

**Sheffield  
Hallam  
University**

# Welc

A pre-arrival guide for  
and study abroad





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r incoming exchange  
road 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.

### STEP 1:

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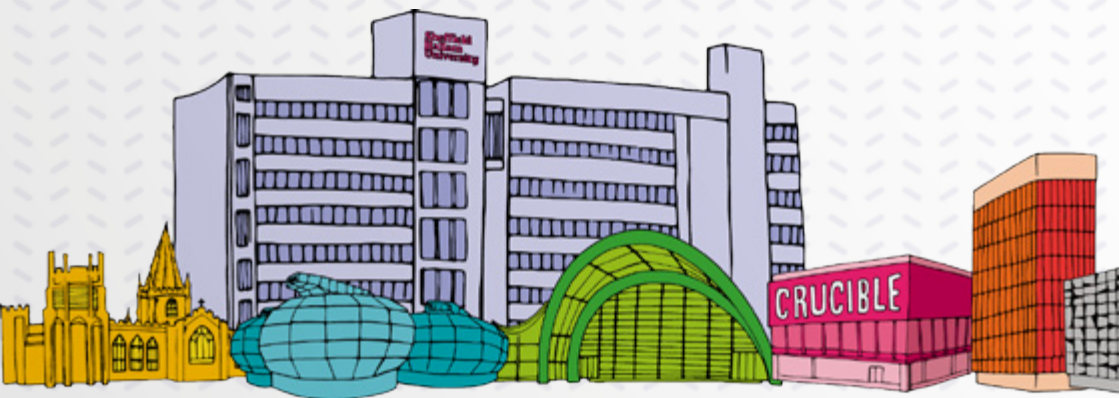
STEP 1:

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)

**If you are a national of a European Economic Area (EEA) member state or a Swiss citizen, this section does not apply to you. Students from outside the EEA or Switzerland need a visa to study in the UK.**

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 Tier 4 (General) student visa.

However, exchange and study abroad students coming to Sheffield Hallam University for up to six months can choose to apply for a Short-term study visa instead. If you come to the UK on a Short-term study 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/study-visit-visa](https://gov.uk/study-visit-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 Tier 4 (General) student visa for another university, you must apply for a new Tier 4 (General) 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 [internationalexperience@shu.ac.uk](mailto:internationalexperience@shu.ac.uk) for advice.

### I need a Tier 4 (General) student visa. Who can help me apply for it?

The Home Office website provides detailed information and guidance about applying for a Tier 4 (General) student visa. Visit [gov.uk/tier-4-general-visa](https://gov.uk/tier-4-general-visa)

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

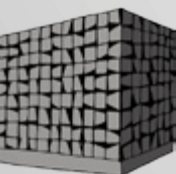
Visit [go.shu.ac.uk/Tier4OutsideUK](https://go.shu.ac.uk/Tier4OutsideUK)



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 application process will probably take around two months, so you must start the process early. If you have applied for a Tier 4 (General) student visa and you have not received a decision after six weeks, please email [internationalexperience@shu.ac.uk](mailto:internationalexperience@shu.ac.uk) for assistance. You will need to provide your full name, date of birth, the application submission date and the application reference number.

### **When can I apply for my Tier 4 (General) student visa?**

You can apply for your Tier 4 (General) student visa no earlier than three months before the start date of your course.

### **What documents will I need?**

You will need the following documents:

#### **1. Valid passport**

You will need to submit your passport with your Tier 4 (General) 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](http://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 in the CAS**

You will need to submit your original transcripts or qualification certificates. Details of these will be listed on your CAS. 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 awards (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 £1,015 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)**

Non-EU applicants for 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 Tier 4 (General) 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.

### **I am a low risk national. What does this mean?**

A low risk national is a person who is applying for a visa from their country of nationality and who holds a passport for British National (Overseas), Hong Kong or Taiwan, or is a national of one of the countries on [this list](#).

If you are a low risk national, you will not normally need to provide all the supporting documents used to obtain your CAS, or give evidence of sufficient funds to cover your course fees and living costs. However, the immigration officials can request all of your exam certificates or transcripts and your financial evidence at any time. Your visa application will be refused unless you submit all your documents by the date requested. Therefore, you must be prepared to submit your documents to UK Visa and Immigration with your visa application, just in case.

### **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 [internationaladmissions@shu.ac.uk](mailto:internationaladmissions@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 applications. We will contact you with advice once we have reviewed your visa refusal notice.

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

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

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





## Book your accommodation

### Accommodation in halls of residence

#### Full-year students (September–June)

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 in **Liberty Hall** which is a ten-minute walk from both campuses. If you are studying at Sheffield Hallam University for one semester only and you would like to stay in University halls of residence, you should contact our Accommodation Services as soon as your period of study in Sheffield Hallam University has been confirmed. Please note that we will allocate our semesterised rooms on a first-come-first-served basis.

Email

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

### Accommodation in the private sector

If you want to find private sector accommodation, we recommend that you finalise arrangements after you have arrived in Sheffield. 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.



Most halls have a common room where students socialise.

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. Visit [hallamstudentsunion.com/advice\\_help](https://hallamstudentsunion.com/advice_help)

## Studentpad

Our Accommodation Services manages and maintains **Studentpad**, which lists properties available in and around Sheffield.

### You can search Studentpad by:

- type of accommodation
- type of contract
- living arrangements
- number of bedrooms
- location
- price of rent
- date property is available

You can also meet potential housemates through the **Studentpad message board**.

All of the accommodation listed on Studentpad is accredited by SNUG – a Sheffield City Council scheme that inspects properties to ensure that students have access to good quality and safe accommodation in the private sector.

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 [go.shu.ac.uk/external accommodation](https://go.shu.ac.uk/external-accommodation) for discounted rates at hotels near the University. See also the further information in Step 3.



### 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 [shu.ac.uk/current-students/student-support/disability-support](https://shu.ac.uk/current-students/student-support/disability-support) to register and to find out about the range of support available to you during your time at Sheffield Hallam University.



## 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

**The pick-up service will run at 10am, 1.30pm and 5pm on**

Friday 13–Tuesday 17 September 2019

Thursday 9–Sunday 12 Jan 2020

More dates are available online. 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 and complete the pre-enrolment task

**A month before you are due to arrive, you will receive an email explaining how to set up your Sheffield Hallam 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. You will also be able to complete your pre-enrolment task at [msr.shu.ac.uk](https://msr.shu.ac.uk)



## Book your place on the orientation programme

**The University offers a three-day orientation programme for all international students, incoming exchange students and study abroad students.**

We strongly encourage you to attend. Book your place on the orientation programme by clicking on [go.shu.ac.uk/orientation](https://go.shu.ac.uk/orientation) once you have completed your pre-enrolment task.





## Familiarise yourself with the academic calendar



### Academic year 2019/20

#### Semester 1

Recommended arrival dates	13-17 September 2019
Orientation programme for international, incoming exchange and study abroad students	18-20 September 2019
Course induction week	23-27 September 2019
Teaching	30 September-20 December 2019
Christmas vacation	23 December-5 January 2020
Study weeks and exams	6-17 January 2020

#### Semester 2

Recommended arrival dates	9-12 January 2020
Orientation programme for international, incoming exchange and study abroad students	13-14 January 2020
Course induction programme	15-17 January 2020
Teaching	20 January-10 April 2020
Easter vacation	13 April-24 April 2020
Study week	27 April-1 May 2020
Semester 2 and year-end exams	4-22 May 2020

#### UK bank holidays and additional Sheffield Hallam University holidays:

- 26-27 August 2019
- 25 December 2019-1 January 2020
- 10, 13 and 14 April 2020
- 4 May 2020
- 25-26 May 2020





## 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.

#### Visa nationals

If you are a visa national and you will be studying with us for longer than six months, you will need to pay a 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, emergency treatment only will be free. Therefore, you should purchase medical insurance before you leave home.

#### Non-visa nationals

If you are a citizen of an EEA member state, you are entitled to free medical treatment in the UK. You will need a valid European Health Insurance Card (EHIC) issued by your home country before you travel in order to get free medical treatment. Visit [go.shu.ac.uk/NHSEEA](https://go.shu.ac.uk/NHSEEA)



## 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 [salesledger@shu.ac.uk](mailto:salesledger@shu.ac.uk)





## 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 faculties 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.



## Join Sheffield Hallam International Exchange Network

**The University runs a closed Facebook group for incoming and outgoing exchange students.**

Once you have been approved for an exchange at Sheffield Hallam University, you can request membership of this group.

As a member you can access support from current and previous exchange students on issues such as living and studying in Sheffield, finding accommodation and meeting other students. Join the [Facebook group](#)







Sheffield Hallam University's City Campus

## 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

**If you are a non-EU student, you must also bring:**

- 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)



## 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.



## Find temporary accommodation (if required)

**If you have chosen to look for permanent accommodation after arriving in Sheffield, you should book temporary accommodation for your first week in Sheffield before you leave home.**

We have agreed discounted rates with most hotels near the University. For more information, please go to [go.shu.ac.uk/externalaccommodation](https://go.shu.ac.uk/externalaccommodation)





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 must visit the Meet and Greet desk in the main entrance at City Campus.

This will give you a chance to ask us any questions that you have and allow us to give you important information. We will then book a free taxi for you to your accommodation.

The Meet and Greet desk is open for enquiries and assistance from 9am–6pm on the following dates:

- Monday 9–Friday 27 September 2019
- Monday 6–Friday 24 January 2020

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

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 Orientation Week, 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 takes place on the following dates:

- Wednesday 18–Friday 20 September 2019
- Monday 13–Tuesday 14 Jan 2020

You can download a detailed Orientation programme one month before the event. Visit [go.shu.ac.uk/orientation](https://go.shu.ac.uk/orientation)

### **What should I do if I miss Orientation?**

If you arrive late or you are unable to attend Orientation because your course starts at a different time of year, please visit the Student Support Services or your faculty helpdesk for advice.



## **Enrol on your course and get your SHUcard**

### **Once you have arrived at the University, you will need to enrol on your course.**

Your faculty will send you an email with the date and location of your enrolment event. Alternatively, you can find out about your enrolment event by asking at your faculty helpdesk or at the international Meet and Greet desk.

Students from outside the EEA or Switzerland must bring their passport, visa and ATAS certificate (where ATAS is required) to their enrolment event. They will not be able to enrol without these documents.

When you have enrolled fully, you will receive 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.**

If you attend International Orientation, you will have the opportunity to meet different banks and choose which one you want to open an account with.

If you miss the Orientation, you will have to visit a bank branch to open your account. To open an account, you will need your passport and a bank letter confirming your term-time and home address and the duration of your course. You can print 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 on 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 the police (if necessary)**

### **Please note that this information applies to non-EU citizens only.**

#### **Do I need to register with the police?**

If you are required to register with the police, this will be stated on your visa vignette or your Home Office decision letter.

#### **How do I register?**

You usually need to register online within seven days of your arrival in the UK.

You will then need to take the following documents to a police station and pay a registration fee of £34 before you can collect your police registration certificate:

- original passport
- BRP card
- University CAS or offer letter
- accommodation contract

While you are in the UK, you must report to the police within seven days of:

- a change of address
- a change of course or university
- a change of name or marital status, or the birth of children
- an extension of stay granted by UK Visas and Immigration
- a change of passport
- a temporary absence of eight weeks or more from your registered address

For more information, visit

[southyorks.police.uk/  
overseasvisitors](https://southyorks.police.uk/overseasvisitors)



### **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 from an EEA country**

No, you don't have to pay for any NHS treatment if you are able to provide details of your valid, non-UK European Health Insurance Card when you register with a GP. This ensures that your home country funds any healthcare that may be necessary during your stay, so that you will not be asked to pay. If you are a visitor/student needing planned care for existing conditions, you will need an 'S2' form from your home country.

**If you are a visa national 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 medical insurance before travelling.

**If you are a visa national 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 Tier 4 (General) 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

**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/CExemptions](https://go.shu.ac.uk/CExemptions)



## 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 our Careers Connect service for advice and support. Visit [shu.ac.uk/current-students/careers-and-employability](https://shu.ac.uk/current-students/careers-and-employability)



## 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

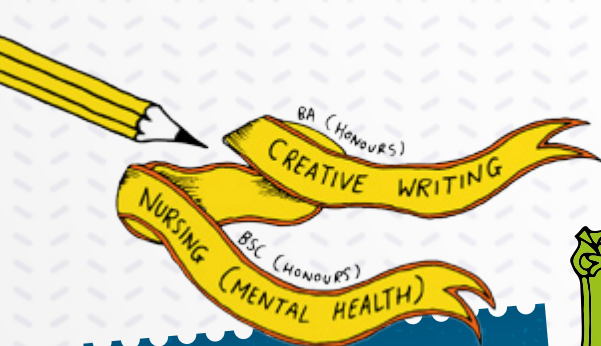
### **How expensive is Sheffield?**

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 [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk) or visit [go.shu.ac.uk/international](https://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. Hallam Help points can be found in key locations across campus, with a friendly team of advisers on hand to provide you with high quality support. You will also be able to find answers online by visiting [shu.ac.uk/myhallam/help-and-support](https://shu.ac.uk/myhallam/help-and-support)



## 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 MyHallam, the University's personalised online environment. The Library Gateway pages on MyHallam give access to Library Search, information databases and electronic resources, including e-books, e-journals, and video and image resources. MyHallam 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](https://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](http://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](http://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 – here are some that may interest you:

- Join Conversation Club and our other GoGlobal activities. Like 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 Adviser 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](http://shu.ac.uk/international)

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

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

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

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

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

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

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

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

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

Facebook  
[facebook.com/GoGlobalatSHU](https://facebook.com/GoGlobalatSHU)

SHU GoGlobal website  
[shu.ac.uk/global](http://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 [internationalexperience@shu.ac.uk](mailto:internationalexperience@shu.ac.uk)

#### Accommodation Services

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

Phone +44 (0)114 225 4501  
Fax +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 Connect

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)

#### Hallam help

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

## Faculty exchange co-ordinators

### Sheffield Business School

Sheffield Hallam University  
Sheffield S1 1WB

Phone +44 (0)114 225 5266

Fax +44 (0)114 225 5268

Email [sbs-erasmus@shu.ac.uk](mailto:sbs-erasmus@shu.ac.uk)

### Faculty of Science, Technology and Arts

Sheffield Hallam University  
Sheffield S1 1WB

Phone +44 (0)114 225 6521

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

### Faculty of Health and Wellbeing

Email [hwb-StudentExchange-mb@exchange.shu.ac.uk](mailto:hwb-StudentExchange-mb@exchange.shu.ac.uk)

### Faculty of Social Sciences and Humanities

[ds-international-mb@exchange.shu.ac.uk](mailto:ds-international-mb@exchange.shu.ac.uk)

### Law, Criminology and Psychology Sociology and Politics

Heart of the Campus  
Collegiate Crescent  
Sheffield S10 2BP

Phone +44 (0)114 225 2236

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

### Natural Built Environment Department

Sheffield Hallam University  
City Campus  
Howard Street  
Sheffield S1 1WB

Email [owen4exchange@shu.ac.uk](mailto:owen4exchange@shu.ac.uk)

### The Department of Education, Childhood and Inclusion

Sheffield Hallam University  
Sheffield S1 1WB

Phone +44 114 225 3636

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

### Humanities Department

Sheffield Hallam University  
Howard Street,  
Sheffield S1 1WB

Phone +44 (0)114 225 6194 / 3113

Email [owen11exchange@shu.ac.uk](mailto:owen11exchange@shu.ac.uk)



Co-funded by the  
Erasmus+ programme  
of the European Union

If you're studying at an institution in Europe, you may be able to apply for an Erasmus+ grant\*, co-funded by the European Union, which contributes to the extra costs of living overseas. Contact your institution's Erasmus co-ordinator for more information about Erasmus+ funding.

\*subject to the UK's continued participation in the programme

### **Connect with us**

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



