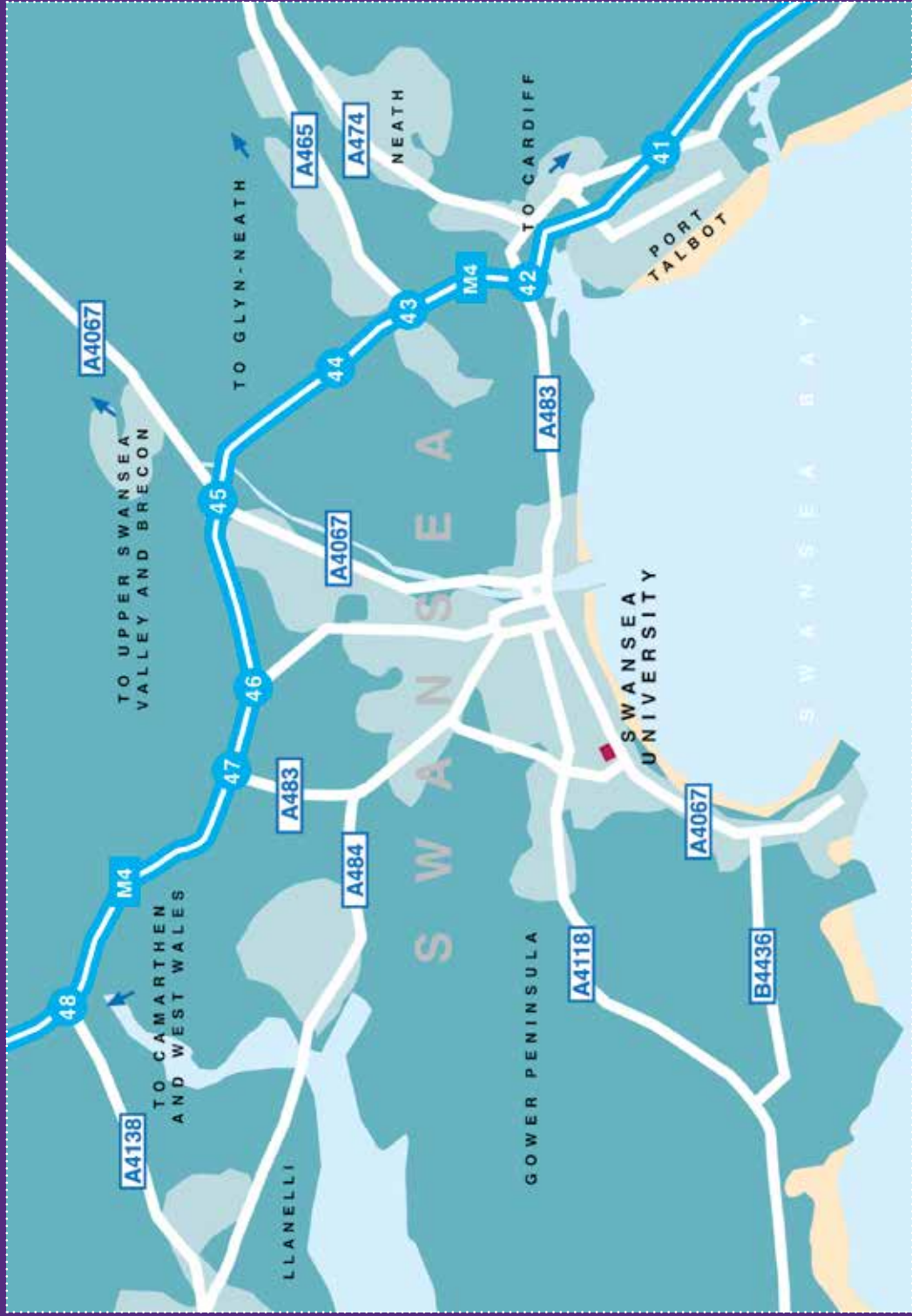
International Students House	+44 (0)20 7631 8300
National Express Coaches	0871 781 8178
National Rail Enquiries	0845 748 4950
Visit Britain	+44 (0)20 7578 1000
Visit London	0870 156 6366

Religious organisations

Buddhist Centre Swansea	+44 (0)1792 458245
Hindu Tridev Society	+44 (0)1792 208373
University Mosque	+44 (0)1792 602936
Sikh Temple	+44 (0)1792 411078
American Church in London	+44 (0)20 7580 2791
Chinese Christian Church in Swansea	+44 (0)7810 821135
Friends International (Christian organisation)	+44 (0)19 20 460 006
Jewish Community in Swansea	+44 (0)1792 605768

Useful websites

Accommodation (<i>Residential Services</i>)	www.swansea.ac.uk/accommodation
Applying for a student visa	www.swansea.ac.uk/isas/immigration www.ukcisa.org.uk www.ukba.homeoffice.gov.uk visas-immigration/studying
Bed and Breakfast accommodation in Swansea	www.swansea.ac.uk/media/Bed%20and%20Breakfast%20List%202012.pdf
British Council	www.britishcouncil.org
Currency converter	www.oanda.com/currency/converter
Directory Enquiries	www.thephonebook.bt.com
English Language Training Services	www.swansea.ac.uk/elts
Foreign Embassies in UK	www.gov.uk/government/publications/foreign-embassies-in-the-uk
Health, Travel and Medical Insurance	www.endsleigh.co.uk
International Student Advisory Service	www.swansea.ac.uk/isas
International Directory Enquiries	www.infobel.com/en/world
International Students House	www.ish.org.uk
Local Gumtree website	www.gumtree.com/swansea
Local newspaper	www.southwales-eveningpost.co.uk/home
National Express Coaches	www.nationalexpress.com
National Union of Students	www.nus.org.uk
Private accommodation in Swansea	www.swan.ac.uk/accommodation/saslettings
Rail Travel in the UK	www.nationalrail.co.uk
Scholarships	www.educationuk.org www.swansea.ac.uk/scholarships www.swansea.ac.uk/international/students-fees-and-funding/scholarships
Swansea, Mumbles and Gower	www.visitswanseabay.com
Traveline Cymru (Wales)	www.traveline-cymru.info
UKCISA: UK Council for International Student Affairs	www.ukcisa.org.uk
UK Student Life	www.ukstudentlife.com
Visit Britain	www.visitbritain.com
Weather	www.metoffice.gov.uk www.bbc.co.uk/weather
Worldwide Newspapers	www.onlinenewspapers.com





LIBERTY
STADIUM

LANDORE
PARK AND RIDE

A483

COCKETT

SWANSEA

HIGH STREET
TRAIN STATION

PORT TENNANT
PARK AND RIDE

ST THOMAS

A483 FABIAN WAY

M4 4 MILES

SAINSBURY'S
SUPERMARKET

DOCKS

BRANGWYN
HALL

LEISURE
CENTRE

ST HELEN'S
SPORTS GROUND

SINGLETON
HOSPITAL

UNIVERSITY
SPORTS VILLAGE
& WALES
NATIONAL POOL
SWANSEA

SWANSEA
UNIVERSITY

UPLANDS

BRYNMILL

SKETTY

A4118

TO GOWER

A4216

COCKETT ROAD

M4 3 MILES

TO MUMBLES

B4436

SWANSEA BAY

Swansea University Campus



Swansea University, Singleton Park, Swansea, SA2 8PP
+44 (0)1792 205678 info@swansea.ac.uk www.swansea.ac.uk

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Key

Buildings

1	Finance Building
2	Singleton Abbey
2.1	Singleton Abbey, Stable Block
3	Keir Hardie Building
4	James Callaghan Building
5	Law Library
6	Mosque
7	Library and Information Centre
8.1	Faraday Building
8.2	Faraday Tower
8.3	Talbot Building
9	Wallace Building
9.4	Margam Building
11.1	Glyndŵr Building
11.2	Vivian Tower
11.3	Sports Science Motion Laboratory
12	Grove Building
13	Grove Building Extension
14	Richard Price Building
15	Amy Dillwyn Building
16	Haldane Building
17	Fulton House
18	Union House
19.2	Energy Centre
24	Digital Technium
31	Taliesin Annexe
32	Taliesin Arts Centre
32.1	Egypt Centre
33	Institute of Life Science 1
34	Ilŷr Building
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40	Porters' Traffic Control Lodge

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20	Preseli
21	Cefn Bryn
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26	Langland
27	Caswell

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9, 9.4	Biological Sciences
11.2	Biological Sciences
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3	Classics, Ancient History & Egyptology
8.1, 8.2	Computer Science
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14	Economics
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3	English
3	French
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4	History
3	Italian
14	Law
8.3	Mathematics
3	Media and Communication Studies
12, 33	Medicine
11.2	Physics
4	Politics and International Relations
11.2	Psychology
11.2	Social Policy/Work
11.2, 11.3	Sports Science
4	War and Society

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2	Alumni Office
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32	Bookshop
17, 18, 32	Cash Points
17	Catering Office
7	Careers and Employability
2	Central Administration
17	Chaplaincy Centre
17	Conference Office
30	Crèche/Nursery
8.2	Department of Research and Innovation
23	Dental Surgery
3.1	Disability/Special Requirements Office
13	Disability Office - Assessment and Training Centre
17	Discovery - Student Volunteering
32.1	Egypt Centre
18	Estates Department
1	Finance Department
17	Health Centre
2	Human Resources
2.1	International Office
3.1	International Student Advisory Service
5	Law Library
7	Library & Information Services
2	Marketing
3	Media Resources
3.1	Money Advice & Support Office
6	Mosque
22	Occupational Health & Emergency Centre
17	Post Office
2.1	Postgraduate Office
17	Refectory
22	Residential Services
17, 18	Shops
13	Staff Development Unit
23	Student Counselling Service
3.1	Student Support Services
18	Students' Union
32	Theatre (Taliesin)
15	Transcription Centre
17	Travel Shop
23	Wellbeing Services