

Sheffield  
Hallam  
University

# Welcome!

A pre-arrival guide for incoming exchange  
and study abroad students



# Sheffield Hallam University



Congratulations on being accepted as an exchange or study abroad student at Sheffield Hallam University!

This guide is divided into five steps to help you arrive on campus safely and well prepared.

We advise you to complete the steps in sequential order. Each step contains a checklist of tasks, which you can cross off as you complete them.

We look forward to welcoming you to Sheffield and Sheffield Hallam University.

Please note: dates in this guide were correct at the time of printing but may be subject to change. Please check online before you travel.

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### STEP 1:

## On receiving your offer of a place at Sheffield Hallam University

- Apply for your visa (if applicable)
- Book your accommodation
- Register for disabled student support (if applicable)



### Apply for your visa (if applicable)

You must hold a valid UK visa that entitles you to study at Sheffield Hallam University before you can begin your course with us.

#### Which visa should I apply for?

Most international students need a Student visa.

However, exchange and study abroad students coming to Sheffield Hallam University for up to six months can choose to apply for a Standard Visitor visa instead. If you come to the UK on a Standard Visitor visa, you will not be allowed to do any paid or voluntary work and you will not be able to extend your stay in the UK.

Visit [gov.uk/standard-visitor-visa](https://www.gov.uk/standard-visitor-visa) for more information.

#### I already have a valid UK visa. Do I need to apply again?

If you are currently in the UK on a Tier4 (General) or Student visa for another university, you must apply for a new Student visa before you enrol at Sheffield Hallam University.

If you have any other type of UK visa and are not sure whether or not you need to apply for a new visa, please email [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk) for advice.

#### I need a Student visa. Who can help me apply for it?

The Home Office website provides detailed information and guidance about applying for a Student visa.

Visit [gov.uk/student-visa](https://www.gov.uk/student-visa)

The UK Council for International Student Affairs (UKCISA) also offers detailed advice for international students applying for study visas.

Visit [go.shu.ac.uk/studentvisaoutsideuk](https://www.go.shu.ac.uk/studentvisaoutsideuk)



International experience advisers welcoming new international students

If you require further help and you are in the UK, we strongly recommend that you book an appointment with the International Experience advisers at the University.

If you are in your home country and you need support with your visa application, please contact the international experience advisers, who can offer advice over email or Skype.

### How long will the application process take?

The Home Office state that you can normally expect a decision on your Student Visa application within three weeks of applying, however personal circumstances can affect timeframes. We advise you to apply as soon as possible.

### When can I apply for my Student visa?

You can apply for your Student visa no earlier than six months before the start date of your course, however you will need to wait until all of your supporting documents are available.

### What documents will I need?

You will need the following documents:

#### 1. Valid passport

You will need to submit your passport with your Student visa application. Ideally, the passport should be valid for the duration of your study in the UK plus six months.

#### 2. Passport photograph

You will need to submit a passport sized colour photograph that was taken no earlier than one month before your application. The photograph must be in a specific format. Visit [gov.uk/photos-for-passports](https://www.gov.uk/photos-for-passports) for guidance.

#### 3. Confirmation of Acceptance for Studies (CAS) from Sheffield Hallam University

You will receive your CAS when you accept your unconditional offer and pay a deposit (if applicable). Check your CAS carefully before you use it. Your name must be exactly the same in the CAS as it is in your passport, and your passport number must be correct. Check that all your qualifications are listed correctly, that the details of the course that you are going to study are correct (including course duration) and that any payments you have made to the University are recorded correctly.

#### 4. Transcripts or exam certificates listed on the CAS

You will need to submit your original transcripts or qualification certificates. Details of these will be listed on your CAS statement. The documents must include your full name and the name of the academic institution awarding the qualification. They must also include the date and title of award (for certificates) and the course title and confirmation of award (for transcripts).

#### 5. Evidence of enough funds to meet the UKVI maintenance requirements

You will need to show that you have enough funds to pay for your tuition fees (if applicable) plus £1,023 for each month of your stay, for up to nine months. You will need to prove that you had this amount in your bank account for 28 days before you submitted your application.

#### 6. ATAS certificate (if applicable)

Certain postgraduate courses need to get an Academic Technology Approval Scheme (ATAS) certificate before applying for entry to the UK. You must have your ATAS certificate before you apply for your Student visa. It can take up to three months to get your ATAS certificate, so you must apply early.

Visit [gov.uk/guidance/academic-technology-approval-scheme](https://www.gov.uk/guidance/academic-technology-approval-scheme) to apply.

#### 7. Tuberculosis test certificate (if applicable)

You will need a tuberculosis (TB) test if you are coming to the UK for more than six months and are resident in any of the countries on the list at [gov.uk/tb-test-visa](https://www.gov.uk/tb-test-visa). If the test is clear, you will be given a certificate, which you must submit with your visa application.



### What should I do if my visa is refused?

You must inform us immediately if your visa application is refused by UK Visa and Immigration. Please email your visa refusal notice to [admissions@shu.ac.uk](mailto:admissions@shu.ac.uk)

You have two options:

- You can submit an Administrative Review if you think the decision is incorrect. There is no fee for this but it can take at least 28 days – and sometimes much longer – for a decision to be reached. Strict deadlines apply, so you must contact us as soon as you receive your visa refusal notice if you are considering this option.
- Alternatively, you can make a new application. Please read the refusal notice carefully to see which documents were missing or incorrect the first time. You will need a new CAS if you wish to make a new application.

In some cases, the International Experience team will provide assistance with Administrative Review queries. We will contact you with advice once we have reviewed your visa refusal notice.

### How can I contact the International Experience team?

Email [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Visit [shu.ac.uk/international/international-experience-team](https://www.shu.ac.uk/international/international-experience-team)

## Book your accommodation

### Accommodation in halls of residence

Full-year students (September–July)

Our Accommodation Services offer single occupancy rooms in halls of residence to exchange and study abroad students who are at Sheffield Hallam University for the full academic year. We have a variety of room types – from standard single rooms, to large single en-suites with larger beds, and even self-contained flats – all in self-catered residences. Wherever you live, you will be within walking distance of our campuses.

Visit [shu.ac.uk/accommodation](https://shu.ac.uk/accommodation) for details on all accommodation available and to apply for rooms in halls of residence for the full academic year.

Semester-only students

Sheffield Hallam University offers semesterised accommodation for exchange and study abroad students. Once your period of study at Sheffield Hallam University has been confirmed, you will receive further details of the designated hall of residence (which will be within walking distance of our campuses) and more information on how to book your accommodation directly with the provider.

Email [accommodation@shu.ac.uk](mailto:accommodation@shu.ac.uk)

### Accommodation in the private sector

The safest method of looking for private sector housing is to [apply via Accommodation Services](#). We provide advice on all aspects of house-hunting, have specialist knowledge of the local area and properties available.

If you want to find private sector accommodation, you may wish to finalise arrangements after you have arrived in Sheffield with our help. This will give you the chance to visit the property and meet the landlord. You should plan an early arrival and set a few days aside for this task.



When looking for private sector accommodation, consider the following factors:

- Location – the majority of students at Sheffield Hallam University live in S1, S7, S10 or S11. Most of these areas are within walking distance of the University or just a short bus ride away.
- Rent – check whether bills and utilities are included in the rent or whether you are expected to pay for those separately. Ensure that you are aware of any additional payments that you will be required to make before you commit.
- Duration of contract and tenancy agreement – make sure you understand what you are signing. The [Students' Union Advice Centre](#) can go over your tenancy agreement with you before you sign it.

Together with Sheffield City Council and the Students' Union Advice Centre, Accommodation Services have a private sector student property standard called snug. Only private sector properties that have been vetted - the vetting process includes an inspection and compliance with tenancy management - are advertised on our website at [shu.ac.uk/privatehousing](https://shu.ac.uk/privatehousing)

You can be sure that any property you find on our [Studentpad](#) website will be an ideal home for your time in Sheffield. You can even meet potential housemates through the [message board](#).

If you intend to find private sector accommodation once you have arrived in Sheffield, you will need to book temporary accommodation before you leave your home country so that you have somewhere to stay while you are looking. Visit [shu.ac.uk/accommodation](https://shu.ac.uk/accommodation) to apply, receive dedicated help and support, as well as discounted hotel rates near Sheffield Hallam.



## Register for disabled student support (if applicable)

If you have a disability, please register with Disabled Student Support as soon as you have confirmed your place at Sheffield Hallam University. Visit [go.shu.ac.uk/disabilitysupport](https://go.shu.ac.uk/disabilitysupport) to register and to find out about the range of support available to you during your time at Sheffield Hallam University.

To access support at the University, disabled students need to provide evidence of disability. It can be a letter or report (it needs to be in English or an official translation provided) signed by a recognised medical professional, state a diagnosis and that the disability has lasted or is likely to last 12 months or longer.



## STEP 2:

### In the weeks before you leave

- Plan your journey to Sheffield and book our free airport pick-up service
- Set up your SHU IT account and complete the pre-enrolment task
- Book your place on the orientation programme
- Familiarise yourself with the academic calendar
- Arrange travel and medical insurance
- Ask your doctor for your medical records
- Pay your tuition fees (if applicable)
- Finalise your module selection
- Join Sheffield Hallam International Exchange Network



### Plan your journey to Sheffield and book our free airport pick-up service

We strongly encourage you to book our free Manchester airport pick-up service; it will make your arrival easier and more enjoyable. Our friendly student guides will

- meet you at the Manchester airport terminal
- introduce you to other new students
- bring you to Sheffield by train or private coach
- order a free taxi to take you to your accommodation

If possible, book a flight that arrives before 4pm (16:00) UK time so that you have enough time to collect your luggage and get through immigration before meeting our student guides.

It is your responsibility to find our student guides as soon as possible after your arrival. Unfortunately, if you fail to do this and you miss the pick-up, the University cannot cover your travel costs to Sheffield.

#### How do I book the service?

Find the full range of available dates and book the service at [go.shu.ac.uk/arrival](https://go.shu.ac.uk/arrival)

You must book a place for this service at least one week before you are due to arrive. Make sure you use your personal email address when you complete your details. You will receive a confirmation email with further information about the service. Please check your inbox after you have registered.

If you arrive without booking the service or you book too late, we cannot guarantee that you will get a seat on the coach.

#### What should I do if I arrive on a day when the pick-up service doesn't run?

You should tell us when you plan to arrive by

filling in the arrival information form at [go.shu.ac.uk/arrival](https://go.shu.ac.uk/arrival). You will receive instructions about travelling to Sheffield and getting support on arrival.

#### What should I do if I arrive late at night?

If you cannot avoid arriving late at night, you have two options. You can book the airport pick-up service for the next morning, if it is available, and find overnight accommodation at the airport. Alternatively, you can take the train to Sheffield – in this case, follow the instructions you will receive by email and come to the University.

#### What should I do if I am arriving at a different airport?

Please tell us when you plan to arrive by filling in the arrival information form at [go.shu.ac.uk/arrival](https://go.shu.ac.uk/arrival). If you choose to fly to another major city in the UK, you can either get a connecting flight to Manchester or travel by train or bus to Sheffield. Visit [nationalrail.co.uk](https://nationalrail.co.uk) for train times and [nationalexpress.co.uk](https://nationalexpress.co.uk) for bus times. Go to [shu.ac.uk/visit](https://shu.ac.uk/visit) for information about how to find the University once you get to Sheffield.

## Set up your SHU IT account

Approximately 2 weeks before your start date you will receive an email asking you to enrol. This will have your log in details to set up your University IT account.

Once you have done this, you will be able to access your University email with the login and password that you have created. Instructions can also be found on the [enrolment guidance page](#).

## Book your place on the orientation programme

The University offers an orientation programme for all international students, incoming exchange students and study abroad students.

It will offer a combination of on-campus and online sessions, interactive workshops, and social activities on campus, such as campus and city tours.

We strongly encourage you to attend and book as many sessions as you can.

Find dates and times of orientation at [go.shu.ac.uk/orientation](https://go.shu.ac.uk/orientation)

## Familiarise yourself with the academic calendar

Academic year 2023/24

Semester 1

Latest enrolment date	15 September 2023
Orientation programme for international, incoming exchange and study abroad students	13-15 September 2023*
Course induction week	18–22 September 2023
Teaching	25 September–15 December 2023
Christmas vacation	18 December 2023–1 January 2024
Study weeks and exams	2–19 January 2024

Semester 2

Recommended arrival dates	TBA
Orientation programme for international, incoming exchange and study abroad students	TBA
Course induction programme	TBA
Teaching	22 January–26 April 2024
Easter vacation	25 March–5 April 2024
Study weeks (PG)	29 April–24 May 2024
Year-end exams (UG)	29 April–24 May 2024
Semester 2 exams (PG)	29 April–24 May 2024

UK bank holidays and additional Sheffield Hallam University holidays:

- 25 December 2023–1 January 2024
- 29 March–2 April 2024
- 6 and 27-28 May 2024
- 26-27 August 2024

\* Dates subject to change.

For the latest dates please visit [Key dates](#)



## Arrange travel and medical insurance

All students should arrange travel insurance before travelling to the UK.

Whether or not you also need medical insurance depends on your nationality and the duration of your stay in the UK. If you will be studying with us for longer than six months, you will need to pay the Immigration Health Surcharge when you apply for your visa. This will entitle you to free NHS treatment while you are in the UK. The cost is £300 per year and your payment will be calculated according to the amount of time that you will be in the UK (including the additional time at the end of your visa).

If you are studying in the UK for up to six months, only emergency treatment only will be free. Therefore, you should purchase medical insurance before you leave home.

Visitors from EU countries, Norway, Iceland, Liechtenstein or Switzerland please visit [go.shu.ac.uk/NHSEEA](https://go.shu.ac.uk/NHSEEA) for more information.



## Ask your doctor for your medical records

### Immunisation records

It is recommended that all students attending a UK university are immunised against measles, mumps, rubella (MMR) and meningitis C (students under 24 years old). Please arrange to have these vaccinations before arriving in the UK, and bring your immunisation record with you.

### Medical history

When you register with a doctor in the UK, you will be asked about any existing medical conditions and your medical history. For example, the doctor would need to know if you had asthma or had previously had a serious illness. If you do have any medical conditions, please ask your current doctor in your home country to provide details of your diagnosis and treatment.

## Pay your tuition fees (if applicable)

Please note that this information applies only to study abroad students.

If you have been offered a place on a study abroad programme, you will need to pay a deposit before the University can issue your Confirmation of Acceptance for Studies (CAS).

You will also have to pay 50 per cent of your fees before you can enrol fully on your course.

If possible, you should pay your fees before you leave home. If you cannot arrange this, the University can accept payment when you arrive.

### How do I calculate 50 per cent of the fees I need to pay before I enrol?

Please use the following advice to help you calculate your fee payments.

Step 1: Check your offer letter to find out the total fees for your course. Then take away any discounts for which you are eligible (if any).

Step 2: Divide the resulting figure by two to work out 50 per cent of your tuition fee.

Step 3: If you have already paid a deposit, take that amount away from the 50 per cent fee.

Step 4: The remaining amount is the total that you need to pay before you can enrol on your course.

### How can I pay my fees?

We offer a number of ways to pay your tuition fees. For details, visit [go.shu.ac.uk/shupayments](https://go.shu.ac.uk/shupayments)

We advise you to make the payment before leaving your home country to avoid delays with your enrolment.

### What should I do if my tuition fees are paid by a sponsor?

If you have obtained sponsorship from your employer, a government or another professional body, the University will require a sponsor letter from that organisation confirming:

- your name, your chosen course, and the academic year for which the organisation will be paying
- the proportion of the fees that they will be paying (for example, 100 per cent)

- a contact name, company or organisation name, address and telephone number for the place to which the invoice should be sent

Send a copy of your sponsor letter as soon as possible to the Sales Ledger Team at [invoicing@shu.ac.uk](mailto:invoicing@shu.ac.uk)

### Completing your online enrolment

You will receive an email from Sheffield Hallam University asking you to complete your enrolment online. You will use your login code and password you created when setting up your SHU IT account, to access the enrolment task a [msr.shu.ac.uk](https://msr.shu.ac.uk).

Please note that you will not be able to complete the enrolment if you have not paid at least 50% of your tuition fees. If you've paid by bank transfer, please allow up to 10 days for your payment to be received before you complete your enrolment. Online payments are processed faster.

Please note that you must enrol by the latest enrolment date included on your CAS even if you plan to arrive in the UK later.

Step-by-step instructions can be found on the [enrolment guidance](#) page.





## Finalise your module selection

Exchange students only.

Visit [go.shu.ac.uk/exchange-modules](https://go.shu.ac.uk/exchange-modules) for a list of the modules that you can choose to study as part of your course at Sheffield Hallam University.

Your study plan will be confirmed before you start your studies at the University.

In a small number of cases, there may be a timetabling clash with modules you have chosen. In this case, your reserve modules will be taken into account when finalising your record. Therefore, please ensure that you select reserve modules when making your application.

Each of the colleges has a cut-off date for making changes to study plans. Please ensure that you carefully consider which modules you would like to study, as you may not be able to change your options later.



Sheffield Hallam University's City Campus

### STEP 3: Getting ready for departure

- Pack important items in your hand luggage
- Pack appropriate clothing
- Check the safety of any electrical equipment you intend to bring
- Find temporary accommodation (if required)



### Pack important items in your hand luggage

Make sure that you pack the following important items in your hand luggage and keep them with you at all times:

- your passport
- any medication you are taking
- details and policy wording for any insurance you have arranged
- enough money in sterling and travellers' cheques for your first few weeks
- any accommodation contracts or payments that you have been asked to bring with you
- your CAS
- your Home Office decision letter informing you where to collect your visa (BRP) on arrival in the UK
- your final letter of acceptance for your course
- documentary evidence of your finances
- a recent chest X-ray report (CXR) in English, confirming that you do not have active TB (if necessary – check [gov.uk/tb-test-visa](https://www.gov.uk/tb-test-visa) for more information).

### Carrying cash

Don't carry large amounts of cash in your luggage. Only bring enough with you to cover expenses for the first few days.

If you have no other option but to bring a large sum of money with you, please read the guidance at [gov.uk/bringing-cash-into-uk](https://www.gov.uk/bringing-cash-into-uk)

Please note, cash is not a payment option at Sheffield Hallam.

### Pack appropriate clothing

British weather changes a great deal throughout the year.

In summer (June to August), temperatures can reach 25–30°C, while in the winter they often drop to around 5°C during the day, and there is usually some snowfall in December, January or February.

Make sure that you pack appropriate clothing for the weather, including:

- a warm, waterproof winter coat or jacket
- two jumpers/sweaters
- strong waterproof shoes or boots
- warm gloves/hat/scarf

It may be cheaper to buy some of this clothing when you arrive in the UK. Dress in the UK is mostly very informal.

### Luggage

Use good quality, strong luggage, labelled with your contact details both in your home country and the UK. If you do not know your address in the UK yet, use the University's address – Sheffield Hallam University, City Campus, Howard Street, Sheffield S1 1WB, UK

In the unlikely event that your luggage is damaged or lost, report this at the airport. Your luggage can be delivered to our 24-hour reception, if necessary.

### Check the safety of any electrical equipment you intend to bring

Electricity in Britain is supplied on 240volts/50Hz cycles.

Check that any electrical appliances that you intend to bring with you will work safely on this voltage, and bring adapters to help convert the voltage, if necessary.



One third of the city of Sheffield lies within the beautiful countryside of the Peak District National Park

## STEP 4:

# Arriving in Sheffield

- Find out about the two campus locations
- Arrive at the University
- Take part in the International Orientation and Welcome Week
- Enrol on your course and get your SHUcard
- Open a bank account
- Check your timetable
- Register with the police (if necessary)
- Register with a doctor
- Meet your named international experience adviser
- Organise your council tax exemption
- Find out about part-time work opportunities
- Enjoy life in Sheffield!



## ○ Find out about the two campus locations

Sheffield Hallam University has two different campus locations:

- City Campus is located opposite Sheffield train station and next to Sheffield bus station – as you walk out of the train station, you are right in the middle of City Campus.
- Collegiate Campus is a 20 minutes' walk from the city centre, in the popular student area around Ecclesall Road.

Visit [shu.ac.uk/visit-us/how-to-find-us](https://shu.ac.uk/visit-us/how-to-find-us) for more detailed information and downloadable campus maps.

If you have booked the University's free Manchester airport pick-up service, you will be taken to City Campus.

### Which campus will I be studying at?

The course description in the online prospectus at [shu.ac.uk/study-here/find-a-course](https://shu.ac.uk/study-here/find-a-course) contains information about the location of study. Please note that we are unable to give you precise information about the buildings in which your lectures and seminars will take place until the start of term.

## ○ Arrive at the University

As soon as you arrive at Sheffield Hallam University, you can visit the Meet and Greet desk in the main entrance at City Campus.

### The Meet & Greet Desk

If permitted at the time a meet & greet desk for international students will be open to provide support with any immediate enquiries on arrival.

A virtual meet & greet desk will be available to help you with any further questions you may have while you are preparing to start your studies. To find out dates and how to access the virtual desk visit

[shu.ac.uk/international/international-experience-team/on-your-arrival/meet-and-greet-desk](https://shu.ac.uk/international/international-experience-team/on-your-arrival/meet-and-greet-desk)

### What should I do if I arrive late in the day?

If the main University entrance is closed, ring the bell on the right-hand side of the door. Security staff will meet you and arrange for a taxi to take you to your accommodation.

## EMERGENCY PHONE NUMBER 0800 073 1318

The University has an emergency phone number for international students who experience problems with their journey to Sheffield. You will be able to contact a member of staff 24 hours a day during September and January. Please note that this number can only be used within the UK.



An international student ambassador taking students on a campus tour during Welcome Week.

## Take part in the International Orientation and Welcome Week

Your first week will be very busy and exciting as you explore your new home!

The University organises orientation events for all new international students. During international orientation, you will get lots of information about all the services we provide, as well as advice on opening a bank account and registering at the Medical Centre and with the police (if necessary). You will also have plenty of opportunities to meet staff and students, have fun and start making new friends!

International Orientation will offer a combination of online sessions, interactive workshops, and small-group social activities

on campus.

To find out dates and times and to book your online sessions visit [go.shu.ac.uk/orientation](https://go.shu.ac.uk/orientation)

What should I do if I miss Orientation?

You can attend the online Orientation sessions before you arrive in the UK. Please go to [go.shu.ac.uk/orientation](https://go.shu.ac.uk/orientation) to book your sessions.

If you arrive after the Meet & Greet period has ended, please attend an online drop-in session with the [International Experience Team](#).

## Enrol on your course and get your SHUcard

You will need to complete the online enrolment task and attend a document verification event to become fully enrolled on your course, you can attend a document verification event before or after completing the online enrolment task. You will receive an invitation to the event before you start your course, the invitation will contain information on dates and times of the events, and what you will need to bring with you – this will be your passport and your visa, your share code if you have an electronic visa, or your boarding pass or e-ticket if you are here on a standard visitor visa. The document verification events can be very busy, therefore please arrive early or allow time for queueing.

You will receive an email from Sheffield Hallam University asking you to complete your enrolment online. You will use your login code and password you created when setting up your SHU IT account, to access the enrolment task at [msr.shu.ac.uk](https://msr.shu.ac.uk).

Step-by-step instructions can be found on the [enrolment guidance](#) page.

When you have enrolled fully, you will be able to apply for your SHUcard, which gives you access to the University's libraries.

## Open a bank account

You should open a bank account as soon as possible after arriving in Sheffield.

Once you have arrived in Sheffield, you will need to open a UK bank account. We advise choosing a bank with a city centre branch. Please do your research online and read this [bank options summary](#) to choose the one that suits your needs best.

To open an account, you will need your passport and a bank letter confirming your term-time and home address as well as the duration of your course. You can print or download a bank letter from My Student Record at [msr.shu.ac.uk](https://msr.shu.ac.uk). Please check that the information on the letter is correct before you go to the bank. You should also make sure that your name as printed on the bank letter is exactly the same as it appears in your passport.

## Check your timetable

Your timetable will be available a week before your course starts.

Check your timetable carefully and regularly – it is subject to minor changes, especially in the first two weeks of teaching.

Report any timetabling clashes to your faculty helpdesk.

## Register with a doctor

Register with a doctor (GP) as soon as possible after arriving in the UK – do not wait until you feel unwell.

Medical Centre registration sessions will take place as part of the Orientation programme – at these sessions, we will offer advice and guidance with the registration process. If you arrive late and miss these sessions, please register by visiting the University's Medical Centre.

When you register, you will be asked about your vaccination record and given additional vaccinations, if necessary.

### Is it free to use the Medical Centre?

Yes, it is free to make an appointment with your GP or the practice nurse at the Medical Centre. However, please bear in mind that some NHS services are not free – for example, you will need to pay for your prescriptions, and for appointments with a dentist or optician.

### Will I have to pay for other NHS treatment – for example, treatment in hospital?

Whether or not you will need to pay for other NHS treatment or services depends on why you require treatment, your country of residence and the duration of your stay in the UK.

Some NHS treatments are always free for everyone, including:

- accident and emergency services (but not necessarily follow-up treatment, or later admission to hospital as an in-patient)
- family planning services
- diagnosis and treatment of sexually transmitted infections
- diagnosis and treatment of certain infectious diseases
- treatment of conditions caused by torture, female genital mutilation, domestic violence or sexual violence (provided you did not come to the UK for the specific purpose of seeking such treatment)
- compulsory psychiatric treatment or treatment that has been ordered by a court

### If you are studying in the UK for up to six months

If you are studying for up to six months, you are only entitled to free emergency health care. You will have to pay for any hospital visits, such as treatment for a broken bone or for serious infection or disease. We strongly advise you, therefore, to take out comprehensive medical insurance before travelling.

### If you are studying in the UK for longer than six months

If your course lasts for six or more months, you will pay the Immigration Health Surcharge (IHS) when you apply for your Student visa. You will, therefore, qualify for free NHS treatment.

Please note that you will still need to pay for:

- prescription medicines
- some GP services (such as travel vaccinations and getting a sickness certificate)
- dental treatment
- optical treatment
- treatment for any illness or condition that existed before you arrived in the UK

If you are an EU national with settled or pre-settled status in the UK, please refer to detailed guidance at

[ukcisa.org.uk/Information--Advice/EU-EEA--Swiss-Students/Healthcare-in-the-UK-for-EU-EEA-and-Swiss-students](https://ukcisa.org.uk/Information--Advice/EU-EEA--Swiss-Students/Healthcare-in-the-UK-for-EU-EEA-and-Swiss-students)

### When can I register with a dentist?

You can register with a dentist as soon as you have registered with a GP. If you do not register with a GP, you will have to pay for private dental treatment, which is significantly more expensive than NHS treatment.

Charges vary and you are advised to discuss costs in advance with the dentist. You can find your nearest dental surgery online at [nhs.uk/Service-Search/Dentist/LocationSearch/3](https://nhs.uk/Service-Search/Dentist/LocationSearch/3)

## Meet your named international experience adviser

If you need help at any point, your faculty student support officer is your first point of contact. Please see last page for their contact details.

During International Orientation, you will also be introduced to your nominated international experience adviser. Their role is to ensure that you receive the support you require while

studying with us. You can contact them about any issues that have not been resolved by your faculty student support services.

Your nominated adviser is based in the International Experience Team in Student Support Services in the Owen Building, City Campus.



The International Experience Team provide support to all international students in the University.

## Organise your council tax exemption

### Students studying for one semester only

If your exchange or study abroad programme is for up to 24 weeks, you will need to provide the council in Sheffield with a letter from your home university as well as a council tax exemption letter from Sheffield Hallam University in order to become exempt from paying council tax.

The letter from your home university must include:

- your address in Sheffield
- the start date and end date of your degree programme at your home university
- the start date and end date of your exchange placement at Sheffield Hallam University
- confirmation that you remain a full-time student at your home university while studying at Sheffield Hallam, and that you will remain a full-time student when you return after your exchange placement

A council tax exemption letter from Sheffield Hallam University can be printed via My Student Record at [msr.shu.ac.uk](https://msr.shu.ac.uk)

### Full-year students

Full-year students only need a council tax exemption letter from Sheffield Hallam University to apply for council tax exemption. This can be printed from My Student Record at [msr.shu.ac.uk](https://msr.shu.ac.uk)

Once you have the required document/s, apply for council tax exemption online at [go.shu.ac.uk/CTexemptions](https://go.shu.ac.uk/CTexemptions)

## Find out about part-time work opportunities

If you are planning to work while you study, you will need a National Insurance (NI) number. Visit [gov.uk/apply-national-insurance-number](https://gov.uk/apply-national-insurance-number) to apply.

It may take some time to get your NI number. However, you can start working part-time as long as you can prove that you have the right to work. If you are a visa national, your visa will state whether or not you are permitted to work and for how many hours a week. Please note that if you are staying in the UK on a short-term study visa you cannot work or volunteer.

EEA nationals can work unlimited hours – however, the University recommends that you work no more than 15 hours a week. Greater work commitment is likely to have a negative impact on your studies.

If you are interested in part-time work, visit Careers Connect for advice and support at [shu.ac.uk/careers](https://shu.ac.uk/careers) or call once you arrive on 0114 225 3752.

The Careers & Employability Team runs regular workshops, and you can book an appointment to see an Employability Adviser to discuss any career-related query you may have. You can find your designated Employability Adviser here: [shu.ac.uk/careers/see-an-adviser/meet-the-team](https://shu.ac.uk/careers/see-an-adviser/meet-the-team)

## Enjoy life in Sheffield!

Sheffield is a welcoming, multicultural city with a rich and proud history.

It offers the best of both worlds, having all the amenities, culture and entertainment of a big city as well as the peaceful, green spaces of the countryside.

The city has a vibrant art, music and film scene, with the largest theatre complex outside London, five multiscreen cinemas, nine major art galleries and many venues showing performances from internationally-renowned comedians, musicians and bands.

Sheffield is one of the greenest cities in Europe, and one-third of the city lies within the beautiful countryside of the Peak District National Park, where you can visit some of the UK's most spectacular historic houses and castles. There are also many opportunities for climbing, mountain biking and hiking.

### What places of interest are there in and around Sheffield?

Here are just some of the fascinating places you can visit in and around Sheffield:

- The Millennium Galleries – four exhibition galleries of visual art, craft and design in Sheffield's city centre
- Chatsworth House – one of Britain's best loved historic houses, dating from the 1400s
- Meadowhall shopping centre – over 170 shops and numerous restaurants, bars and cafes
- The Winter Garden – 2,500 plants in one of the largest temperate glasshouses in Europe
- The Crucible and Lyceum theatres – making up one of the largest theatre complexes in the country and host of the World Snooker

### Championship

- Sheffield Botanical Gardens – 19 acres of gardens with beautiful Victorian glass pavilions
- Fly DSA Arena – huge sports and entertainment venue, attracting the biggest music bands, performers and sports teams from across the world

### How expensive is Sheffield?

Life in Sheffield can be a little cheaper than in some other UK cities, depending on your personal lifestyle. However, you are likely to need about £1,000 per month to cover living expenses including accommodation. You can find more detailed information about the cost of living in Sheffield online at [numbeo.com/cost-of-living/in/Sheffield](https://numbeo.com/cost-of-living/in/Sheffield)

For more detailed information about Sheffield, visit [shu.ac.uk/Study-here/Sheffield-guide](https://shu.ac.uk/Study-here/Sheffield-guide)





## STEP 5: Succeeding in your studies

- Use the University's Student Support Services
- Make the most of our libraries and IT facilities
- Sign up to the University English Scheme
- Develop your academic skills
- Make sure you understand how you will be assessed
- Get involved in campus life
- Look after yourself and your mates



### Use the University's Student Support Services

Many services and facilities are available at Sheffield Hallam University to offer advice and support. Make sure that you know who can help you.

The Student Support Services offer a wide range of high-quality support and guidance, including:

- international experience service and immigration advice
- help with seeking part-time work and career planning
- study support
- wellbeing support
- faith and religious support
- services for students with disabilities
- a nursery and childcare services

Find out more by emailing [studenthelp@shu.ac.uk](mailto:studenthelp@shu.ac.uk) or visit [go.shu.ac.uk/international](http://go.shu.ac.uk/international)



Look out for the Hallam Help sign around campus. It tells you that you're in a place where you can access help and advice. This could be through a helpdesk, a support service or a touchscreen kiosk.

### Make the most of our libraries and IT facilities

Each University campus has its own library: the Adsetts Library at City Campus and Collegiate Library at Collegiate Campus.

These libraries offer traditional library services and more, including the loan of books, journals, DVDs and e-resources; individual and group study spaces; PCs; free Wi-Fi; printers, and photocopiers.

University libraries and self-service facilities are open 24 hours a day throughout the year and you can buy food and drink there at any time, day or night. You can work at one of 4,000 PCs and Macs in our libraries, cafes, teaching rooms and other study spaces. Wi-Fi is available across campus so you can bring your own device or borrow a laptop from us.

Each library has a helpdesk near its entrance where you can get information about the facilities on offer and ask for help with your borrowing, information and IT needs.

When you are working from home, you can access our range of services through SHUspace, the University's personalised online environment. The Library Gateway pages on SHUspace give access to Library Search, information databases and electronic resources, including e-books, e-journals, and video and image resources. SHUspace is your route to all essential information, such as timetables, online learning modules, your University email account, your student record and support services. Visit [shu.ac.uk/libraries](http://shu.ac.uk/libraries)

## Sign up to the University English Scheme

If English is not your first language, it is essential that you quickly develop your confidence in speaking and understanding English.

We recommend that you attend a pre-sessional English course before you begin your degree course.

You can also improve your English while studying. The University English Scheme offers free English language classes to help you enhance and improve your English for academic study. You can also take the 20-credit English for Academic Purposes module. To find out more about English language support, visit [go.shu.ac.uk/UES](https://go.shu.ac.uk/UES)

## Develop your academic skills

The Bridge is the academic skills development centre in our libraries. It offers a range of individual and group study support sessions, including:

- academic skills development sessions
- a language advisory service
- help with maths and stats
- web-based tutorials
- specialist study skills for students with specific learning differences, such as dyslexia

To find out how the Bridge can help you, visit [blogs.shu.ac.uk/thebridge](https://blogs.shu.ac.uk/thebridge)

## Make sure you understand how you will be assessed

You will be assessed in the same way as degree students at Sheffield Hallam. This will involve coursework and/or examinations for each study module. If you successfully complete a study period at Sheffield Hallam, you will be issued with a full transcript detailing the academic credit that you have been awarded, which can count towards your degree.

What are assessment credits?

You are expected to obtain the following credits during your exchange at Sheffield Hallam. In the UK, the credit system is CATS (Credit Accumulation Transfer System) but at Sheffield Hallam we have also adopted ECTS (European Credit Transfer System) to help exchange students transfer their credit back to their home institution.

- Full year – 120 CATS/60 ECTS
- One semester – 60 CATS/30 ECTS
- One term – 40 CATS/20 ECTS

What happens if I do not pass a module?

The pass mark for undergraduate modules is 40 per cent. For postgraduate modules, it is 50 per cent.

Exchange students

If you do not reach the pass mark in one of your modules, you will be given the chance to retake the module at a later date, but the mark will be capped to the pass mark. If your home university prefers you to not retake the modules in Sheffield, please tell your exchange co-ordinator so that they can close your record.

Study abroad students

Study abroad students who do not pass a module at first attempt will be offered an opportunity to resit their exam.

## Get involved in campus life

You will be matched with a Culture Connect mentor, who will encourage you to get involved in campus life and help you with any problems you have while you are settling in to your studies.

Try to meet up with your Culture Connect mentor regularly. These meetings will give you opportunities to improve your English and to learn about other cultures.

There are many other ways to get involved on campus and online, please visit [linktr.ee/shuglobal](https://linktr.ee/shuglobal) – here are some that may interest you:

- Join Conversation Club and our other GoGlobal activities. Follow the GoGlobal Facebook page at [facebook.com/GoGlobalatSHU](https://facebook.com/GoGlobalatSHU) for regular updates.
- Join a Hallam Union Society or a sports club. To find out what's on offer, visit [hallamstudentsunion.com/get\\_involved](https://hallamstudentsunion.com/get_involved)



## Look after yourself and your mates

We have a well-established network of support services available, should you encounter any emotional or personal issues during your stay.

- For advice on coping with homesickness and culture shock, contact your nominated international experience adviser in the International Experience Team.
- For advice on coping with difficult academic circumstances, contact the Student Support Officer in the faculty where your course is based.
- If you experience distress or problems that are seriously affecting your emotional state or mental health, contact Student Wellbeing. Email [student.wellbeing@shu.ac.uk](mailto:student.wellbeing@shu.ac.uk)

## Useful contacts

### Websites

Sheffield Hallam University  
[shu.ac.uk/international](https://shu.ac.uk/international)

Sheffield Hallam University  
city guide [shu.ac.uk/sheffield](https://shu.ac.uk/sheffield)

Sheffield Hallam University accommodation  
services  
[shu.ac.uk/accommodation](https://shu.ac.uk/accommodation)

Information and advice for international  
students coming  
to study in the UK [ukcisa.org.uk](https://ukcisa.org.uk)

Information on student life in the UK [study-  
uk.britishcouncil.org](https://study-uk.britishcouncil.org)

Street maps  
[walkit.com/cities/sheffield](https://walkit.com/cities/sheffield)

Campus maps  
[shu.ac.uk/maps](https://shu.ac.uk/maps)

Student Health at SHU [studenthealthatshu.  
co.uk](https://studenthealthatshu.co.uk)

MyHallam  
[shu.ac.uk/myhallam](https://shu.ac.uk/myhallam)

Twitter  
[@SHUGoGlobal](https://twitter.com/SHUGoGlobal)

Instagram  
[@shu\\_goglobal](https://www.instagram.com/shu_goglobal)

SHU GoGlobal website  
[shu.ac.uk/global](https://shu.ac.uk/global)

### Contacts

International Experience Team  
Owen Building  
Sheffield Hallam University  
City Campus  
Sheffield S1 1WB

Phone +44 (0)114 225 2222  
Email [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Accommodation Services  
Sheffield Hallam University  
38/40 Howard Street  
City Campus  
Sheffield S1 1WB

Phone +44 (0)114 225 4501  
Email [international-accommodation@shu.  
ac.uk](mailto:international-accommodation@shu.ac.uk)

Medical Centre  
Student Health at SHU  
First Floor Surrey Building  
Pond Street  
Sheffield S1 1WB

Phone +44 (0)114 225 2134  
Fax +44 (0)114 276 9596

Careers and Employability Centre  
Sheffield Hallam University  
City Campus  
Howard Street  
Sheffield S1 2LX

Phone +44 (0)114 225 3752  
Email [careers@shu.ac.uk](mailto:careers@shu.ac.uk)

### College Mobility Coordinators

Direct contacts for your department  
[shu.ac.uk/current-students/goglobal/  
transformational-opportunities-abroad/study-  
exchange/mobility-coordinators](https://shu.ac.uk/current-students/goglobal/transformational-opportunities-abroad/study-exchange/mobility-coordinators)

If you have a general enquiry about Erasmus  
and other exchange opportunities, please  
contact the Erasmus and exchange team at  
[erasmus-exchange@shu.ac.uk](mailto:erasmus-exchange@shu.ac.uk)

### Hallam help

Email [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Phone +44 (0)114 225 2222

### Chat to a student

Chat one-on-one online with our current  
students and find out everything you want  
to know about life at Sheffield Hallam, from  
studying our courses to living in Sheffield and  
everything in between. You can also read our  
student blogs to find out more about their  
university experiences. Register today and get  
a conversation started [shu.ac.uk/  
study-here/student-chat](https://shu.ac.uk/study-here/student-chat)





Connect with us

Check out #WeAreHallam on Facebook, Instagram and Twitter to find out more about why Sheffield is such a great student city.

