International Students’ Guide

Arrival advice for new international students 2016
Dear student,

I am delighted to welcome you to UCL. My name is Nicola Brewer and I am Vice-Provost (International), responsible for creating and delivering UCL’s Global Engagement Strategy (GES). I’ve lived and worked in London, Mexico City, Paris, New Delhi, Pretoria and Cape Town, so I know how exciting and daunting it can be to settle into a new city.

London has a huge amount to offer, and so does UCL, as London’s Global University. Our history as an open and inclusive place to study remains part of our ethos and global outlook to this day, especially when it comes to you, our students.

When I was consulting with students and staff about developing the GES, I had in mind multiplying exactly the kind of global impact that you as graduates of UCL will have during your lives.

That’s why the first of our five GES strategic drivers is “Giving our students the best possible education and preparation for global careers and lives”. We believe that “think global” starts at home. And we do hope you feel at home during your time here.

We believe the diversity of our students and staff drives excellence and that this, coupled with our interdisciplinary approach to working collaboratively with partners all over the world, is one of the reasons why UCL deserves its place among the top 20 universities in the world.

We want our students to be able to develop as global citizens, professionals and leaders, understanding the perspectives of others and contributing to others’ understanding of the world. You, our international students, are a vital part of being able to do this. We also want you to become ambassadors for UCL – it is now your university, and you can be as proud of UCL as we are of you, our students.

I hope you find the International Students’ Guide a useful tool to help you settle in and make the most of the many opportunities available to you at UCL and in London.

I wish you every success during your time with us at UCL, and hope that it proves to be as transformative for you as for the local and global communities we live in.

Dr Dame Nicola Brewer
Vice-Provost (International)
Settling In

First Weeks Checklist

- **Enrol and get a Statement of Student Status**
  You need this to obtain your UCL ID card, among other things. You should be given this at your enrolment appointment.

- **Register with the police** [See page 29]
  Only for some international students who have it as a clear requirement on their entry clearance visa, BRP or Home Office letter. This does not apply to students from the EU.

- **Get your Erasmus Arrival Form signed**
  Erasmus students only. This can be done at the Student Centre.

- **Attend all ISOP events**
  The International Student Orientation Programme (ISOP) will take place in the week commencing 19 September. Our Global Ambassadors will be on hand to help throughout the week.

- **Go to UCLU events and tours**
  Check uclu.org/whats-on for details and to book tickets. Try to attend at least a few of these social events - there will be a diverse range of events on offer to suit everyone’s tastes, and it’s a great way to meet new people!

- **Open a bank account** [See pages 11-15]
  You will need to present specific documents to the bank and may need to make an appointment to set up an account. After enrolment, you’ll be able to speak to representatives from some UK banks during ISOP.

- **Register with a doctor (General Practitioner)** [See page 18]
  Your GP is the first point of contact for any issues concerning your physical or mental health. It is strongly recommended that you register with a GP as soon as possible after you arrive.

- **Obtain an 18+ Student Oyster Photocard** [See page 23]
  Full-time UCL students can apply for a photocard which may entitle them to discounts of up to 30% on transport.
Accommodation

A range of accommodation options are available in London. You may have secured a room in a hall of residence earlier in the year, in which case you’re probably already starting to settle in! If not, don’t panic, as there’s plenty of help on offer.

Private accommodation

By September, it is unlikely that there will be any space left in halls of residence. As such, if you haven’t found somewhere to stay long-term, the best option will probably be to find private accommodation, which usually means a room in a shared house.

UoL Housing Services

The University of London (UoL), of which UCL is a member, provides a support service to help students find private rented accommodation in the city. Once you’ve registered on their website, you can search from hundreds of properties across London. In order to advertise with them, all landlords must sign up to UoL’s Code of Good Practice, which ensures they will deal with student tenants fairly and reasonably.

UoL Housing Services also offer a flat-sharing message board, a contract checking service, legal advice, information on short-term housing and a list of registered independent halls of residence, some of which may still have availability in September.

Other ways to find accommodation

There are a number of websites that might help you find something suitable, including Rightmove, Zoopla, OnTheMarket, Spareroom and Gumtree.

UoL Housing Services will be running a Househunting Day on Thursday 22 September, where you can meet potential housemates accommodation in London. Find out more details on their website, which can be found in the box on the right hand side of this page.

Tips on finding accommodation

Here are some of the most important questions to ask yourself when looking for accommodation:

- **Is it a scam?**
  Although the vast majority of adverts are legitimate, there will always be some people trying to exploit others. Never pay any money before seeing the property and the tenancy agreement.

- **Is the property in good condition?**
  Make sure you’ve thoroughly inspected the house or flat. Agents and landlords aren’t obliged to point out any defects or problems, so keep an eye out for signs of damp or mould, faulty switches and sockets and infestation. Feel free to ask questions and remember that you are the customer.

- **How much will I pay?**
  Many property agents in the UK charge fees. In addition, you should expect to pay a deposit as well as the first month’s rent before you move in, so there is often a substantial amount of money to pay up front.

- **Have I read and understood the contract?**
  UoL Housing Services offer a contract checking service to help you understand your rights and responsibilities as a tenant, and those of the landlord.

Right to Rent

From 1 February 2016, all private landlords in England are required to check their tenants’ immigration status under the Right to Rent scheme. Landlords must take copies of your original passport (or national ID card for EU/EEA students) and visa/BRP if you have one. Please note these checks do not apply if you are living in a UCL student hall of residence.

If you require a visa to study at UCL, you are renting in the private sector and your landlord is unable to complete the checks, UCL can provide you with a letter which exempts your landlord from this requirement. To use this option, you will need to provide certain information. To find out more, please see the Right to Rent link in the box on the right.

Council tax

Council tax is a system of local taxation collected by local authorities. As a full-time student living either in a hall of residence or in a household where everyone is a full-time student, you are exempt from paying council tax.

To apply for an exemption you will need to provide your Statement of Student Status (which you should receive during enrolment) to your local council. Before receiving this document you must ensure that your term-time address on Portico is accurate.

If you live in the London Borough of Camden, you will not need a Statement of Student Status, as you need to apply online via their website.

Useful links and contacts:

- University of London Housing Services: housing.london.ac.uk
- Rightmove: rightmove.co.uk
- Zoopla: zoopla.co.uk
- OnTheMarket: onthemarket.com
- Spareroom: spareroom.co.uk
- Gumtree: gumtree.com
- Information on Right to Rent: ucl.ac.uk/iss/immigration-visa/right-to-rent
- Information on Portico: page 42 of UCL A-Z
- Camden Council link: camden.gov.uk/ccm/navigation/council-and-democracy/
- Househunting day link: housing.lon.ac.uk/events/househunting-day-2016-0
Mobile Phones

The UK has excellent mobile phone coverage and competitive rates. The main mobile phone providers in the UK are 3, O2, EE, Virgin Mobile and Vodafone. However, some of the smaller providers, such as Tesco Mobile and Giffgaff also offer great deals so it is worth checking them out too.

Options

So, what choices do you have? You will need to choose the following:

- **Pay-monthly contract**, which is usually a phone and contract package. Contracts tend to be for 18-24 months which may not be suitable for everyone.
- **SIM-only**, which means you will be provided with a SIM card only and will need to provide your own phone. You will usually only be committed to a 30-day rolling contract.
- **Pay-as-you-go (PAYG)**, which means you will need to buy your mobile phone handset and then top up your phone with credit (money) to use it, paying only for what you use.

International SIM-only providers

If you think you are going to be calling abroad often, it is worth choosing a special low-cost SIM aimed at international calling, such as from Lebara and Lycamobile. Lebara even has special discounts for students!

What is best for you?

This is a question only you can answer, depending on your personal budget and mobile phone habits! However, we would suggest you consider the following before making a decision:

- If you opt for a PAYG or SIM-only deal and want to use your existing mobile phone, bear in mind it may need to be unlocked before you can use it in the UK. Check with your provider if it is possible with your handset.
- Do you really need a new phone? Does it have to be a smartphone? Could you just go for a SIM-only deal and save money?
- What do you use your phone for more than anything else? Calling friends in the UK? Checking social media? Calling family at home? Make sure you find the deal that best fits your needs!
- If you’re going to be using your phone to call back home, ask about international calls – your provider may offer an international calling plan.
- If you’re signing a contract, how long is it for? What is the cancellation policy?
- Your deal is likely to include ‘inclusive’ minutes, texts or data, make sure you check the details carefully so you know exactly what counts as ‘inclusive’.
- If your contract offers ‘unlimited’ minutes, texts or data, make sure you check the provider’s fair usage policy so you don’t end up getting charged extra!
- Is this really the best deal? Compare deals! Don’t feel pressured into agreeing to anything until you’re sure it is the best option for you.

Compare deals

Before deciding, take a look at a price comparison site, like MobilePhoneChecker – this is an easy-to-use site where you can see deals across several networks and compare the different services (pay as you go, pay monthly and SIM only) so you can make sure you’re getting the best deal for what you need!

The Carphone Warehouse is a shop in the UK that caters for all mobile networks, so it might also be a good starting point for comparing the various options.
Settling In

Moving to another country is often a very big change for many people and sometimes the uncertainty in the environment can bring about homesickness and culture shock.

Homesickness is when a preoccupation with home-focused thoughts emerges. You might yearn for the familiar and the secure, or grieve over the ‘loss’ of family, friends, places and routines. The realisation that family life continues without you might prove difficult.

Culture shock is a term used to describe the impact of moving from a familiar culture to an unfamiliar one. A new climate, different food, a foreign language and unfamiliar cultural etiquette are all factors that can contribute to this. It’s important to remember that it’s completely normal to feel disoriented and confused, and that these feelings should pass soon.

Dealing with homesickness and culture shock

1. Don’t try to fight it
   Feeling homesick or impacted by a new culture is completely natural and to be expected. You’re allowed to miss home and feel sad. But remember, you’re also allowed to enjoy yourself – it’s not being disloyal to those you miss!

2. Get involved
   This will not only provide a distraction, but will also help make London your new home. There are so many clubs and societies at UCL that you’re very likely to find something that suits your interests. This way you’re also bound to make new contacts and friends.

3. Remember to get enough food and sleep
   These affect us emotionally as well as physically, so remember to look after your body.

4. Talk to classmates and flatmates
   Have a chat with them. Everyone feels the same at first; even non-international students feel homesick or miss their home town. Let them know how you feel and they will help you in return. Remember, you are not the only new person. This will also help you to interact with people from a range of different cultures and make new friends.

5. Try to establish routines
   Stick to one particular way to walk into university or pick a specific day on which you do a weekly food shop. These or similar things can make your new environment feel more stable and will hopefully make you feel more settled.

6. Don’t phone home too often or go back too early
   This won’t help. Give yourself time to get used to things first. But don’t shut off the people back home either! Let them know about your life here: perhaps try writing a blog and sharing it with your friends and family. If possible, you can even encourage friends and family to come and see you in your new setting.

7. Make your room uniquely yours
   If you’ve brought some home comforts, don’t forget to display them. Another idea would be to print off some photographs or buy some decorations. You’d be surprised how much comfort a few reminders of home can provide.

8. Be realistic about student life
   Establish a balance between work and leisure. You’re not expected to work all the time and you would soon burn out if you did. On the other hand, if you don’t put in enough time on work, you can very quickly get behind, which only adds to the stress.

   If you find that despite all of these efforts your feelings haven’t improved after about a month, even slightly, then you should contact the right people and ask for help before it gets worse. This might be your GP, your tutor (especially if you think your feelings are academic-related), the UCL Cultural Consultation Service or Student Psychological Services.

   Remember: there is support out there and you are not alone!

Useful links and contacts:

Information on culture shock: ukvisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock
UCL Cultural Consultation Service: ucl.ac.uk/ccs
UCL Student Psychological Services: ucl.ac.uk/student-psychological-services
UCLU Clubs & Societies Directory: uclu.org/clubs-societies/directory
Campus shortcuts: youtube.com/watch?v=IQA1Ul77Dql
Plugs and Electricals

UK wall sockets require three-pin plugs so you will be likely to need an adapter if your appliances have any other plugs. Unlike the sockets in many other countries, UK sockets have a switch to turn the power supply on and off - so make sure you’ve turned it on if you’re trying to charge your appliance!

UK power sockets deliver an average voltage of 230v. If your device runs on a lower voltage, then you’ll need a converter to stop it from overheating. Remember to check whether your device is dual-voltage (look for the 110-240v notation) before buying a converter.

Useful links and contacts:
- Information on using electronics safely: electricalsafetyfirst.org.uk
- TV Licensing: tvlicensing.co.uk

TV Licensing

Here in the UK, you need a valid TV Licence if you use ‘TV receiving equipment’ to watch or record television programmes. This includes TVs, computers, mobile phones, games consoles, digital boxes, DVD/VHS recorders or any other devices.

TV licences are mandatory for everyone who views content in any format. As of 1 September 2016, you will also need a TV licence to watch on demand programmes, including BBC iPlayer.

Your TV licence will cost £145.50 annually. If you leave your student housing over the summer, you may be eligible for a refund for this period (approximately £37). You may pay your TV Licence fee yearly, quarterly, monthly or weekly on the TV Licensing website.

And if you don’t pay? It can lead to prosecution, a court appearance and a fine of up to £1,000!

Opening a Bank Account

Opening a bank account in the UK is by far the safest and most effective way of managing your money as an international student. Whilst UCL doesn’t recommend particular banks, to make the process smoother for you we have put together some information on local banks and other useful tips.

Banks on campus

As part of the International Student Orientation Programme (ISOP) there will be representatives from local banks on campus to inform you about their accounts for international students. You will be able to speak to the banks about your options and even start the process of opening an account on the day! The banks will be present on campus from Wednesday, 21 September 2016 to Saturday, 24 September 2016.

Depending on the bank, you may be able to open an account on the day, or you may be required to attend an appointment in the local branch to complete the process. However, starting this during ISOP will certainly speed things up.

Choosing a bank

Unless you have a preferred bank (for instance if your parents use HSBC), you don’t need to worry too much about which bank to choose. This is because they’ll normally offer you a basic current account to begin with, and may offer you further services after you’ve banked with them for some time.
IMPORTANT - Your UK address

You must ensure that your term-time address has been updated to your UK address and your home address remains as your permanent overseas address on your Portico account. If your details are correct on Portico, your Statement of Student Status will confirm both your address in the UK and back home, and this letter will be considered by the banks as valid proof of your address. Some banks will also accept a letter from your UCL hall of residence.

Some banks (Lloyds, NatWest and other banks not included in this guide) require your letter to be addressed to the bank specifically. In this case, you will need to request a Bank Account Letter in person at the UCL Student Centre. The Student Centre is located on the ground floor of the Chadwick building. You must ensure that your UK address details are up to date on Portico.

The basic current account will provide a visa debit card, which can be used to withdraw cash and pay using Chip & PIN. You'll usually have online and telephone banking included, will be able to opt in or out of receiving paper bank statements and will be able to set up a direct debit.

You are advised to make your decision based on which bank you may be familiar with in your home country or based on any special features which are offered.

When deciding, bear in mind that some banks may require you to pay a monthly subscription fee.

What documents do I need in order to open an account?
The documents you’ll need to provide vary depending on which bank you select. However, as a general rule, you’ll need to have the following in place:
- Your passport and BRP if you’re a non-EU student
- Your passport or national ID card if you’re from the European Union
- A letter from UCL (which letter you’ll need depends on the bank):
  - Statement of Student Status: this letter confirms your permanent (home) and term-time addresses and is issued at enrolment (not addressed to the bank) OR
  - Hall of Residence Letter: issued by your hall of residence to confirm your address, if you live in UCL accommodation (may need to be addressed to the bank) OR
  - Bank Account Letter: this confirms your permanent (home) and term-time addresses, and is issued upon request at the Student Centre (must be addressed directly to the bank) OR
  - UCL Student ID card (only required to open an account with Santander)

Can I open a bank account if my programme of study is less than six months?
Not all banks work with students who are in the UK for a short period of time. Santander may consider your application, but please ask the bank directly for further information.

Barclays
15-17 Tottenham Court Road, W1T 1BJ
Monday–Wednesday and Friday: 09.00 – 18.00
Thursday: 09.00 – 19.00

- Identification
- Non-EU students: passport and valid visa/BRP
- EU students: national ID card or passport
- Letter from UCL
- Statement of Student Status or Hall of Residence Letter (see page 12)

International Student Bank Account
- Cashback on some payments
- No monthly fee
- Free skills and digital training modules (LifeSkills and Digital Wings)

Standard procedure to open an account (if unable to do so during ISOP)
To make an appointment, email Tess Mirza (tess.mirza@barclays.com). It is quicker to open your account if you complete the first section online before visiting the branch for your appointment. Once you have completed the online application, note your reference number and take it with you to your appointment, together with your documents.
Alternatively, you can make an appointment in branch, but you will need to visit the branch again to attend your appointment. Make sure to take your documents with you.

Useful links and contacts:
Information on bank accounts: ucl.ac.uk/iss/when-you-arrive/bank-account
International Student Calculator: international.studentcalculator.org

HSBC
210 High Holborn, WC1V 7BZ
Monday – Friday: 08.00 – 18.00

- Identification
- Non-EU students: passport and valid visa/BRP
- EU students: national ID card or passport
- Letter from UCL
- Statement of Student Status (see page 12)

Basic Bank Account (other options may be available)
- No monthly fee

Standard procedure to open an account (if unable to do so during ISOP)
Email holborn.s.appointments@hsbc.com to book an appointment. You should mention that you’re studying with UCL and are looking to open an account with HSBC and they will arrange an appointment for you. Your appointment will be booked at 210 High Holborn, London, WC1V 7BX.

Take your documents to your appointment.

HSBC will also need to verify the Local Tax Identification Number (TIN) from every country where you're registered to pay tax. For further information please visit crs.hsbc.com

Useful links and contacts:
HSBC website (search “Basic Bank Account”): hsbc.co.uk

Barclays website (search “International Student Bank Account”): barclays.co.uk

Useful links and contacts:
HSBC website (search “Basic Bank Account”): hsbc.co.uk

12-13
Lloyds
88 Tottenham Court Road, W1T 4TH
Monday – Friday: 09.00 – 17.00
Identification
Non-EU students: passport and valid visa/BRP
EU students: national ID card or passport
Letter from UCL
Bank Account Letter addressed specifically to Lloyds Bank or Hall of Residence letter addressed specifically to Lloyds Bank (see page 12)

Classic Account
Text alerts and other services to help you manage your finances
Planned overdrafts may be possible
No monthly fee
Standard procedure to open an account (if unable to do so during ISOP)
It is quicker to set up your account if you complete the first section online. Once you have completed the online section of the application, print the confirmation and take it to Lloyds, together with your documents. Staff will check your documents and then make an appointment for you to complete the process.
In some cases it may be possible to complete your account set up then and you would not require an additional appointment. At busier times, an appointment will be made for you which may be in another local branch.

Useful links and contacts:
Lloyds Classic Account: lloydsbank.com/current-accounts/classic-account.asp

NatWest
45 Tottenham Court Road, W1T 2EA
Monday – Friday: 09.00 – 18.00
Saturday: 10.00 – 15.00
Identification
Non-EU students: passport and valid visa/BRP
EU students: national ID card or passport
Letter from UCL
Bank Account Letter addressed specifically to NatWest or Hall of Residence Letter addressed specifically to NatWest (see page 12)

Student Account
Discounts on coach travel with National Express
No monthly fee
Standard procedure to open an account (if unable to do so during ISOP)
Visit the branch to make an appointment (you can also make this appointment online or by calling). It may be possible to be seen there and then with no appointment if it is not too busy, so take your documents just in case.
During busier periods, you will need to visit the branch once to make the appointment, and then a second time to attend your appointment. Make sure to take your documents with you.

Useful links and contacts:
NatWest website (search “international students”): natwest.com

Santander
UCL Campus, South Junction, Wilkins Building, WC1E 6BT
Monday – Tuesday, Thursday – Friday: 10.00 – 18.00
Wednesday: 10.00 – 17.00
Identification
Non-EU students: passport and valid visa/BRP
EU students: national ID card or passport
Letter from UCL
Statement of Student Status or Hall of Residence Letter (see page 12)

International Student Current Account
One free deposit of a foreign cheque each month
£5 monthly account fee applies

Basic Current Account
You will receive a cash card to withdraw cash and a top-up debit card
Can transfer money between the two cards using online, telephone and mobile app banking, in a branch and at a cash machine
No monthly fee
Standard procedure to open an account (if unable to do so during ISOP)
No appointment required: visit the branch with your documents and to open the account there and then.
Arrangements with other Santander branches will vary.

Useful links and contacts:
Santander website (search “International Student Current Account” and “Basic Current Account”): santander.co.uk

TSB
120 High Holborn, WC1V 6RD
Monday – Friday: 09.00 – 17.00
Identification
Non-EU students: passport and valid visa/BRP
EU students: national ID card or passport
Letter from UCL
Statement of Student Status or Hall of Residence Letter (see page 12)

Classic Account (subject to eligibility)
Services to help you manage your finances
Planned overdrafts may be possible
No monthly fee
Standard procedure to open an account (if unable to do so during ISOP)
Visit the branch to make an appointment (you can also make this appointment by calling the branch) to set up your account. At busy times, you may be directed to another local branch for your appointment.
Take your documents to your appointment.

Useful links and contacts:
TSB current accounts (including Classic Account): tsb.co.uk/current-accounts

To the best of our knowledge, the information provided in relation to local banks and their requirements for opening an account is accurate as of the date of publication. However, this information may be subject to change. Please note account opening procedures and requirements can vary depending on the branch.
Healthcare

NHS and Eligibility for Treatment

It is important to remember to look after yourself when you are in the UK and to find out how to obtain medical treatment. In the UK, your GP (General Practitioner) is your first point of contact if you have any issues with either your physical or mental health.

The NHS is the healthcare system in the UK and is primarily funded through general taxation rather than requiring insurance payments.

Some NHS services are free at the point of delivery, others you may need to pay for. It is likely that the health system in your home country works very differently to the UK, which is why it is essential that you read through this information.

It is important that you register with a GP within your first week(s) at UCL. Ridgmount Practice is an NHS general practice located near to the UCL campus which provides general health care, a contraceptive service and a full nursing service.

The following treatment provided by the NHS is free for everyone:

- accident and emergency services (but not follow-up treatment, or admission as an overnight patient to hospital)
- family planning services
- diagnosis and treatment of sexually transmitted infections

Useful links and contacts:

Information on GPs: page 25 of UCL A-Z
NHS: nhs.uk
University College London Hospital: uclh.nhs.uk
Information on healthcare: ucl.ac.uk/iss/before-you-arrive/health

The tables below provide further details on eligibility to register.

**EU/EEA students**

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<thead>
<tr>
<th>Length of Study</th>
<th>Can you register with a doctor?</th>
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<tbody>
<tr>
<td>Course lasting 6 months or longer</td>
<td>Yes. UCL Students on a course lasting more than 6 months. You may need to provide a UCL ID card and/or proof of address. Hold on to your EHIC – you may need to make a payment for treatment upfront, but you should be able to reclaim expenses later.</td>
</tr>
<tr>
<td>Course lasting less than 6 months</td>
<td>No. You might not be able to register with a doctor in the usual way, but you can still visit one as a temporary patient if required. Hold on to your EHIC – you may need to make a payment for treatment upfront, but you should be able to reclaim expenses later. You will only have access to primary care. (i.e. you cannot be referred to a specialist).</td>
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**Non-EU/EEA students**

<table>
<thead>
<tr>
<th>Length of Study</th>
<th>Can you register with a doctor?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course lasting 6 months or longer</td>
<td>Yes. UCL Students on a course lasting more than 6 months. You may need to provide a UCL ID card and/or proof of address. You will have paid the Immigration Health Surcharge as part of your visa application, which permits you access to full NHS services.</td>
</tr>
<tr>
<td>Course lasting less than 6 months</td>
<td>No. You might not be able to register with a doctor in the usual way, but you can still visit one as a temporary patient if required. You will not have paid the Immigration Health Surcharge so you will need to obtain private medical insurance to ensure you are covered for any medical treatment. You will only have access to primary care (i.e. you cannot be referred to a specialist).</td>
</tr>
</tbody>
</table>
How to Register with Ridgmount Practice or Alternative GP

To register with Ridgmount Practice, you need to download and complete the form on their website. You then need to visit in person. You will only be able to register after enrolling on your programme of study at UCL (you will need to show your UCL identity card).

If you are living in a UCL hall of residence, Ridgmount Practice will be piloting an online registration process for students starting this September. Please check the website for further details.

You can register with Ridgmount Practice if you live in one of the local postcodes they cover, and are registered to a course that lasts longer than 6 months.

The postcodes covered are:
- NW1, NW3*, NW5, NW6*, NW8
- EC1, EC2, EC3, EC4
- WC1, WC2
- N1, N4, N5, N6, N7, N8, N10, N11*, N13, N15, N16, N17, N19, N22
- W1, W2, W8*, W9*, W10*, W11*
- SW1, SW3, SW5, SW7

Note: not all streets in postcodes marked * are eligible for registration. If you live in one of these areas please discuss with the reception team.

If you live outside Ridgmount Practice’s catchment area, you can search for an NHS general practice near you on the NHS website, and you will need to contact the relevant practice for details of their registration procedures and requirements.

If you are eligible to do so, we strongly recommend that you register with a GP within the first few weeks of arriving in the UK. This will enable your GP to process your registration and provide you with an NHS number in good time. You are required to have an NHS number in order to obtain hospital treatment (non-emergency) and if you need to be referred to a specialist clinician.

Useful links and contacts:
- Ridgmount Practice registration form: ridgmountpractice.nhs.uk/new-patients
- Find a GP in London: myhealth.london.nhs.uk/your-health/general-practice

Medical Insurance

Although it may not be essential, you might wish consider private health insurance as there can be long waiting times for some NHS services. With private medical insurance you can also ensure you are covered for other medical-related costs that are not covered by the NHS.

If you are studying in the UK for 6 months or less and you have a Short-term Study visa, you would normally need to obtain private medical insurance, as you will be liable for any NHS health services that you use. Some countries have reciprocal healthcare agreements with the UK, which may entitle you to some treatment: check your entitlements with your local health authorities if you are from one of these countries.

We don’t endorse or recommend a specific insurance company. However, the National Union of Students (NUS) and the UK Council for International Student Affairs (UKCISA) recommend Endsleigh Insurance. There are many different companies which provide insurance for students - for general advice and guidance on insurance check out the Money Advice Service website.

Useful links and contacts:
- Money Advice Service: moneyadviceservice.org.uk/en
- Endsleigh Insurance: endsleigh.co.uk
There are many ways of getting around London – it’s a very well-connected city! Here are your main transport options:

### London Underground

The Underground is also known as the Tube and is an extremely fast and popular way to travel around London.

The closest Tube stations to UCL’s Gower Street site are:

- Euston Square (Hammersmith & City, Metropolitan and Circle lines)
- Warren Street (Northern and Victoria lines)
- Euston (Northern and Victoria lines)
- Russell Square (Piccadilly line)
- You can plan your journey, check for delays or planned closures on the Transport for London (TfL) website.

A 24-hour Friday and Saturday service (the Night Tube) is due to be introduced in summer/autumn 2016 on the Central, Victoria, Jubilee, Northern and Piccadilly lines.

### Buses

Buses are not only cheaper than the Underground, but they also allow you to see more of London. UCL’s Gower Street site is served by many TfL bus routes.

Buses travelling from north to south stop on Gower Street, immediately outside UCL’s main gate, while those travelling from south to north stop outside Warren Street station, about five minutes’ walk from UCL.

Services to these stops include route numbers: 10, 14, 24, 29, 73, 134 and 390.

London also has an established network of night buses to help you get home after a night out.

Remember, you can only get off a bus at a designated bus stop, and only if you press the ‘Stop’ button. While waiting at the bus stop, you also need to wave if you wish to stop the bus.

### Santander Cycles

The Santander Cycle Hire scheme (also known informally as ‘Boris Bikes’ after London’s former mayor) is London’s self-service bike-sharing scheme. This scheme is excellent for cycling short distances and within central London. There are a number of bike docking stations located near the main UCL campus (check the TfL website for locations).

### Cycling in London

Cycling is an eco-friendly and efficient method of getting around the busy streets of London, but it can be dangerous. Below are some useful tips to help you stay safe:

- Remain aware of your surroundings, and don’t wear headphones when cycling
- Always use cycle lanes where available
- Always signal before turning
- Cycling on pavements is illegal and could result in a fine
- Be aware of heavy goods vehicles (HGVs) and their blind spots
- Running a red light is incredibly dangerous and may result in a £50 fine
Wearing a helmet is not a legal requirement but it is strongly advised, as are high visibility clothing and night lights.

Bike theft is fairly common in London, so use multiple chains to lock your bike.

If you intend to use public transport as well as cycling, it’s best to invest in a foldable bike.

There are many free cycle training programmes that you can attend. You can find out where the local programme is by getting in touch with your local council.

**Taxis and minicabs**

London is famous for its black taxi cabs, which you can find all over the city. If a taxi has its light turned on, then it’s available for hire. Just put out your arm to get the taxi to pull over, or you can take a taxi from a designated rank. Taxi cabs have meters, with a minimum fare of £2.40.

Minicabs can often be cheaper but they must be booked in advance. They do not have meters, so you should ask how much the journey will be when you book.

There are now a number of alternative transport apps in London, most famously Uber, which can offer an alternative to the traditional taxi.

**Useful links and contacts:**

- Transport for London (TfL), including Journey Planner, Tube, buses, Santander Cycles and other modes of transport: tfl.gov.uk
- Information on travelling in London: ucl.ac.uk/iss/when-you-arrive/travelling-in-london
- Minicab comparison site: minicabit.com
- Information on cycling at UCL: ucl.ac.uk/cycling
- Guide to safe cycling in London: londoncyclist.co.uk
- Finding safe cycle routes: london.cyclestreets.net

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**Oyster Cards**

The Oyster Card is a plastic card used as electronic ticketing on public transport in London. You can use it to travel on bus, Tube, tram, Docklands Light Railway (DLR), Overground and most National Rail services in London.

You can buy an Oyster Card at Tube and train stations in London. Once you’ve paid the £5 deposit, you can load money or a Travelcard onto your card at a ticket machine, and off you go!

You’ll see that ticket barriers at stations have a yellow pad on them. Touch your Oyster Card here, and the gates will open for you (known as ‘tapping in’ or ‘tapping out’). Some stations don’t have barriers, but you still need to tap out or you may be charged a higher amount!

On buses, you’ll see the yellow pad when you get on. Every bus journey is charged at the same rate (no matter how long it is), so you only need to tap in once when you board the bus, not when you get off.

Please note: Oyster cards and Contactless payment cards are now the only way to pay on London buses – cash payments aren’t accepted!

**18+ Student Oyster Photocard**

Full-time UCL students, who are on a programme of study lasting at least 14 weeks, can apply online for a TfL 18+ Student Oyster Photocard which entitles the holder to buy Travelcards and other season tickets with a discount of up to 30%.

You must have fully enrolled at UCL before applying, and you cannot generally apply as a part-time student.

Please consult the TfL website for full information on how to apply for the 18+ Student Oyster Photocard, including the documents that you’ll need to supply.

**Useful links and contacts:**

- Apply for an 18+ Student Oyster Photocard: tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student
- Oyster Cards: oyster.com
- Useful links and contacts: tfl.gov.uk
Travelling in the UK and the Railway Discount Card

The two main options for travel across the UK are by coach or train.

Trains are often the quickest and most comfortable way to get around the UK. There are many websites for booking tickets, such as National Rail and Trainline. Tickets should be booked as early as possible to save money. It is also important that you check exactly what kind of ticket you need:

- **Advance tickets** are usually the cheapest, but they’re only valid for the specific date, time and train they are booked for and can only be bought online.

- **Off-Peak and Super Off-Peak tickets** require you to travel at specific times of the day or days of the week, or on a certain rail route. The restrictions will depend on the journey, so check these before buying the ticket or boarding the train.

- **Anytime tickets** offer maximum flexibility, but are usually the most expensive option.

As a full-time student you can purchase a 16-25 Railcard which will save you ⅓ on rail fares throughout the UK for either one or three years. If you’re over 25 and registered as a full-time student, you can still purchase this card to get your discount.

Coaches are a cheaper alternative to trains, but they can take double the time to arrive. One of the cheapest coach companies is Megabus, with journeys starting at £1 between the major cities. Meanwhile, National Express has the largest coach network in the UK. Both of these offer great discounts with a NUS card (see page 35).

**Useful links and contacts:**

- National Rail: nationalrail.co.uk
- Trainline: thetrainline.com
- Megabus: uk.megabus.com
- National Express: nationalexpress.com
- 16-25 Railcard: 16-25railcard.co.uk

Travelling Around Europe

If you’ve never been to Europe, coming to UCL is the perfect opportunity to do just that! Take advantage of cheap flights, coaches and student discounts. However, before you start planning to visit five countries at a time during your reading weeks, check that you don’t require an additional visa.

If you’re from outside the European Economic Area (EEA) you may need a Schengen visa to travel to Europe. The Schengen visa scheme allows you to apply for one visa to visit any of the countries in the Schengen area, which comprises 26 countries. Depending on the type you apply for, your visa may be valid for up to three months, allowing you multiple entries into the Schengen area.

Once your visa is sorted, here are some of your travel options:

**Flights**

This tends to be quickest and the priciest method. To find the best deals use flight search engines, such as Kayak and Skyscanner. Budget airlines such as Ryanair and Easyjet are well-known for their cheap tickets.

**Trains**

If travelling by train, you’ll almost certainly catch the Eurostar. This is a high-speed railway service connecting London St. Pancras with several European destinations. You can then buy tickets point-to-point or get a rail pass, such as Interrail.

**Ferries**

This isn’t an option for all destinations, but it’s a great alternative for going from the UK to France, or to go island-hopping in some European countries. To search for schedules, try the comparison site AFerry.

**Coaches**

This is the best option for those travelling on a budget, but can be slow. Megabus, National Express and Eurolines are your best bet, but you can also try Busabout which offers hop-on hop-off connections all around Europe.

**Useful links and contacts:**

- European Economic Area: gov.uk/eu-eea
- Information on the Schengen Visa: ucl.ac.uk/iss/immigration-visa/other-visa-types/schengen-countries
- Kayak: kayak.co.uk
- Skyscanner: skyscanner.net
- Ryanair: ryanair.com/gb/en
- Eurostar: eurostar.com/uk-en
- Loco2 (for point-to-point rail tickets in European countries): loco2.com
- Interrail: interrail.eu
- Megabus: uk.megabus.com
- National Express: nationalexpress.com
- Busabout: busabout.com
- Immobilise: immobilise.com
Safety and Police Registration

Staying Safe

The London Metropolitan Police Service do an excellent job keeping London among the safest large cities in the world. Practically no one has a gun, not even the police. Still, it’s up to us all to ensure we’re safe from petty crime and that we’re obeying UK law.

1 Travelling in London

When travelling by train or bus, store your luggage near you so that you can keep an eye on it and remember the time of the last train/bus so that you don’t get stranded. Make sure not to accept any rides offered to you by people who are not licensed cab drivers. Otherwise, black cabs can often be a good option, especially late at night, so hold onto some emergency cab money. If you’re cycling, stay in the bike lanes, be cautious of traffic and signal your turns.

2 Streets of London

The streets of London are, in general, very safe to walk on if exercising reasonable common sense. Try not to walk with your electronics in your hand and don’t hold cash out for long periods of time, as these actions could make you a target for theft.

3 On nights out

Plan how and with whom you are going to get home beforehand. Have a plan in place in case your group gets split up and don’t walk home alone. This means you should always make sure you have enough money for a taxi or bus - don’t spend it on that last drink of the night! Speaking of drinks, never leave your drink unattended or accept drinks from strangers. On the journey back home, make an effort to sit near the driver on the bus or in an occupied carriage on the Tube.

Useful links and contacts:

London Metropolitan Police: content.met.police.uk
Looking After Your Possessions

1 Money
Whether you’re bringing cash, credit cards or traveller's cheques, remember to keep them in a secure location like a zipped bag/pocket and try not to put all your resources in one place. This way, if anything unlucky happens, you always have a back-up.

2 Documents
Take special care of your passport, travel documents and tickets and keep them with you in a safe place. Before you travel, take photocopies of the essential pages of your passport and pack these separately. This way, if you lose your passport you have all the details on hand to present to the police and your embassy.

3 Bags
In restaurants, bars or theatres, keep your bags where you can see them, not on the floor or over the back of your chair. Leaving your bag unattended anywhere in London not only attracts pickpockets, but could also create a security alert! In crowded areas such as a bus or underground train, try wearing them in front of you, not over your shoulder.

4 Electronics
Register your electronics for free on Immobilise. Then when police officers stop and search suspected thieves, they can check the serial number on the Immobilise database and track you as the owner so you can be reunited with your property. You can also insure your electronics and other possessions. NUS recommends Endsleigh, a student contents insurance provider.

Reporting a crime
If you are a victim of crime, or to report anything to the police when it is no longer an emergency, dial 101 or visit a police station. In an emergency, always dial 999 immediately.

Useful links and contacts:
UCL Security Services: 020 7679 2108 or extension x32108 from any UCL phone, or in an emergency call 222
Off-campus emergency services: 999 (ask for the appropriate service)
Police non-emergency number: 101

Registering with the Police

The following information does not apply to students from the EU.
You only need to register with the police in the UK if there is a clear requirement to do so on any of the following:
- Your entry clearance visa (in your passport)
- Your Biometric Residence Permit (BRP)
- Your Home Office letter (your decision letter or the letter accompanying your BRP)

If you have clear instructions to register with the police on any of the documents mentioned above, please visit the Police Registration section of the UCL International Student Support website for more information on how to make a registration appointment with Overseas Visitors Records Office (OVRO), which is located at the following address:

323 Borough High Street
London
SE1 1JL
(Closest Tube station = Borough on the Northern line)

Not registering with the police if you are required to do so is a criminal offence and you may be reported to the Home Office for failure to comply with the conditions of your leave to enter/remain in the United Kingdom.

Useful links and contacts:
Information on police registration: ucl.ac.uk/iss/immigration-visa/police-registration
British Life

British Climate

You’ve all heard the rumours about the British weather… it rains every day, right? Well, luckily, this is not true! Here are the details of what to expect from the British weather. As the saying goes, forewarned is forearmed!

Variations in weather
Although UK weather is unpredictable, it is rarely extreme, with summer temperatures ranging from 9°C to 18°C. On occasion, it can reach around 30°C, but this is rare.

In winter, the average is between 2°C and 7°C, but temperatures often drop to just below 0°C.

Daylight
There is substantial variation in daylight hours throughout the year:
- 21 June (longest day) - sunrise around 05.00, sunset around 21.00
- 21 December (shortest day) - sunrise around 08.00, sunset around 16.00

On the last Sunday in March, the clocks go forward by one hour (at 1 am), and they go back again on the last Sunday in October (at 2 am). The period when the clocks are one hour ahead is called British Summer Time (BST).

Be prepared
Even though the weather in the UK is generally mild, you need to look after yourself.

On hot sunny days
- Wear sunscreen or cover up to avoid sunburn.
- Wear a hat to avoid sunstroke and drink water to avoid dehydration.

On cold, icy or snowy days
- Wear several layers of clothing, including a thick coat, scarf, hat and gloves.
- Invest in a warm duvet or blankets for your bed.
- Roads and footpaths can be icy, so wear shoes with good grip.
- Public transport in the UK is generally good, but in snow, ice or fog there can be delays or cancellations.

Useful links and contacts:
- BBC Weather: bbc.co.uk/weather
- Met Office: metoffice.gov.uk/public/weather/forecast

Bank Holidays

“Bank holiday” is simply the colloquial term for public holidays observed by the UK. Think of them as the days when you can catch up on your coursework, sleep in, or take a long weekend away!

Traditionally, UK bank holidays fall on:
- 1 January – New Year’s Day
- The Friday before Easter Sunday – Good Friday
- The Monday after Easter Sunday – Easter Monday
- The first Monday in May – Early May Bank Holiday
- The last Monday in May – Spring Bank Holiday
- The last Monday in August – Late Summer Bank Holiday
- 25 December – Christmas Day
- 26 December – Boxing Day

You can get the exact dates of the upcoming bank holidays on gov.uk/bank-holidays. Check them out and note them in your diary!
Coming to the UK is an exciting endeavour and without doubt you will want to indulge in all the culture that Britain has to offer. So why not start with the food?

Eating and drinking customs

Eating or drinking out might seem simple, but if you are unfamiliar with UK customs, you may be in for a few surprises! Here’s a list of things to remember:

- Whenever possible, make a reservation before going to a restaurant. Always book for large groups and discuss any special requirements with the restaurant in advance.
- If you order water, you may be brought bottled water that you’ll have to pay for. Ask for tap water to keep your bill down.
- If you’re feeling full, you can ask to get your leftovers to take away. Most restaurants are happy to oblige.
- It’s not rude to flag a waiter down when you want something or to request the bill.
- Many restaurants have a 10% tip added to the bill already (look out for “service included” on your receipt), so there is no need to tip extra unless you want to.
- In most pubs you have to go to the bar to order your food and drinks.
- Pub opening times depend on the conditions of their alcohol licence, but are generally between 11am and 11pm
- It’s polite to “buy rounds” (take turns to buy drinks) with your group of friends.
- About 10 minutes before closing time, the pub landlord will ring a bell and tell people to order their last drinks.

Top 3 British dishes

1. Roast dinner (Sunday roast)
   This is traditionally what’s eaten and served in pubs all over the country at Sunday lunchtime. It involves roast meat, roast potatoes, at least two different kinds of vegetables, gravy and Yorkshire puddings (which are confusingly not sweet)! You can get a roast in almost any pub on a Sunday, but you’ll usually need to book in advance.

2. Fish and chips
   “Fish and chips” is battered cod and chips with salt and vinegar. It’s the classic English take-away food and the traditional national food of England. The best fish and chips are found near the coast, so maybe take a road trip to Brighton!

3. Full English breakfast
   AKA (Also Known As) a fry-up! This quintessentially English breakfast normally involves any combination of toast, sausages, fried mushrooms, eggs, baked beans and bacon. Most people don’t have it everyday, but might indulge at the weekend! You can try it yourself in almost any traditional café (also sometimes called “greasy spoons”).

Pubs and alcohol

In England, pubs are a common way to relax, celebrate or simply meet up with friends. Although all pubs will have a bar, they’re not exclusively for drinking; many serve food and put on events, such as the traditional pub quiz. It’s absolutely fine to go along if you don’t drink alcohol.

“Off licences” are small shops that have a licence to sell alcohol for consumption off the premises.

You might see signs in shops reading “Under 25?” Don’t worry, you don’t need to be 25 to buy alcohol in UK, but rather this means that if you look under 25, you will be asked for ID (ID stands for ‘Identification’, and in this case refers to an official document with a photo of you and your date of birth on it).

Some central London bars and clubs ask for ID from everyone wishing to enter, regardless of age. Bear in mind that if you don’t have ID, you may be turned away.

Police in London can stop people from drinking alcohol in public and confiscate it almost anywhere. Transport for London (TfL) also has a ban on drinking alcohol or carrying open containers of alcohol on public transport. However, alcohol is often served on mainline train services travelling out of London.

Useful links and contacts:

British recipes: bbc.co.uk/food/cuisines/british
Supermarkets

There are a number of big food chain stores in London and although some reports claim the differences in pricing are not that big, each of the supermarkets have their target audience and their quirks.

Aldi and Lidl are both budget supermarkets that are widely accepted as the cheapest supermarkets in the UK.

Tesco is the UK's biggest chain of supermarkets. Tesco is mostly considered a budget supermarket, in the same kind of price range as Asda and Morrisons.

Sainsbury's is considered to be somewhere in the middle in terms of budget and has a slightly better reputation for quality. The stores often include fish and cheese counters.

 Marks & Spencer (M&S) is less of a grocery store and more of a department store, as they also sell a range of clothes and household goods. M&S Simply Food is the branch specialising in food and is generally considered high-quality.

Waitrose is the UK’s most upmarket supermarket chain, and generally the most expensive! However, their ‘Essentials’ range has plenty of affordable basics too. You can even get a free hot drink every time you shop there with a myWaitrose loyalty card!

Most of these supermarkets sell halal meat, although it is not necessarily clearly labeled. For kosher and halal food, specialist stores are your safest bet.

Want to budget? The website mySupermarket helps you find the best deals on products from across all major supermarkets.

In 2015, a 5p carrier bag charge was introduced for all single-use plastic bags, so if you want to save money and stay green, buy reusable bags and don’t forget to bring them with you on your next shopping trip!

During your Studies

Student Discounts (NUS Card & ISIC)

A range of excellent discounts are available to students to help you make savings and cut down a little on the cost of university life!

As a full-time student you are eligible for a student discount card.

An NUS Extra card, costing £32 for three years or £12 for a year, gives you over 200 UK discounts for a wide range of products and services. For example, you can get 20% off Pizza Hut, 54% off Thorpe Park (a major theme park) and up to 50% off Microsoft products. It also comes with a one-year free ISIC.

An International Student Identity Card (ISIC) allows you to prove your student status worldwide, as well as gain access to over 150,000 discounts and benefits. It costs £12 for a year.

Useful links and contacts:

NUS Extra: nus.org.uk/en/nus-extra
ISIC: isic.org
Students with Families

Dependants of UCL students are eligible for a range of facilities, whatever their age, so that bringing a family to the UK is made as easy as possible.

Entitlements
- Dependants of students on Tier 4 visas can access free NHS hospital treatment, and can register with a doctor. There is a charge for prescriptions for most people over the age of 16. See pages 16-19 for more information.
- If you’re a Tier 4 visa-holder studying on a postgraduate course for 12 months or more, or if you’re a government-sponsored Tier 4 visa-holder studying for 6 months or more, your partner will be able to work. They can take employment in almost any field. Dependants of EU students have no restrictions on work.
- The UCL Centre for Languages and International Education (CLIE) sometimes run free English classes from October to March to all non-native speakers over 18.
- UCLU runs the Writing and Language Support programme (WALS), to help international students with academic writing and speaking at UCL (also accessible to family members).
- Dependants of students can usually study on a part-time or full-time basis.
- Additional sources of funding may be available to students with dependants.
- Families of students can attend some of the trips, activities and visits organised by International Students House and HostUK.

Childcare
- UCL has a nursery on campus, although places are limited.
- Children aged 3-4 can get a certain number of hours of free childcare per year. Contact your local authority or search online for a nursery in your area.
- Children aged 5-16 who are dependants of a student can access free primary and secondary schooling.

Useful links and contacts:
- Information for students with families: ucl.ac.uk/iss/before-you-arrive/students-families
- Information for students who are pregnant, adopting or are parents: page 32 of UCL A-Z
- CLIE: ucl.ac.uk/clie
- UCLU Writing and Language Support: ucl.ac.uk/wals
- Financial support for students with dependants: ucl.ac.uk/current-students/money/bursaries/childcaregrants
- UCL Day Nursery: ucl.ac.uk/estates/news/a-z-services/nursery-services
- Find a nursery: gov.uk/find-nursery-school-place
- Find a primary or secondary school: gov.uk/find-school-in-england
- International Students House: ish.org.uk
- HostUK (organisation introducing international students to the UK): hostuk.org

Mental Health and Wellbeing

Starting university is an exciting time, but with all these new experiences may come some challenges.

A certain amount of stress is normal but it is important to remember that looking after your mental health is just as important as looking after your physical health!

Evidence suggests there are simple steps that everyone can take to help look after their mental wellbeing. The National Health Service (NHS) suggests five steps for this:

1 Connect
Keep in touch with people around you; your family, friends, tutors and fellow students on your course. Strengthen and broaden these relationships by taking time each day to speak to these people, meet friends for lunch or a cup of tea, keep in touch with friends and family back home with Skype or FaceTime, or you could even do some volunteering to connect with the local community.

2 Be active
Find an activity you enjoy and incorporate it into your routine. This could be as simple as walking instead of taking the bus or Tube, or you could try a new sport by joining a team through UCLU Clubs and Societies.

3 Keep learning
You’re in the perfect place for this! Learning new skills can help give you a sense of achievement. In addition to your studies, you could try something new as well – this could be something simple, like learning how to cook a new dish, visiting a museum or gallery or finding a new hobby.

4 Give to others
Small acts of kindness can give you a sense of purpose. This could be a larger commitment, like volunteering, but it doesn’t have to be – it could just be saying thank you for something, offering to lend a hand to someone who seems to be struggling, or phoning a friend who needs some company.

5 Be mindful
Remind yourself to take notice of what is around you, your thoughts and feelings. Notice the sensations of the food you eat, the sounds and the smells of your surroundings. Although these are just small things, they can help to interrupt our ‘autopilot’ mode. This is the first step to a practice called ‘mindfulness’ which you may wish to explore further. Tying new things, like changing your route to lectures or going somewhere new for lunch can also help you notice the world in a new way.

These are just a few simple ideas for how you can incorporate these five steps into your daily routine. The NHS, Mind and the Mental Health Foundation all have further suggestions for positive mental wellbeing that you may wish to try.

If you are ever concerned about your mental health or the way you are feeling, make sure you seek some support. In the UK, your GP is your first port of call for both physical and mental health concerns.

Useful links and contacts:
- Information about Student Psychological Services: page 31 of UCL A-Z
Part-time Jobs

As an international student, getting a part-time job can be a great way to add to your overseas studying experience. Living in the country’s capital, there are ample possibilities to gain some valuable work experience.

What should I consider?
- Check your BRP/visa for work limitations. For Tier 4 visa holders, there is generally a limit of 20 hours of work per week in term-time. The definition of term-time may vary. Please see the International Student Support website for further details.
- You’ll need to apply for a National Insurance number when you get a job. To do this, you should call 0845 600 0643 to make an appointment at your local Jobcentre Plus office. You’ll need to take certain documents with you (ask which ones in the phone call).
- Consider how much you’ll be paid. National Minimum/Living Wage is a legal requirement for all employers, except for voluntary positions. The London Living Wage is a recommended higher rate to reflect the higher costs of living in London, but isn’t mandatory.
- Consider how will your part-time work impact upon your studies? How much time do you realistically have to spare?

Finding work
- Have a look at the UCLU JobShop online for a wide range of part-time vacancies.
- UCL JobOnline has internships in addition to part-time roles, a lot of which are exclusive to UCL students.
- Check out UCLU VSU (Volunteering Services Unit) for hundreds of fantastic volunteer projects. Volunteer work is normally just as valuable as paid work from an employer’s perspective.
- Ask around! Shops and restaurants often advertise in their windows when they need extra help. Print off your CV and go in to ask in person.
- Visit UCL Careers for help with your CV and applications for part-time work.

Useful links and contacts:
- Information on working in the UK: ucl.ac.uk/iss/immigration-visa/working-in-the-UK
- Applying for a National Insurance number: gov.uk/apply-national-insurance-number
- UCL JobShop: uclu.org/human-resources/jobshop
- JobOnline: jobonline.thecareersgroup.co.uk/ucl
- Volunteering Services Unit: uclu.org/services/volunteering-at-ucl
- UCL Careers: ucl.ac.uk/careers

Tier 4 Responsibilities

If you are entering the UK with a Tier 4 student visa, it is important to remember that your immigration status has some conditions attached which you need to follow. Here is how you can protect your immigration status.
- Collect your BRP.
- Complete your enrolment at UCL by attending your enrolment appointment.
- Check if you need to register with the police.
- Ensure that you have sufficient funds available to pay your living costs.
- Open a UK bank account, allowing you to receive paper statements to use as evidence of sufficient funds.
- Check your work conditions.
- Do not attempt to access public funds such as Jobseeker’s Allowance or Child Benefit.
- Concentrate on your studies and ensure you complete your programme of study within the expected time scale.
- Abide by UK law.
- Keep copies of your personal documents.
- Keep all correspondence with the UK immigration authorities.
- Report any changes of circumstances. This means remembering to keep your contact details on Portico up to date, especially your address and phone number.
Glossary

Affiliate Study: a more formal name for Study Abroad. If you are a Study Abroad student, when you come to UCL you will be registered as an Affiliate student.

CLIE (sometimes pronounced ‘clee’): the UCL Centre for Languages & International Education. It offers a range of English language courses designed to support you during your degree.

Course Tutor: the academic member of staff who has overall responsibility for organising each module.

Cultural Consultation Service: a service for anyone experiencing a challenge which they think is a primarily a cultural conflict. They will discuss the issue with you and explore ways to resolve the situation.

Eduroam: the free WiFi on campus.

Faculty: a group of departments working in related fields. For example, the Department of History and the Department of Geography both sit within the Faculty of Social & Historical Sciences.

ISD (Information Services Division): UCL’s central IT team, which offers services to students and staff.

Lecture: a larger class where an academic staff member gives a talk on a particular subject as part of the module.

Moodle: UCL’s online learning space. Moodle is used to supplement taught modules, usually by providing a space where lecturers can upload reading lists, lectures notes, presentations and assignments.

Personal tutor: every student will be allocated a personal tutor (a supervisor for research degrees) who takes an interest in them as an individual and who offers guidance on their overall academic progress and personal and professional development.

Portico: the UCL Student Information Service. This online portal allows you to keep UCL up-to-date with your contact details, select modules, view exam timetables, find out results, pay fees online, re-enrol each year, apply for graduation ceremony tickets and plan and record skills development. ‘Portico’ is also the name of the iconic building in the Front Quad!

Seminar: a class in which a small group of students is encouraged to engage in a discussion or a debate.

Turnitin: an online assignment submission platform, designed to help detect plagiarism.

UCLU: UCL’s Student Union, the representative body for UCL students. As a student, you are automatically a member.

UPI (UCL Person Identifier): an ID number, which can be found on your student card. Not to be confused with your Student Number (SN), which is also on your student card!

Useful links and contacts:

Portico: ucl.ac.uk/portico
Moodle: moodle.ucl.ac.uk
UCLU: uclu.org
Full UCL glossary: ucl.ac.uk/iss/before-you-arrive/ucl-glossary