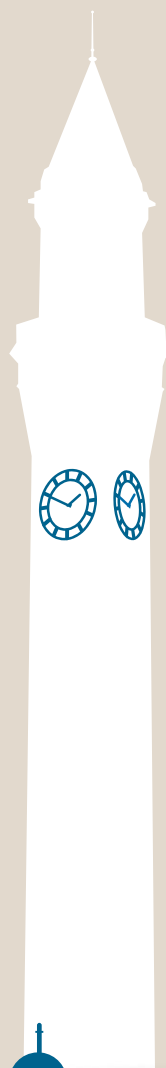




UNIVERSITY OF
BIRMINGHAM

WELCOMING
STUDENTS
SINCE
1900

INTERNATIONAL STUDENT GUIDE 2018-19



Vice-Chancellor's welcome

Congratulations on your offer of a place at the University of Birmingham. We are delighted that you are planning to join us.

We are delighted that you are considering coming to study at the University of Birmingham.

The University is home to some of the most outstanding faculty in the world. For more than a century, research from our University has created a major impact on the city, the region and the world, having a lasting impact on lives, culture, industry and society: our current research continues to create innovative, grounded and enduring solutions to some of the world's biggest issues. From world-class cancer research to pioneering the development of new fuels, our academic expertise continues to address the key challenges facing the modern-day world. Our [Birmingham Heroes'](#) web-page contains information about this research.

These are exciting times for the University: we are undergoing one of the most dynamic campus redevelopment schemes in our history, investing close to £500 million over the next few years.

Work is now underway to create the Green Heart at the centre of campus following the demolition of the former library. Measuring over 12 acres, the Green Heart project will open up the centre of campus for students, staff and the local community to enjoy. It will provide a unique space for performances, socialising, meeting and studying, while opening up views across the whole campus, as envisaged in the 1920s. The space will also enhance the setting of those buildings which border the Green Heart, including the new library which opened in September 2016. It will open up new pedestrian and cycle routes, allowing students, staff and visitors to the campus to travel safely and with ease. Throughout the design process, we have sought to create a sustainable, natural and environmentally friendly landscape; both for people and wildlife. The Green Heart will open in early 2019.

The United Kingdom is home to one of the highest performing university systems in the world and the UK is second only to the United States for global research outputs, the quality of its best institutions, the impact of its research, and the production of an educated workforce that meets labour market needs. The University of Birmingham is recognised globally as a



leader for higher education, delivering excellent teaching, and maintaining its reputation of being at the forefront of research.

For more than a century, the University of Birmingham's pioneering research has had a global impact that has made headlines around the world. From the invention of the key component of the microwave to the discovery of a new solar system and one of the world's oldest Qur'an manuscripts, we combine original thinking with clear focus and rigour. Our world-leading experts are constantly in demand, helping to shape and contribute to debates that matter through high-profile media appearances and our own publications. In 2018, the University of Birmingham will open its first international branch campus, in Dubai, situated within Dubai's International Academic City.

We are proud to be part of the wider international diversity of the city of Birmingham. Birmingham is the most culturally diverse city in the UK. Outside London, Birmingham has the UK's largest Muslim, Sikh and Buddhist communities, the second largest Hindu community and the seventh largest Jewish community. The city's Sikh celebrations of Vaisakhi are the largest in Europe, and the Eid celebrations in the city at the end of Ramadan are one of the biggest in the UK. Birmingham has a large Irish community and its St Patrick's Day Parade is the third biggest in the world (after New York and Dublin), with more than 80,000 people turning out to celebrate the occasion.

As an international student we know that your time at Birmingham will be exciting, challenging, academically rewarding, and enjoyable. You will play an important role in enriching and enhancing the experience for all our students and staff, helping to shape the

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Look for this symbol for details of things you need to do to help you get the best out of your time with us!

University of Birmingham as a global campus. We are confident that your student experience with us is going to be an outstanding one.

This guide has been prepared to help you manage the process of planning and moving to the UK to start your studies. You will find information on how to make a visa application, make arrangements to travel to the UK, and what to expect once you arrive here. We also have an exciting Welcome Week planned so please look for further information on page 13. To help ease your transition into the University we have provided you with a wide range of information on topics such as registering with us and what our different services can offer you.

We wish you a safe journey and we look forward to meeting and welcoming you to the University of Birmingham.

Professor Sir David Eastwood
Vice-Chancellor

The International Students Advisory Service (ISAS)



The ISAS provides support for international, EU, EEA and Swiss students. Our advisers can help you prepare to come to the UK and support you during your studies. Our service is free and available to prospective students and current students at the University of Birmingham.

This section will tell you about the support you can expect from the ISAS. We are looking forward to meeting and getting to know you as a student at the University of Birmingham. Coming to live and study in another country is a huge decision for you and you may find that there are times when being in another country is very exciting and enjoyable, but at times you may miss the things that are familiar to you. The ISAS is here to help you with practical matters when things are going well and when they may not be. We want you to make the ISAS your first point of contact for questions or to tell us about your concerns.

We can provide support to:

- Current students and their dependants
- Prospective students and students holding offers

Queries we can assist with

- Student visa applications (inside or outside the UK)
- Student dependant visa applications (inside or outside the UK)
- Immigration issues arising during your studies
- Correcting Visa Errors
- Living in the UK

- Financial and hardship issues
- General welfare advice

We give advice on the things you need to know in readiness for your arrival in the UK and University of Birmingham. This advice ranges from immigration, support for families, social activities during the year at the University and living in the UK. We work closely with other parts of the University that teach or support international students to ensure you have the best experience possible.

We also include important information and alerts about visas, activities and other relevant issues to international students on our website <https://intranet.birmingham.ac.uk/as/student-services/international/index.aspx>

We provide support to students who wish to extend their visas to continue with their studies at the University of Birmingham. We check visa supporting documents before a Confirmation for Acceptance of Studies (CAS) is assigned to avoid any complications with UKVI. You can check the workshops section on our website for details of the workshops we offer to support you through the visa process.

Our services

- Email advice service via www.studenthelp.bham.ac.uk
- Workshops on student visa extensions
- Online guides about immigration, visas and other issues
- One-to-one appointments with qualified advisors

International Students Advisory Service

Website: www.intranet.birmingham.ac.uk/as/student-services/international
Tel: +44 (0)121 414 8464

To make an online enquiry go to www.studenthelp.bham.ac.uk

Address: University Centre, 3rd floor,
University of Birmingham, Edgbaston,
B15 2TT



Immigration and visas

The University and your visa

The University holds a UK Visas and Immigration (UKVI) Tier 4 Sponsor licence which allows us to recruit and retain international students. As a Tier 4 Sponsor, the University must meet UKVI duties including monitoring your arrival, progress and attendance. The University informs UKVI if you do not arrive and register at the start of your course, if you withdraw or take a leave of absence or if you fail to make your points of contact throughout the year.

For full information about your responsibilities as a University of Birmingham Tier 4 sponsored student and on the University's reporting responsibilities please read the Tier 4 students – Guidance on International Students Responsibilities 2018/19 within our web pages. intranet.birmingham.ac.uk/as/student-services/international/index.aspx

Common Travel Area

This information is applicable to those nationals who arrive via the Common Travel Area.

The United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland form an area known as the Common Travel Area. <https://www.gov.uk/government/publications/common-travel-area-cta/common-travel-area-cta>

You MUST apply for prior entry clearance visa as a student before you leave your home country.

If you are a non-visa national who does not normally need to apply for your visa before you leave your home country, we advise you NOT to travel through the Republic of Ireland as part of your journey into the UK. You may not be given the correct immigration clearance, which may prevent you being able to study at the University of Birmingham.

Please ensure you keep your boarding pass and flight tickets as you will require these for your Right to Study check when you arrive at the University. Please see page 10 for more information.

What type of student visa do I need?

Our website explains the types of visa you can apply for, the documents needed, how to apply and what to do if your application is refused. As UK immigration rules can change very quickly it is important to use the most up-to-date information when applying for a visa <https://intranet.birmingham.ac.uk/as/student-services/international/visas/index.aspx>

Biometric Residence Permit (BRP) collection from University of Birmingham

Students coming to the UK for six months or longer will be granted a temporary (30-day) visa, and will need to collect a Biometric Residence Permit (BRP) on arrival in the UK. You should enter the University of Birmingham alternative location code (ALC) code when completing your visa application form to ensure your BRP card is delivered to the University campus. Please see www.birmingham.ac.uk/International/students/visas/biometricresidencepermits.aspx

When can I make my visa application?

The earliest you can make a visa application is three months before your course starts. You should make your application as soon as you can. You should start planning your visa application now - for example, making sure money is in your bank account and getting your documents ready.

For immigration advice

Website: www.birmingham.ac.uk/international/students/visas

Make an online enquiry at www.studenthelp.bham.ac.uk

When you contact us please provide as much information as possible about yourself (ID number, full name and date of birth), your query and, if you have a Confirmation of Acceptance for Studies (CAS) statement, please attach a scan of it with your online enquiry.



What should I do when I receive my visa?

- ✓ Check your decision letter. This will contain information regarding when you can travel to the UK and the duration of your stay.
- ✓ Some students may be issued a 30 - day visa and will need to collect a BRP card, on arrival in the UK.
- ✓ If you are required to collect a BRP card on arrival you need to inform the University by completing an online form at <https://intranet.birmingham.ac.uk/as/student-services/international/visas/brp-collection-form.aspx>
- ✓ Check all your details are correct, on the visa eg, name and date of birth
- ✓ If you have applied as a Tier 4 (General) Student check that your visa does not 'prohibit' you from working, 'If your visa grants you permission to work it should state 10 or 20 hours per week.

- ✓ If your visa states you must register with the police then you are required by UK law to do this – please see page 13 for further details
- ✓ If any of the information on your passport appears incorrect please make an online enquiry at: www.studenthelp.bham.ac.uk



What do I do if my visa is refused?

- ✓ Email a scanned copy of your refusal letter and all the documents sent to you with the refusal decision
- ✓ Send to www.studenthelp.bham.ac.uk and we will advise whether you should request an Administrative Review or make a new visa application
- ✓ You have 28 days from the date the refusal notice is given to you to make an Administrative Review. An Administrative Review can only look at the evidence you submitted with your original application, it cannot consider any additional/ new documents.

Can I bring my family with me?

Information on applying for visas for family members is available on the ISAS website www.birmingham.ac.uk/international/dependants

Already have a visa for a different institution?

If you already have a visa for another university in the UK you will not be able to use it for studying at the University of Birmingham and will need to make a new visa application if you are outside the UK or switch your visa if you are inside the UK using a CAS statement from University of Birmingham.

If you are making a visa application within the UK

If you are planning to make your visa application in the UK and have previously studied using a Tier 4 (General) Student visa, the new programme of study should represent academic progress from your previous study. For further information please refer to our website <https://intranet.birmingham.ac.uk/as/student-services/international/visas/studentvisas/academic-progression.aspx>

Will I need any health checks as part of my visa application?

Please check with your nearest British Embassy/High Commission for further information.

Information for Erasmus, International Exchange and Study Abroad students

The information in this section is a brief overview. If you have any further questions about this please contact the Study Abroad and Exchanges team.

Your departmental tutor

You will be assigned to a host department, which will be named on your offer letter. Each department has an exchanges tutor who can assist with questions about modules in the department.

Accommodation application form and deadlines

Information about applying for accommodation is included in your offer letter. Please check with Accommodation Services for information about the deadline to apply for September 2018.

Not starting your course in September?

Look here for application deadlines: www.birmingham.ac.uk/International/study-abroad/study-abroad-incoming/fees-dates.aspx

Am I guaranteed University accommodation?

International Exchange students who apply on time are guaranteed University accommodation. Erasmus students are not guaranteed accommodation. Accommodation Services can still help you find suitable accommodation. For further information – see page 8.

I am a Study Abroad programme student – am I guaranteed University accommodation?

Yes, if you are from outside of the EU. You must still apply for accommodation before the deadline. For further information see page 8.

Academic matters

Choosing your academic programme

- Your College choices are made on your application form. The Colleges will send you the lists of available modules and your module choices will be finalised when you arrive.
- Module choices are provisional and cannot always be guaranteed.
- Dissertation modules are not normally available for Erasmus, International Exchange and Study Abroad students.

- Erasmus and International Exchange students can take modules across the University but some subject restrictions apply (www.birmingham.ac.uk/International/study-abroad/study-abroad-incoming/study.aspx).
- For information regarding available modules to Erasmus, International Exchange and Study Abroad students please visit www.birmingham.ac.uk/International/study-abroad/study-abroad-incoming/study.aspx
- For advice on the differences between studying in your home country and in the UK please see the 'Studying at the University' section on page 14.

Assessment and exams

Methods of study in the UK may be different from those in your own country. You will have several coursework assignments due at the same time at the end of each term and it is important that you plan your work schedule in advance. Speak to your School and Department about assessment and examinations timetables. Our section 'Studying at the University' can be found on page 14.

If you are staying for the first semester only, you must check with the module tutor as to what form of alternative assessment will be provided since you will miss the exams in May/June.

English assessment test

All Erasmus, International Exchange and Study Abroad students who are non-native speakers of English can take an English assessment test at the Birmingham International Academy (BIA) when they arrive in Birmingham. This test is to help you diagnose areas where your English needs some work and is NOT an exam.

Do I have to pay tuition fees to the University?

Study Abroad students – Yes: the amount you have to pay is stated in your offer letter. For information on payment visit www.birmingham.ac.uk/undergraduate/fees/pay-tuition/index.aspx

Erasmus and International Exchange students – No: you are not required to pay tuition fees but you are responsible for meeting all other living costs.

Get involved

Be an ambassador

You can act as an ambassador for your home university by helping at the Study Abroad Fair, giving presentations about your home university and advising University of Birmingham students about taking a year abroad.

Erasmus code

The Erasmus code for the University of Birmingham is: UK BIRMING02.

Study Abroad and Exchanges

Website: www.birmingham.ac.uk/International/study-abroad/study-abroad-incoming/index.aspx

Email: studyabroad@bham.ac.uk

Tel: +44 (0)121 414 7696

Study Abroad and Exchanges,
International Relations, University of
Birmingham, Edgbaston, Birmingham
B15 2TT

English Language Support

The Birmingham International Academy (BIA) at the University of Birmingham provides English language support for students whose first language is not English.

Preessional English Pathways

If you hold a conditional or an unconditional offer to study at the University of Birmingham, there are a wide range of Preessional English courses starting throughout the year to help you prepare for your academic studies.

About the courses

The preessional courses are designed to help you improve your English language and academic skills in a relatively short period of time. They offer flexible entry points for:

- Undergraduate or Foundation students
- Postgraduate students (taught and research)
- PhD students (flexible start dates)
- Study Abroad students

The courses aim to develop:

- Accuracy and fluency in English for academic study
- The ability to write academically using accurate referencing and avoiding plagiarism
- A range of reading skills for academic texts
- Grammatical competence
- Seminar and presentation skills
- Critical thinking skills
- The ability to listen to lectures and discussions and take notes
- Skills for working independently and with others
- Specialist vocabulary to allow you to take part in academic discussions
- Study skills

All students have full access to the University's library resources, IT, sports facilities and social opportunities.

How to apply

For more details on how to apply for a Preessional English course and an online application form, please go to: www.birmingham.ac.uk/International/bia/payment-info.aspx

Enquiries

If you have any enquiries about the Preessional English courses, including the length of course that you should attend, please contact: preessional@contacts.bham.ac.uk or +44 (0)121 415 8492

English Language Development and Skills for International Students

The BIA Insessional English Programme provides English language development and skills free of charge to all international students currently studying at the University of Birmingham whose first language is not English. Small group workshops, lunchtime lectures, short courses, drop-in and bookable 1-1s, diagnostic assessment of academic English, as well as credit and non-credit bearing modules are some of the services provided year round. Bespoke, subject specific classes are also arranged for some cohorts across various Colleges.

The BIA also offers Partners English classes for the spouse or partner of international students who wish to improve their communication skills. These classes cater for beginners through to intermediate level.

Enquiries

To learn more about the Insessional English classes or the Partners English classes, please go to: www.birmingham.ac.uk/International/bia/index.aspx

You can also contact us via email: bia@contacts.bham.ac.uk or telephone: +44 (0)121 414 7150

Day trips

The BIA organises a variety of popular day trips every term to places of cultural and historic interest such as Stonehenge, Bath, Oxford, York and Warwick Castle. To learn more about the day trips, go to: <https://intranet.birmingham.ac.uk/as/bia/day-trips.aspx>



Foundation Pathways

We are delighted to welcome students attending the Foundation Pathways at the Birmingham International Academy (BIA).

The Foundation Pathway will ensure you are fully prepared for the UK undergraduate programme you wish to study, immersing you in the University environment and providing dedicated support in this important first year in the UK.

You will be taught on campus by our global experts and will be fully integrated into Birmingham student life, where you can study, live and socialise with other foundation and undergraduate students.

Please use this guide for information on the International Students Advisory Service, Immigration and Visas, Finance, Registration with the University, Arrival and Welcome and other essential information.

Arrival and Welcome

- For Foundation students who start in September, your Welcome begins on the weekend of 22 September 2018.
- For Foundation students who start in January, your Welcome begins on 10 January 2019.

You will attend University Welcome and Registration, where you will be guided through the process of settling in to ensure that you have the smoothest possible transition into university life.

Alongside the full University Welcome timetable you will receive Welcome talks from the Academic Director of the BIA, the Welfare Officer and your Pathway Lead Academics. You will receive an introduction to the course and the BIA Team who are here to support you during your Foundation year. For students under the age of 18 on arrival at the University, you will be given an additional welcome and introduction from the Welfare Officer and the dedicated International Student Support Coordinator, based in the Vale Student Village.

Full information on the University Welcome can be found on pages 12–13 and at: www.birmingham.ac.uk/welcome/index.aspx

Why should I arrive for Welcome?

As a student on the Foundation Pathways you will play a full part in student life at the University. You will live and study alongside undergraduate and postgraduate students, and be able to take advantage of our wide range of academic, sporting and cultural facilities. University Welcome represents a very important start in getting to understand the University and you will meet and make friends with other students. University Welcome will give you the opportunity to begin to feel part of the whole University of Birmingham experience.

Social programmes

You will have full access to the social opportunities offered by the Guild of Students and there will be a range of suitable social events you can join throughout the year. You will have the opportunity to go on a residential weekend with your fellow Foundation students, take day trips to places of interest throughout the UK, all of which will help you to make friends and enhance your experience.

Welfare

We understand that you may need help at some point during your studies. As a Foundation student you will have Tutors in your College who are there to give you that help.

Your Tutors are supported by Ricky Joseph, the BIA Welfare Officer, who is specially trained to help you with difficult personal problems affecting your studies. Ricky is an academic who holds regular Welfare office hours for students experiencing personal difficulties.

The BIA and University provide a variety of support systems and you should tell us of any matters (big or small) that could affect your studies.

Your Tutors and the BIA Welfare Officer may refer you to other people in professional student services such as the Academic Skills Centre, Careers Network, Student Support, Student Funding Office, Counselling and Guidance Service, Disability and Learning

Support Service, International Student Advisory Service and so on. You can also contact any of the services directly yourself.

You can also speak to the BIA Welfare Officer for specific advice on how to notify us that you are going to be absent; how to apply for an extension to deadlines, and how to tell us about any problems that might have affected your studies (extenuating circumstances).

Students under the age of 18

We offer a special level of support for students under the age of 18 through the Welfare Officer, Ricky Joseph. The International Student Support Coordinator, Erica Lane and the 24-hour Reception Team provide advice and guidance to students living on the Vale Village, so there is always someone available if you need support. If you are under the age of 18 accommodation in Shackleton on the Vale Village is compulsory.

Where can I find detailed information about my course?

You can find information about the Foundation Pathways on the BIA website: www.birmingham.ac.uk/International/foundation-pathways/index.aspx

Enquiries

To learn more about the Foundation Pathways please go to: www.birmingham.ac.uk/International/foundation-pathways/faqs/faqs.aspx

You can also contact us via email: bia-fp-admin@contacts.bham.ac.uk or telephone: +44 (0)121 414 415 1098/8496.

Accommodation

Student accommodation

You should have received an accommodation booklet, including information on accommodation options. If you have accepted your offer, but not received an information booklet, please get in touch with the named contact on your offer letter. The University guarantees accommodation to new international students under certain conditions, which will be outlined in your booklet from the Admissions Office.



Ensure that you:

- ✓ Apply for University accommodation once you have an offer of a place at the University, and before 31 July 2018
- ✓ If your visa is later refused, tell ISAS who will contact Accommodation Services
- ✓ Read the terms and conditions of the accommodation offer before accepting the offer
- ✓ Make the online pre-payment before the accommodation offer expiry date to secure your accommodation place OR
- ✓ Tell Accommodation Services if there will be a delay in sending the pre-payment before the deadline
- ✓ Apply for short-term accommodation if you are arriving on your own but intend to bring your family at a later date

Accommodation office

Find more information and view 360° tours of each of our room types at www.birmingham.ac.uk/accommodation

Email: living@contacts.bham.ac.uk
Tel: +44 (0)121 414 8000

Follow us on
Twitter @livingatbham
Facebook /birminghamaccommodation

Address: Living, Accommodation Services, Ground Floor, University Centre, University of Birmingham, Edgbaston, Birmingham B15 2TT



Further information

For students studying at the Shakespeare Institute	Accommodation Services can provide specific information for you. Please contact them for advice.
Accommodation for students with families	living@contacts.bham.ac.uk
Information on the private rented accommodation house hunting event organised by Accommodation Services	www.birmingham.ac.uk/accommodation
Studentpad – listings of private accommodation and other students looking for people to move in with	www.birminghamstudentpad.co.uk birminghamstudentpad@contacts.bham.ac.uk
Guild Lettings – our partner lettings service to help you find accommodation in the private sector	www.guildlettingsbirmingham.co.uk
Hotels and guest houses in Birmingham	Find hotels and guest houses online by entering 'hotels Birmingham' into a search engine



Finance

There are a number of services in the University that offer financial support and advice.

The Student Funding, Graduation and Awards Office

Funding, Graduation & Awards provides information and advice about financial support available to students including scholarships for international students.

Tuition fees

The deadline for making payment of your tuition fee is 12 October 2018. You must either pay in full, apply for instalment payments via Direct Debit for which you will need a UK bank account or provide your sponsor details when registering online. For more information on the payment methods available please visit: www.birmingham.ac.uk/student-fees

Please note: non-payment of tuition fees may lead to you being excluded from the University. If you become excluded, this may have a serious effect on your visa and may mean you have to leave the UK.

Living costs

In addition to tuition fees, you will need to make provision for your living costs. The University offers a range of accommodation choices to suit your budget but you will also need to budget for other essential expenses that you will need to be aware of. For further details please see www.birmingham.ac.uk/undergraduate/support/moneyadvice/living.aspx

How much money should I bring with me to the UK?

The amount of cash that can be taken in and out of the UK is no more than €10,000. For more information please visit www.gov.uk/bringing-cash-into-uk

If you have been offered a room in self-catered University accommodation, we would recommend that you bring no more than £600 in cash or preferably on a prepaid travel card. This will cover your first month's food, bedding and basic kitchen equipment, which you will need to provide yourself.

If you are depositing an international bank draft in a UK bank, you will not be able to draw any money against it for at least three working days after you have opened a bank account.

How do I budget for my time in the UK?

The UNIAID International Student Calculator helps you plan and manage your money for your studies in the UK. You can access the calculator at <https://study-uk.britishcouncil.org/planning/money-costs>

Other useful budgeting resources are:

- The British Council www.britishcouncil.org
- Independent online currency converter: www.oanda.com/currency/converter

Sources of funding

Student Support

Student Support is the name given to financial support provided by the UK government to eligible students in the UK. If you are a non-EU national, it is unlikely that you qualify for student support. For an explanation of the conditions you need to meet to be eligible for student support, you should visit the UKCISA website: 'Student Support: applying in England' at www.ukcisa.org.uk/Information-Advice/Fees-and-Money/Government-Student-Support

Postgraduate funding

For information about the different research councils and postgraduate funding opportunities visit www.birmingham.ac.uk/postgraduate/dr-fees/research-council.aspx

Guild Advice

If you ever find yourself struggling with your finances, you may be entitled to support through the Student Hardship Fund. For more information, visit the Guild Advice team, who can offer guidance about your eligibility. They are trained to help with debt and finance issues – and all their advice is free, impartial and confidential.

Student Fees

Website: www.birmingham.ac.uk/student-fees
 Email: studentfees@bham.ac.uk
 Tel: +44 (0)121 414 6074
 Fax: +44 (0)121 414 4898

Funding, Graduation and Awards

Website: www.birmingham.ac.uk/international/students/finance/index.aspx
 To make an online enquiry go to: www.studenthelp.bham.ac.uk
 Tel: +44 (0)121 414 7391



Registration

Registering at the University

All students must complete Online Registrations before the start of their course. Instructions on how to register online will be emailed to you along with your username and password. Registration information will be emailed to you from the middle of July 2018.

Important information will be emailed to you so please ensure that the University is aware of your personal email address and that your spam filter is set to receive this correspondence. If your personal email address changes please submit an online enquiry at www.studenthelp.bham.ac.uk to give us your new details, including your student ID number and date of birth in all correspondence.

Once you receive your registration email please read the instructions carefully. If you have any queries, please telephone the Registration Helpline on +44 (0)121 414 9009 or send a message online to the Registration Team at www.studenthelp.bham.ac.uk

If you do not receive your registration email two weeks before you arrive do not worry; your University place is safe. Please contact the Registration Helpline on: +44 (0)121 414 9009 for advice



What do I need to do to register?

You will need to complete each section of your online registration. While completing the online registration, please ensure:

- ✓ You submit a jpeg passport-style photograph so we can create your University Identity Card
- ✓ This photograph must be of you on your own with your face taking up around 60% of the image
- ✓ Your full face must be shown on the photograph and must not be covered by hair or a veil

University Identity Card (ID Card)

If you are arriving in September you will collect your University ID Card from the International Welcome Hub or the Welcome Registration Hub (UK/EU). Opening times of the International Welcome Hubs can be found at www.birmingham.ac.uk/welcome



To collect your ID card you will need to attend a Right to Study check and provide the following:

- ✓ Your student ID number (written on your registration or offer letter).
- ✓ Your passport and current visa or Biometric Residence Permit (BRP). If you have been issued a BRP which you need to collect on arrival in the UK you must do so before you can collect your student ID card. If you are collecting your BRP card from campus, you will be emailed details of an appointment which is when you can come to collect your BRP card.

- ✓ Please ensure you keep your boarding cards and flight tickets until you have successfully completed your Right to Study check.

Proof of student status letters

After you collect your ID card you will be able to request proof registration letters, for example:

- For opening a bank account
- To prove you are a student at the University of Birmingham
- This will be available from the Welcome Registration Hub once you have collected your ID cards.

What if I am not starting my course in September?

You will be sent a registration email containing your username and password. Please read the registration instructions and register online before you arrive. If you need assistance registering online, please contact us at www.studenthelp.bham.ac.uk. Alternatively you will be able to ask any registration queries you have at the Aston Webb Student Hub when you arrive.

Student Information Team

Website and online enquiries:
www.studenthelp.bham.ac.uk

Address: Student Information Team,
Aston Webb Student Hub, University
of Birmingham, Edgbaston, Birmingham,
B15 2TT, UK



Arriving in the UK

What happens when I arrive at Airport Immigration Control in the UK?

If you travel to the UK, you will probably arrive at Heathrow, Gatwick or Birmingham airport. It is also possible to arrive by sea via one of the Channel Ports or by Eurostar. In each case you will go through UK Immigration Control. Please note that UK and the Republic of Ireland are part of a Common Travel Area, and there is no immigration control on arrival in the UK: this can cause a problem for non-visa nationals on short courses. Non-visa nationals should therefore not travel via the Republic of Ireland, or should apply for entry clearance before travelling. (see page 4)



- ✓ You need to show the following to the Immigration Officer:
 - Passport containing valid Entry Clearance Visa or Biometric Residence Permit (BRP)
 - Completed landing card, including your full address. If you have not yet finalised your accommodation, you can use the University of Birmingham address which is : University of Birmingham, Edgbaston, Birmingham, B15 2TT.
- ✓ The Immigration Officer might ask to see evidence that you meet the requirements of your visa ie, a copy of your CAS statement and bank statement or other financial documents to show that you have enough money for your fees and living costs for your studies.
- ✓ Check your passport when the Immigration Officer returns it to you, to see if they have made any changes to your conditions (for example, by adding a requirement for you to register with the police). If you are unsure why the Immigration Officer has changed your visa, contact the ISAS.
- ✓ If there are any problems please ring the ISAS immediately on +44 (0) 121 414 8464 and ask to speak to an adviser. In evenings or at weekends you should ring University Security. Security can be contacted on: +44 (0) 121 414 4444.
- ✓ Be prepared to speak English, as the Immigration Officer will speak to you and expect you to answer in English.

Declaring cash when you arrive in the UK

When you enter the UK you **MUST** declare the cash that you are carrying if this amounts to €10,000 or more (including cheques, travellers cheques and bankers drafts) to HM Revenue and Customs (the government tax office).



You will find the relevant forms to fill out at ports and airports. You will be responsible for financial penalties if you fail to declare the money or provide incomplete or incorrect information. The only exception to this requirement is if you are travelling to or from another EU country (you will not need to declare cash over €10,000).

Learn more on the HM Revenue and Customs website: www.hmrc.gov.uk

Airport Collection Service (Meet and Greet)

A free airport collection is available for new international students who will be arriving at London Heathrow and Birmingham airports between Friday 21 and Sunday 23 September 2018. If you would like to use this service you will need to register in advance and we advise that you book early to guarantee your place.

For collection times and to book a seat please visit www.birmingham.ac.uk/welcome/airportcollection

Airport collection bookings will open in June/July 2018

Note: If you use the free airport collection service, there will be a limit on the amount of luggage you can bring on the coach. There will be a limit of one large item of luggage and two small items. For example, in addition to a suitcase you could bring a cabin-sized case and a handbag. If you have more than this, please make your own arrangements to get your extra belongings shipped to the UK.

When you visit our booking website you will find information about the 'Meet and Greet' team and how to identify them.

Travelling on your own to the University

If you plan to travel to the University independently it is advisable to carefully plan your journey in advance. For travel guidance please visit www.birmingham.ac.uk/welcome/travel.aspx

Further information

National Express and Flightlink Coaches	www.nationalexpress.com Tel : 0871 781 8181
National Rail (train information)	www.nationalrail.co.uk Tel: 03457 484950 From outside the UK: +44 (0)207 278 5240
Eurostar	www.eurostar.com
TOA Taxis (Birmingham Black Cabs)	www.toataxis.net Tel: +44 (0)121 427 8888
Castle Cars (taxi company)	Tel: +44 (0)121 472 2222
Comcab Birmingham (taxi company)	Tel: +44 (0)121 566 9000
Birmingham Airport	www.birminghamairport.co.uk
Heathrow, Gatwick and Stansted airports	www.heathrowairport.com www.gatwickairport.com http://www.stanstedairport.com/
London Luton Airport	www.london-luton.co.uk
Manchester Airport	www.mairport.co.uk

Travelling to the University Information www.birmingham.ac.uk/welcome/international/travel.aspx

Arriving in the UK

Continued

Can I advance mail and store my luggage?

The University cannot accept mail or store any luggage sent in advance. If you want to bring more belongings with you than you can take on your flight, we recommend that you have them shipped over when you have settled into your accommodation. Alternatively, some private companies can arrange for your luggage to be shipped in advance and stored until you arrive.



Delayed or lost luggage

Luggage can sometimes be delayed or mislaid and not arrive with your flight. If, after waiting by the luggage carousel, your luggage does not arrive you should follow these steps:

- ✓ Do not leave the luggage collection area – you must first go to the helpdesk/luggage enquiries desk and tell the official there that your luggage has not arrived. If there is no one at the helpdesk/luggage enquiries desk, go to the customs desk for assistance. You will be asked for the following items, so have them ready:
 - Your ticket, showing your luggage receipts and flight details
 - A description of the missing luggage
 - Your address in the UK (if you have arranged accommodation in advance, like halls of residence) or the address of the University 24-hour security point (if you have not arranged accommodation in advance): Security Centre, Aston Webb Building, University of Birmingham, Edgbaston, Birmingham, B15 2TT (Security Control Room tel: +44 (0)121 414 4444)

Once the airport official has taken all your details, they will explain the airline's procedures for dealing with lost luggage and will give you:

- A reference number (with possibly a form)
- A telephone number for you to call for any news, or a website address (the official may be able to find out where your luggage is at that time, or you may have to wait for news)

Remember:

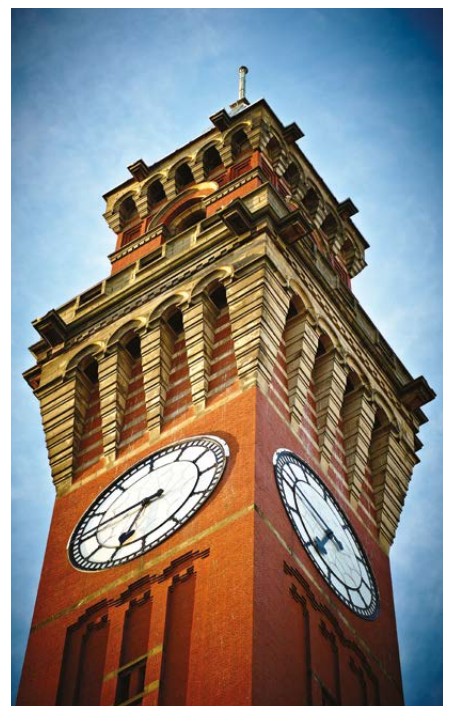
- Ask the official if they have a free emergency overnight kit, which will contain toiletries such as a toothbrush
- Do not leave Immigration Control without reporting your lost luggage otherwise you will not receive any compensation
- Tell the University's 'Meet and Greet' Welcome Team that you have lost luggage
- Pack a few essentials in your hand luggage, which you can rely on if you lose your luggage

If you take medication on a daily basis it is important that you should carry this in your hand luggage. Please ensure you have a letter from medical professionals in English to confirm that you are required to travel with the listed medication.

If you loose any luggage please inform the Welcome Team/ISAS immediately.



- ✓ Call the airline every 12 hours or check on their website – delayed luggage is normally delivered within 72 hours
- ✓ Check your luggage when it arrives for damaged or missing items – if there are any problems, notify the airline immediately, or you may not be eligible for compensation



Welcome Week 2018

During Welcome Week the University and the Guild of Students (your students' union) provide a range of activities that you can attend. These events are designed to help you become familiar with the University and its campus and the services that are available to you during your studies, and to help you make friends with other students.

Why should you attend Welcome Week?

- It will help you make new friends through social events
- You will be able to find out about the support services available to you on campus
- Attend social events, talks and departmental welcome events to help you settle at the University
- Take part in University tours to help you familiarise yourself with your new environment
- You can get travel information to the University and city centre
- Settle into University accommodation
- Get help with University registration, opening bank accounts, registering with a doctor and dentist and registering with the police
- You can take part in #hellobrumday – a day for all new students of all nationalities

Find out more at

www.birmingham.ac.uk/welcome

What is a Right to Study Check?

If you are a non-EEA national you will need a visa to come to the UK. To complete your registration you must have a 'Right to Study Check' where we check your visa. Please ensure you bring your boarding pass and flight ticket with you to the Right to Study Check. It may be required by an adviser.

You will either have:

- A vignette (visa sticker) in your passport which was placed there when your entry clearance visa was granted
- A stamp that was put in your passport when you arrived at the airport (this applies to non-visa nationals who are here for courses of less than six months)
- A biometric residence permit – this is a pink card that you will have been issued with when you extended your leave in the UK

The University is obliged by UKVI to check that the visa you hold permits study in the UK and is appropriate for the course you want to study. You must bring your original documents to the Welcome Marquee in Chancellors Court (in front of R6 on your campus map) where these will be checked, after which you can go and get

your ID card. If there are any problems there will be an adviser available to give you advice.

Registering with the police

Students of certain nationalities are required to register with the police and this is a legal requirement which will usually apply to these students and any dependants who travel with them.



To find out if you need to register check your visa decision letter. You must register if your visa decision letter states:

- ✓ 'Register with UK police on arrival', or
- ✓ 'Register with the police within seven days'

You must do this within seven days of your arrival in the UK either at Welcome Week or at your local police station – ISAS will be able to advise you on this OR register to make an appointment with the police at www.west-midlands.overseasregistrations.uk

I am arriving in the UK during International Welcome Week and I am required to register with the police: what should I do?

Please check our Intranet page for further details concerning registering with the police. Please follow the link below for further details:

<https://intranet.birmingham.ac.uk/as/student-services/international/visas/policeregistration.aspx>

I am returning to Birmingham or I have registered in another part of the UK – what should I do?

If you have already registered with the police and need to update your details, please visit our

website at <https://intranet.birmingham.ac.uk/as/student-services/international/visas/policeregistration.aspx>

Collecting your BRP (Biometric Residence Permit)

On arrival to the UK, if you have chosen the University of Birmingham as your choice of Alternative Location Code (ACL), you will receive an email from the International Students Advisory Service (ISAS) on when and where to collect your Biometric Residence Permit (BRP) from. To collect your BRP you will need your passport and the UK Visa & Immigration Decision Letter.

ISAS Welcome Events

You can also attend the International Welcome Reception and Afternoon Cream Tea events:

International Welcome Reception at Noble Room, Staff House

Wednesday 26 September 2018
18:00–20:00

Register for this event at www.birmingham.ac.uk/welcome/events/international/international-welcome-reception1.aspx

Afternoon Cream Teas at The Vale

- Wednesday 26 September 2018
15:00–17:00
- Friday 28 September 2018
15:00–17:00

Book your ticket at www.tickettailor.com/all-tickets/3816/96a8/

Registration for the events above will open in June/July 2018

Further information

Planning and timetable You will be emailed important information over the summer before your arrival	www.birmingham.ac.uk/welcome
Any questions?	Send an online enquiry at: www.studenthelp.bham.ac.uk

Studying at the University

Is study in the UK different from study in my own country?

You may find that methods of study in the UK are different from study that you have been used to. At the University we have an enquiry-based learning (EBL) culture.

What is enquiry-based learning (EBL)?

EBL allows you to experience a range of teaching methods that aim to challenge and encourage you to have your own ideas.

This is achieved through:

- Reading and independent research
- Discussions and working with other students
- Self-motivation – you must have the dedication to study independently
- Setting yourself realistic goals
- Managing your time effectively and reflecting on what and how you learn

Will I be able to find help to do this?

Yes, your school will explain how EBL works in your studies. Some general aspects are:

- Being a student at University is about being independent – taking responsibility for your studies
- The lecturers are there to guide you and show you where to go, but it is up to you to do the research!
- You will be given a broad outline of what is required but you will be expected to bring to it your own perspective

What types of teaching methods can I expect?

- Lectures – academic staff share their knowledge with you but you are expected to do extra reading around your subject
- Analytical skills – you are expected to critically evaluate the information you receive in, for example, lectures

- Seminars – give you a very important opportunity to discuss and develop your ideas in small groups; an opportunity to talk and listen to the ideas of other students
- Tutorials – small groups or sometimes one-to-one sessions that allow you to reflect on your progress

If you would like support to help you adjust to our learning culture or to improve your learning skills, speak to your personal tutor or supervisor.

Your School will organise an induction so that you can meet your lecturers and other students. Details of the date and time of your academic induction will be sent to you.

What type of academic support can I expect from the University?

We expect you to enjoy your studies and perform well on your course but there may be times when you have some difficulties, eg, if you are ill and are not able to attend classes. There are a number of ways in which you can receive advice and support for any academic problems that you have during your studies, for example, essay writing, presentation skills, literature reviews and others.

Personal tutor and School senior tutor

You will be given a personal tutor who will meet with you regularly throughout your time at the University. The role of the personal tutor is to:

- Monitor your academic performance
- Help you with any difficulties that you may have
- Be your first point of contact for any academic problems that you have during your studies

Each School/Department at the University has a senior tutor who oversees the quality of the personal tutorials.

Guild Advice

The student Guild can provide academic support, guidance and representation.

The Student Rep System

Student Reps can provide valuable experience and advice regarding your teaching or learning.

Welfare tutor

Each University School/Department has a welfare tutor for you to contact if you are experiencing personal problems that interfere with your academic work. You can speak to the welfare tutor in confidence. Sometimes the welfare tutor may refer you to another University support service for more specialist help and advice. If you do not know who your personal tutor or your welfare tutor is you should contact your school at the University. For further information please visit the following link: <https://intranet.birmingham.ac.uk/as/student-services/projects/support/welfare-tutors.aspx>

Can I find out more about study methods in the UK before I arrive?

Yes. Look at the following sites where you will find some useful information:

University study skills:

www.skills4uni.bham.ac.uk

UKCISA:

www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Study-skills-for-success

Prepare for success:

www.prepareforsuccess.org.uk

Library services:

<http://libguides.bham.ac.uk/asg/>



IT Services

As a student at the University of Birmingham, you will have free access to world class Information Technology facilities that will support you in your studies.

IT Services provides specialist support for the University's network and computing systems and provides all students with:

- A University IT account, the details of which are in your registration email. Keep this information safe, as you will need it in order to start using the computing facilities when you arrive at the University.
- In the event that you forget your password, the University's My Password service allows you to log back into your University IT account at any time of the day or night. You are automatically registered for this service if you have previously given us a personal email address. If these details have changed, you can update them by visiting the My Password website www.my.password.bham.ac.uk
- Use of over 1700 computers located across campus, some of which are available to reserve online. Visit www.pcvailability.bham.ac.uk for more information on availability; reservations; campus locations and software installed.
- Connections for using your own laptop or PC.
- A range of free software downloads available for your PC or laptop: <https://mysoftware.bham.ac.uk/default.aspx>
- Free and secure WiFi access for your laptop and mobile devices across the whole of the Edgbaston main campus and other University sites. Learn more at www.wireless.bham.ac.uk
- Access to the internet from your University hall of residence, which is provided through an external company - Ask4. For more information visit <https://prearrival.ask4.com>

University portal (my.bham)

This is the place to find all the online information services that are appropriate to you. It provides:

- Your single point of access to a wide range of information and resources, including email and FindIt@Bham
- Your access to electronic information resources, the eLearning environment, WebCT for online course materials, online registration, past exam papers, exam timetables and results, campus news and much more
- You can download the free UoB student mobile app to see campus maps, PC availability, news, events and guides www.bham.ac.uk/mobile-app

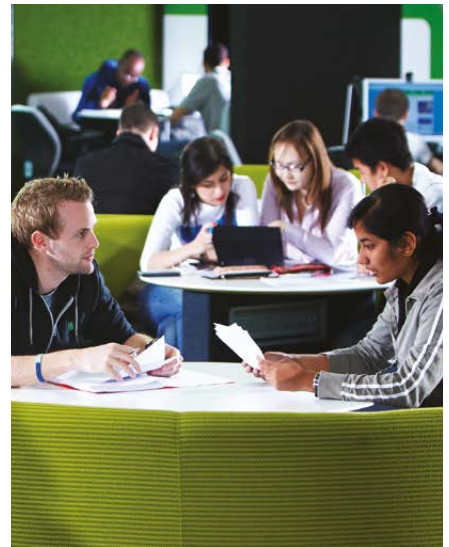
The Guild website

To join student groups, purchase event tickets and to vote in campus elections, you will need to log in using your student ID and password on: www.guildofstudents.com/login

If you experience any problems please drop us an email on: website@guild.bham.ac.uk

IT Services

Website: www.it.bham.ac.uk
Tel: +44 (0)121 414 7171



Further information

IT support is available at the IT Service Desk, which provides a customer-focused point of contact for all your IT-related problems and queries, either face-to-face, via the web or over the telephone. The Laptop Clinic also offers a free service to diagnose and repair software-related issues on personal laptops. Both services are located in the Main Library.

You can also search online for solutions to your IT problems and also log any faults or requests that you might have at the IT Service Desk website www.itservicedesk.bham.ac.uk

Life at the University

The shock of a new environment can impact you whatever culture you come from and however experienced or well-travelled you are. There are a number of activities that you can get involved with that will help give you a common interest with other students, and help you settle into life at the University.

Get involved

At Birmingham, sport provides a wonderful opportunity to meet new people and make new friends. It's also a great way to stay healthy.

Website: www.sportandfitness.bham.ac.uk

Catering at the University of Birmingham

The University has a wide choice of catering services to enjoy across the campus with our own award-winning chefs creating freshly produced food.

Website: www.birmingham.ac.uk/community/university-campus/retail/index.aspx

Guild of Students

Every student at the University of Birmingham is automatically a member of the Guild of Students. As your Students Union, the Guild of Students offers you lots of benefits, including support, advice, entertainment and training. The Guild is also home to a number of food outlets serving burgers, pizzas and a street kitchen serving global foods.

To find out more about all of the amazing things we'll be doing together during your time at Birmingham, and to join student groups or buy tickets to events, visit or connect with us online.

Website: www.guildofstudents.com

Facebook: facebook.com/guildofstudents

Twitter: @guildofstudents

Instagram: uobguildofstudents

Support at the Guild

International Students' Officer

The international students' officer is responsible for raising issues facing international students within the University and encouraging the participation of international students in the Guild.

They are also responsible for liaising with international and cultural societies, and helping them to organise social events. To contact the international students' officer email: iso@guild.bham.ac.uk

International Students' Association

The International Students' Association is responsible for the representation, welfare and social needs of international students, and also co-ordinates various cultural events throughout the year. Email: isa@guild.bham.ac.uk

Guild Advice

Guild Advice provides advice to students on immigration, academic issues, housing and money.

Website: www.guildofstudents.com/support/guildadvice

Email: guildadvice@guild.bham.ac.uk

Drop ins: Monday to Friday 12:00 to 14:00

Student Mentor Scheme

The Student Mentor Scheme provides support and advice to students living in University accommodation. Student mentors are available during term time to support you with any financial, academic, shared living or personal challenges you may be facing. In addition to this support, welcome events and tours are available at the start of the year to help you meet other people, and settle into University life and your new surroundings.

Website: www.guildofstudents.com/support/studentmentors

Email: mentorwelfare@guild.bham.ac.uk

Telephone: 0121 415 8568

Student groups, societies and associations

There are 300+ student groups, societies and associations. So whether you want to meet new people, continue a hobby or skill, learn something new, or just get involved in student life, there is a group for everyone.

Website: www.guildofstudents.com

Jobs, Skills and Volunteering

Through our Jobs, Skills and Volunteering department, the Guild provides opportunities for you to find part time work to earn money while you study, volunteer to give something back to the community as well as CV writing

and other skills workshops to help you to prepare for life beyond your degree.

Website: www.guildofstudents.com/jobshop

Email: jobs@guild.bham.ac.uk

Call: 0121 251 2500

Twitter: @guild_jobs

Worklink

Worklink is the University's internal recruitment agency dedicated to connecting students with on-campus casual work. In addition to offering students flexible work opportunities, Worklink also offer Cover Letter and Interview Skills Workshops to support our students in gaining part-time employment on campus.

Working while studying

If you want to work while at the University you must ensure that any paid or unpaid work does not breach the conditions of your visa, while taking care to maintain a balance between employment and studies. Please check your visa for working restrictions information. You must not work over the weekly hours as set on your visa. To check which working hour restrictions apply to you, please visit: www.worklink.bham.ac.uk/downloads/WorkingHourRestrictions.pdf

Guild of Students

Website: www.guildofstudents.com

Jobs, skills and volunteering department

Website: www.guildofstudents.com/jsv

Email: jobs@guild.bham.ac.uk or volunteering@guild.bham.ac.uk

Tel: +44 (0)121 251 2500

Worklink

Website: www.worklink.bham.ac.uk

Email: worklink@contacts.bham.ac.uk

Call: 0121 414 5000

Twitter: @uobworklink

Student Support Services

At the University of Birmingham there are a number of services you can go to should you need help, advice or guidance.

University Graduate School (UGS)

A significant proportion of postgraduate researchers are international students, who make a major and valued contribution to research here. UGS acts as a central resource point, giving postgraduate researchers access to a wealth of services to support them in their research and acting as a gateway to information for postgraduate researchers on funding, careers development, University regulations, and administrative processes, as well as academic and social opportunities for development. Comprehensive information can be found on its website.

Westmere is the Postgraduate Researcher hub at the University of Birmingham. Westmere House (G15 on the campus map) is an event and social space for all postgraduate researchers and UGS are keen to encourage postgraduate researchers to use the space to organise their own events. There are also five Westmere Scholars (one from each College), who lead the way in bringing our postgraduate researchers from across disciplines together for social and networking events.

University Graduate School

Website: www.intranet.birmingham.ac.uk/ugs
Tel: +44 (0)121 414 6376
Email: graduateschool@contacts.bham.ac.uk

Counselling and Wellbeing, Disability, Mental Health and Learning Support Services

The University offers a range of support services designed to help you get the most out of your time here.

The services include:

- Counselling and wellbeing
<https://intranet.birmingham.ac.uk/as/studentsservices/counselling/register.aspx>
- Disability, Learning Support and Mental Health <https://intranet.birmingham.ac.uk/as/studentsservices/disability/international.aspx>

The University welcomes applications from disabled students and our Disability and Learning Support Services can help you get the maximum benefit from university life.

We encourage you to tell us if you have a disability so that we can provide you with appropriate information and advice, and ensure that you have the best possible experience while you are with us.

As a disabled student you will need to think about what sort of support you might need - this might include things that friends or family help you with at the moment, like cooking or cleaning. For more information please see <https://intranet.birmingham.ac.uk/as/studentsservices/disability/international.aspx>

The Counselling and Wellbeing service is here to help you handle emotional or psychological difficulties which interfere with your time at university. The Counselling and Wellbeing service is culturally sensitive and open to all. In addition to individual support sessions, we offer a number of support groups, workshops and seminars throughout the academic year, focusing on issues which typically affect students and their ability to engage with their work and studies.

Topics included are:

- Relaxation
- Exam stress
- Developing emotional wellbeing
- Handling difficult emotions

For further information on the support provided by the Counselling and Wellbeing Service please go to <https://intranet.birmingham.ac.uk/as/studentsservices/counselling/index.aspx>

We have a range of [online self-help guides](#) covering a wide range of issues which can affect your ability to study.

If you are unsure whether you can access our services, please see this web page for information on what 'disability' means in the UK [www.intranet.birmingham.ac.uk/as/studentsservices/disability/international.aspx](https://intranet.birmingham.ac.uk/as/studentsservices/disability/international.aspx)

Counselling and Wellbeing, Disability, Mental Health and Learning Support Services

Tel: +44 (0)121 414 5130

Global Buddies

Global Buddies is a buddying scheme that supports international students, run by Guild Advice. The Buddies are established students who volunteer their time to help you settle in to life at the University of Birmingham.

Tel: +44 (0)121 251 2350

Student parents and carers

If you are bringing your children to the UK and need advice on childcare, social events or advice and representation please contact the Student Parents and Carers Association. Please note, if you have a dependant visa query you must contact the International Students Advisory Service. <https://intranet.birmingham.ac.uk/as/studentsservices/international/contact/index.aspx>

Guild Support Services

To help you navigate through University life the Guild has a number of support services to assist you during your time at the University.

Please see: www.guildofstudents.com/support/guildadvice/who-we-are-guild-advice for more information.

Student Parents and Carers

Website: <http://students.guild.bham.ac.uk/spc>
Email: studentparent@guild.bham.ac.uk

Careers Network

The Careers Network provides you with valuable help and support in researching and choosing your graduate career. We can provide information and advice at any point during your time at Birmingham and up to two years after you graduate.

Careers Network

Website: www.intranet.birmingham.ac.uk/careers/contact then select Careers Services tab

Student support services

Continued

University Multi-Faith Chaplaincy at St Francis Hall

Drop in to chat with a chaplain, to meet with friends, or just for a free cup of tea. Chaplains can give you pastoral support or a listening ear for your problems. They can put you in touch with Chaplains from all the major religious traditions and also with a number of student-run faith and religious societies. Throughout the day, a large lounge and kitchen facilities are available for study, chat or the cheapest cup of tea or coffee on campus.

The Cadbury room in the Chaplaincy is a multi-faith quiet room, a space for prayer, meditation or just a moment's peace away from the pressures of University life. Students and staff of all faiths and beliefs are warmly invited to visit us.

The Chaplaincy Website:

www.chaplaincy.bham.ac.uk

Email: chaplaincy@contacts.bham.ac.uk

ISAS advice on health and wellbeing

The National Health Service (NHS)

The NHS is the UK's state health service. If your course is for six months or more and you have paid the Immigration Health Surcharge, you will be entitled to NHS treatment. This means consulting with a Doctor and treatment at Hospital will be free of charge. You may be required to pay for other services such as prescriptions for medicines. For more information please visit the UKCISA website at www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare

Optical treatment

Eye tests in the UK are done by Opticians. You will normally be charged for an eye test unless you are under 19 years old and in full-time study. For more information please visit the UKCISA website at www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare and University of Birmingham www.birmingham.ac.uk/welcome/before-you-start/health-and-wellbeing/index.aspx

Registering with a Doctor

It is important that you register with a Doctor as soon as possible after arriving at university. In the UK, Doctors who are your main point of contact for medical issues are referred to as GPs (General Practitioner). If you are in need of non-urgent hospital treatment you must be referred by your GP, rather than visiting hospital yourself.

Due to its location close to campus many students choose to register with the University Medical Practice which is located on Pritchatts Road. In order to register please visit the practice, bringing with you your student visa and student ID card. For more information visit www.theump.co.uk

Dental care

There is a charge for all dental treatment in the UK but it is less expensive to be treated through the NHS than as a private patient. To find a dentist in Birmingham you should use the NHS choices website to find services near you: www.nhs.uk

Medical emergencies

If you or someone you are with needs urgent medical assistance you must telephone 999. This number is free to call from all phones including mobiles. You will need to request an ambulance and be prepared to give details of where you are and what has happened. If you require emergency treatment but feel you are well enough to travel you can visit Accident and Emergency (A&E) at a hospital. The closest A&E to the University is located at Queen Elizabeth Hospital. Emergency medical treatment is free even if you do not qualify for general NHS treatment.

Sexual health

British attitudes to sex may be different from those in your own country. It is often accepted that people who are involved in a relationship may have sex together. Of course, the choice is a personal one. You are entirely free to live according to your personal standards and should not feel pressured to adopt those of your fellow students.

If you think you will be sexually active or just wish to find out more information, it is important that you find out about contraception in the UK. You can get advice on this from your doctor or from a local family planning clinic (FPC). If you qualify for NHS treatment, you are entitled to free contraceptives and advice on birth control from the FPC. FPCs also provide free cervical smear and pregnancy tests. www.nhs.uk

Travel insurance

It is essential that you take out travel insurance to cover your journey to the UK. This should cover delays, medical emergencies and the cost of replacing any belongings, ie, lost luggage. While you are living in the UK we strongly advise you to have insurance to cover the contents of your room/flat and belongings.

Cultural adjustment

Coming to live in another country can be at times very exciting and enjoyable and at other times it might not feel too good. This is normal. Everyone who lives in another country will find that they have days when they miss their own food, their families, their friends or their weather, and just generally do not feel so happy. You will go through stages when you will feel excited about the UK and the University and times when you will not. It is normal to have good days and bad days but it is important to know how to help yourself. Here are a few tips that may help you to cope with cultural adjustment:

- Keep in touch with home through Skype, email, letters, FaceTime, telephone, Snapchat or Messenger
- Keep familiar things in your room such as photographs
- Join the University gym and take regular exercise – it can also be a good way of meeting people
- Make friends with other students – learn about other cultures
- If you want someone to talk to about how you are feeling you can make use of the University support services, where there will always be professional and experienced staff on hand
- If you are finding your studies a little difficult, talk to your personal tutor
- For some students their faith community will be very important – check with the Chaplaincy for more information
- The Guild of Students has lots of groups and societies where there will be opportunities to meet new people

For more information visit:

www.ukcisa.org.uk

www.guildofstudents.com/

<https://intranet.birmingham.ac.uk/as/student-services/chaplaincy/index.aspx>



Opening a UK bank account

Having a UK bank account is essential if you are studying in the UK for more than six months. You can find some branches of the main banks on the University campus. We advise that you compare the accounts of a few banks, and ask them what they can offer you before you make your choice.

When you arrive you can visit various banks and choose the one which you feel will be best for you.

There are many international banks in Birmingham city centre and if you have an account with them in your home country, you may find opening a UK account with them easier than with a new bank.



When choosing a bank account, ask:

- ✓ Will I have internet and telephone banking?
- ✓ Does it have standing order and direct debit facilities?

- ✓ What type of savings accounts do I have?
- ✓ Will I be required to maintain a minimum account balance or pay a monthly fee?
- ✓ Is there an overdraft facility?

For information on opening a bank account, please see: www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account

Compare bank accounts: www.moneyadvice.service.org.uk/en/categories/comparison-tables

The banks listed below are not part of the University and the details given are for information purposes only and not as a recommendation from the University.

Bank	Address	Tel	Website
Allied Irish Bank	61 Temple Row, Birmingham B2 5LT	+44 (0)121 483 6900	www.aibgb.co.uk
Barclays Bank	15 Colmore Row, Birmingham B3 2BH	+44 (0)345 734 5345	www.barclays.co.uk
Bank of China	33 Horse Fair, Birmingham B1 1DD	+44 (0)121 622 7002	www.bankofchina.com/uk
Co-Operative Bank	118–120 Colmore Row, Birmingham B8 3BA	+44 (0)121 212 0036	www.co-operativebank.co.uk
Habib Bank	379 Stratford Road, Birmingham B11 4JZ	+44 (0)345 600 3934	www.habibbankuk.com
Halifax	26/28 Colmore Row, Birmingham B3 2QE	+44 (0)345 600 3934	www.halifax.co.uk
HSBC Bank	130 New Street, Birmingham, West Midlands, B2 4JU	+44 (0) 3456 040 626	www.hsbc.co.uk
Bank of India	182 Soho Road, Birmingham B21 9LP	+44 (0)121 507 9940	www.bankofindia.com
Al Rayan Bank Plc	394 Coventry Road, Small Heath, Birmingham, B10 0UF	+44 (0)800 408 6417	www.alrayanbank.co.uk
NatWest Bank	1 St. Phillips Place, Birmingham, B3 2PT	+44 (0)8453 019 481	www.natwest.com
Lloyds TSB	1 Calthorpe Road, Edgbaston, Birmingham, B15 1QL	+44 (0)345 300 0000	www.lloydstsb.com
Royal Bank of Scotland	144 New Street, Birmingham B2 4NY	+44 (0)121 643 4821	www.rbs.co.uk
Santander	On campus	+44 (0)800 085 1633	www.santander.co.uk
Nationwide Birmingham	19 Bennett's Hill, Birmingham, B2 5QJ	+44 (0)800 554 0522	www.nationwide.co.uk



Living in the UK

As well as being the UK's second city, Birmingham is one of Europe's most exciting cities. Its rich heritage, modern commercial centre and cultural diversity make it a vibrant and exciting place to live and study. This Section is about the things you need to do when you arrive and things you can do including shopping and visiting tourist sites during your studies.



What do I need to do?

Council Tax

As an international student you may have to pay Council Tax depending on what kind of accommodation you live in and who you live with. Council Tax pays for local services, such as refuse collection and the police. Some properties are 'exempt', which means no Council Tax is payable at all and there will be no bill. In most cases if the only people living in the property are full-time students on an undergraduate or taught postgraduate course, then there will be no charge for Council Tax.

To find out more about Council Tax, please see: www.gov.uk/council-tax/working-out-your-council-tax

Electrical equipment

The British electricity supply works on 240 volts/50 cycles and most buildings have sockets which take a 13-amp square, three-pin plug. Please check that any electrical equipment you bring from home can be used on this voltage or can be converted. You should be able to purchase an adapter in the UK but please note that it is dangerous to overload sockets or circuits with too many adapters and you should never put a two-pin plug in a three-pin socket.

Television (TV) licence

- You are required to have a TV licence if you use a TV or any other device to receive or record television programmes – for example, a laptop, PC, mobile phone, digital box, DVD recorder or a TV set.
- The TV Licensing website has a section for students where you can find out if you need a TV licence and how to apply. Please visit www.tvlicensing.co.uk



Keeping safe

It is important that you take responsibility for your own personal safety while you are living in the UK. Here are some tips to help keep you safe:

- ✓ Go out in a group and come home in a group.
- ✓ Stick to well-lit and well-used areas. Do not take shortcuts through dark and remote alleyways, parks and wasteland. Walk briskly and with confidence. Walk along the pavement facing oncoming traffic but keep back from the kerb. Keep clear of recesses such as doorways.
- ✓ Be alert to your surroundings. Don't walk whilst chatting on your mobile phone or with earphones in.
- ✓ If you have concerns about a particular situation, a group of people or an individual, keep away.
- ✓ Carry your keys in your pocket.
- ✓ If you think you are being followed, check by crossing the street. If you are worried, go to the nearest place where there are other people and call the police. Do not use a phone box.
- ✓ Excess alcohol will blur your judgement and senses and make you more vulnerable. Keep your drink in sight and don't accept drinks from people you don't know well.
- ✓ Be wary of meeting anyone on your own if you don't know them well.

Learn more

www.birmingham.ac.uk/ubsafe



Useful contacts

Academic Technology Approval Scheme (ATAS)

www.birmingham.ac.uk/international/students/visas/atas.aspx

Admissions enquiries for postgraduates

Tel: +44 (0)121 414 5488
Fax: +44 (0)121 414 6378
Email: admissions@bham.ac.uk
www.birmingham.ac.uk/admissions

Admissions enquiries for undergraduates

Tel: +44 (0)121 415 8900
Fax: +44 (0)121 414 7159
Email: admissions@bham.ac.uk
www.birmingham.ac.uk/university/colleges/professional/external/admissions/index.aspx

Birmingham International Academy (Foundation Programme)

Tel: +44 (0)121 414 9292
Email: foundation@contacts.bham.ac.uk
www.birmingham.ac.uk/foundation

The British Council

Tel: +44 (0)161 957 7755
Fax: +44 (0)161 957 7762
www.britishcouncil.org/

The British Council Education UK

www.educationuk.org

Birmingham International Academy (BIA)

Tel: +44 (0)121 415 8492
Email: presessional@contacts.bham.ac.uk
www.birmingham.ac.uk/bia

Equality and Diversity

Tel: +44 (0)121 414 3247
www.equality.bham.ac.uk

Fee queries

www.studenthelp.bham.ac.uk

GP health services and The National Health Service (NHS)

www.nhs.uk

University of Birmingham Security:

Tel: +44 (0) 121 414 3000 (non emergencies)
+44 (0) 121 414 4444 emergencies)
Email : securityservices@contacts.bham.ac.uk
www.birmingham.ac.uk/community/university-campus/security/index.aspx

Independent online currency converter

www.oanda.com/currency/converter

International Relations

Tel: +44 (0)121 414 2894
Email: international@bham.ac.uk
www.birmingham.ac.uk/university/colleges/professional/external/international-relations.aspx

International Students Advisory Service

Tel: +44 (0)121 414 8464
Online enquiries: <https://intranet.birmingham.ac.uk/student/student-hub/menu.aspx?NodId=494>

IT Service Desk

Tel: +44 (0)121 414 7171
www.itservicedesk.bham.ac.uk

Library Services

Tel: +44 (0)121 414 5828
Email: library@bham.ac.uk
www.library.bham.ac.uk/index.shtml

Research Student Administration team

Email: pgrstudentrecords@contacts.bham.ac.uk

Student Information Team

Tel: +44 (0)121 414 3091
www.studenthelp.bham.ac.uk

Student Fees

Payment method queries
Tel: +44 (0)121 414 6074
Fax: +44 (0)121 414 4898
Email: studentfees@bham.ac.uk

Travel West Midlands

www.nxbus.co.uk/west-midlands

UKCISA

Switchboard: +44 (0)207 288 4330
Fax: +44 (0)207 288 4360
Postal address: UKCISA,
9–17 St Albans Place,
London N1 0NX
www.ukcisa.org.uk

UK Visas & Immigration website

<https://www.gov.uk/check-uk-visa>

University Graduate School

Tel: +44 (0)121 414 6376
Email: graduateschool@contacts.bham.ac.uk
www.graduateschool.bham.ac.uk

National Rail

www.nationalrail.co.uk/

Your first-week planner

During Welcome Week there are many events on offer. Use this planner in conjunction with the online timetable (www.birmingham.ac.uk/welcome) to record your first week activities.

	AM	PM
Friday 21 Sept	ISAS airport collection (see page 11)	
Saturday 22 Sept	ISAS airport collection (see page 11)	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court
Sunday 23 Sept	ISAS airport collection (see page 11)	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court
Monday 24 Sept	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court
Tuesday 25 Sept	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court
Wednesday 26 Sept	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court Afternoon Cream Teas – Duck & Scholar, Shackleton, The Vale, 15:00–17:00 International Welcome Reception – Noble Room, Staff House 18:00–20:00
Thursday 27 Sept	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court
Friday 28 Sept	Right to study check and collect student ID card – International Welcome Hub in Chancellor's Court	Afternoon Cream Teas – Duck & Scholar, Shackleton, The Vale, 15:00–17:00

Essential things to do during your first week

- Get your right to study check (essential for all visa holders)
- Attend the Vice-Chancellor's Welcome Address address
- Visit the Welcome Marquee (marquee, Chancellor's Court) to sign up for city and campus tours and for more information on international social events
- Attend school/department induction (Please note you should prioritise this event over other activities)
- Collect ID card; for more information go to International Welcome Hub in Chancellor's Court My ID number is
- Find out who my welfare and personal tutor is
- Collect timetable from your school to find out location and venue of lecture rooms
- Pay University fees
Cashiers: *Map ref R5*
- Take a tour of the Main Library and visit my subject library *Map ref R30*
- Visit BIA staff in the Welcome Marquee to find out about free English language support
- Attend Welcome International information briefings
- Attend Welcome International social event(s)
- Visit fairs at the Guild of Students
Map ref O1
- Register with a GP
- Open a bank account
- Register with police (if stated on visa)
- Take out accommodation contents insurance (Please note this is included in the fee for University student residences)
- Find out where the Disability and Learning Support teams are, and discuss disclosure (if applicable)
- Attend University Graduate School Welcome Activity (for PGR students)

Please check the Welcome website for details on when and where activities are taking place at www.birmingham.ac.uk/welcome

All events subject to change at short notice.

- All students
- PG students
- Students with disabilities

Student check list

The table below will tell you the documents you will need for tasks which you will do before and after coming to Birmingham. You should carry these documents in your hand luggage.

Documents	Visa application (entry clearance)	Visa application (leave to remain – already in the UK)	Immigration control	Open a bank account	Police registration	Activating University email account	Doctor/dentist registration	Families (schools etc)	Right to Study Check
Passport(s)	✓	✓	✓	✓	✓		✓	✓	✓
Visa/Biometric residence permit (BRP) (if applicable)		✓	✓	✓	✓				✓
University student registration letter for police registration/banking/doctor/dentist				✓	✓				
CAS statement	✓	✓	✓		✓				
Proof of fees paid (if paid in advance)	✓	✓	✓						
Sponsorship/Scholarship letter	✓	✓	✓	✓					
Proof of sufficient money to support yourself and your family and evidence that you have enough money to pay your first year of fees (if you are not getting sponsorship/scholarship and haven't paid your fees yet)	✓	✓	✓						
Official translations of documents (if applicable) for visa purposes	✓	✓	✓						
Marriage and birth certificates (if travelling with your family)	✓	✓	✓		✓				
Proof of your address in your home country (ie, a letter from the University sent to you in your home country)				✓					
Password and email account details which should have been sent to you by email after registration						✓			
Proof of your UK address (tenancy agreement or utility bills)				✓	✓		✓	✓	
Passport-sized photographs (professionally printed, not from a computer)	✓	✓	✓		✓				
£34.00 police registration fee paid by debit or credit card		✓	✓		✓				
UKVI visa Decision Letter (For collecting your BRP)	✓	✓	✓		✓				✓
Boarding pass/flight tickets									✓

The information in this grid is for guidance only and requirements may change.

For any assistance/guidance please get in touch with the International Students Advisory Services (ISAS) www.studenthelp.bham.ac.uk

The Edgbaston campus

The Edgbaston campus is a self-contained site divided into five areas. Here we provide an overview of what you'll find in each – for more detailed maps go online to www.birmingham.ac.uk/contact/directions.

Red Zone
Central academic area, includes facilities for many of our departments including Law, Education, Earth Sciences, Physics and Mathematics; also houses the Main Library, shops, banks and the Munrow Sports Centre

Blue Zone
Home to the Medical School and associated research centres

Orange Zone
Student support services including the Guild of Students (students' union) and Chaplaincy

Yellow Zone
Facilities include Civil and Chemical Engineering, Chemistry, Sport and Exercise Sciences, Computer Science and some Health disciplines

Green Zone
Metallurgy and Materials laboratories and Electronic Engineering can be found here; also conference facilities and our botanic garden

