

Sheffield Hallam University



Welcome!

A pre-arrival guide for
international students 2020/21

Sheffield Hallam University



Congratulations on being accepted as a student at Sheffield Hallam University!

We look forward to welcoming you to Sheffield and 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.

During the academic year 2020/2021 Sheffield Hallam University will provide its students with a combination of an on campus and online digital learning experience.

This extended campus offer will involve large lectures delivered online, materials provided in our virtual learning environment, which can be accessed whenever and wherever you like, and small group campus-based activities which can be delivered safely.

Please bring your personal laptop so you can access the online lectures and the virtual learning environment without delay.

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

Book your accommodation

Register for disabled student support (if applicable)



Apply for your visa

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

Once you are clear when you plan to arrive in Sheffield, and you have received your Confirmation of Acceptance for Study (CAS), you should apply for your visa.

Which visa should I apply for?

Most international students need a Student visa. 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 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 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 for advice.

If you are already in the UK and intend to extend your visa, you must book an appointment with the International Experience Advisers at Sheffield Hallam, to confirm eligibility for an in-country extension, as this is not always possible.

To book an appointment telephone 0114 225 2222 or email hallamhelp@shu.ac.uk

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/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

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.

To book an appointment telephone 0114 225 2222 or email internationalexperience@shu.ac.uk

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 Student visa and you have not received a decision after six weeks, please email hallamhelp@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 Student visa?

You can apply for your 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 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 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 Sheffield Hallam 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. 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 UK Visa and Immigration (UKVI) maintenance requirements

You must show the balance of one year's tuition fees plus £9,135 for living expenses in Sheffield. If your course is less than nine months, you need to show the balance of your tuition fees plus £1,015 per month for your living costs. You will need to prove that you have kept this amount in your bank account for 28 days before you submit 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 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 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. 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 Visas 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 Visas and Immigration. Please email your visa refusal notice to 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.

EU/EEA applicants should read our [Brexit Information page](#) for the latest guidance on studying in the UK.

How can I contact the International Experience Team?

Email
hallamhelp@shu.ac.uk

Visit
shu.ac.uk/international/international-experience-team

Book your accommodation

Accommodation in halls of residence

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.

You should only book accommodation once you are clear when you plan to arrive in the UK.

We have accommodation to suit all budgets.

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

Email accommodation@shu.ac.uk



Most halls have a common room where students socialise.

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.

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

Studentpad

Our Accommodation Services manage and maintain [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/externalaccommodation for discounted rates at hotels near Sheffield Hallam. 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 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.

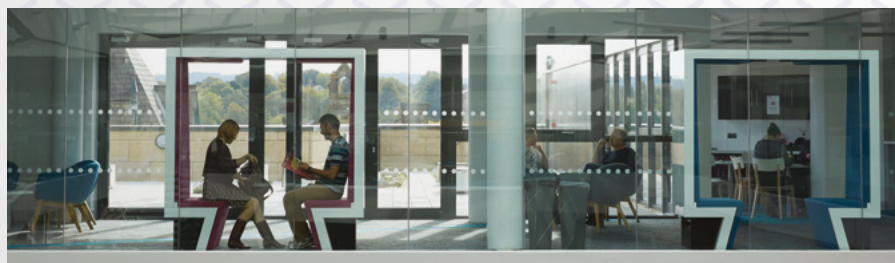
To access support at the University, disabled students need to provide evidence of disability. It can be a letter or report (it needs to be in English or an official translation provided) signed by a recognised medical professional, state a diagnosis and that the disability has lasted or is likely to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



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

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. 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. 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 for train times and nationalexpress.co.uk for bus times. Go to shu.ac.uk/visit for information about how to find the University once you get to Sheffield.

When you arrive at the airport in the UK, head to passport control.

If you are a national from Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA, and are staying in the UK for over 6 months, you can use the automated eGates.

If you are a short term student (up to 6 months) or from a country not listed above, you must not use the eGates, as you need to see an officer to get a stamp in your passport. This stamp gives you the permissions needed for your studies. To assist with this, **download this document** and present it to a Border Force Officer. This can be presented to staff either printed or shown on a mobile device.

Set up your SHU IT account

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.

Book your place on the online orientation sessions

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

It will offer a combination of online sessions, interactive workshops, and small-group social activities on campus, such as campus and city tours, and nature walks, if permitted by the social distancing rules at the time.

All activities must be booked in advance. If you are planning to attend from home, please check the time difference before you book. You will receive a booking confirmation which will contain the secure link to the online session. Please keep this email as you will not be able to join the session without the secure link.

Find dates and times of orientation at **go.shu.ac.uk/orientation**



Familiarise yourself with the academic calendar

Academic year 2020/21

Semester 1

Recommended arrival dates	19–25 September 2020
Orientation programme for international, incoming exchange and study abroad students	16–25 September 2020
Course induction week	21–25 September 2020
Teaching	28 September–18 December 2020
Christmas vacation	21 December–3 January 2021
Study weeks and exams	4–15 January 2021

Semester 2

Recommended arrival dates	9–15 January 2021
Orientation programme for international, incoming exchange and study abroad students	Check go.shu.ac.uk/orientation
Course induction programme	18–22 January 2021
Teaching	18 January–23 April 2021
Easter vacation	29 March–9 April 2021
Study week (PG)	26 April–7 May 2021
Year-end exams (UG)	26 April–14 May 2021
Semester 2 exams (PG)	10–21 May 2021

UK bank holidays and additional Sheffield Hallam University holidays:

- 31 August–1 September 2020
- 24 December 2020–1 January 2021
- 2–6 April 2021
- 3 May 2021
- 31 May–1 June 2021

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

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 have asthma or have 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.

Long term medication

In case you are on any long-term medication for a chronic health condition, please check that the medication you require can be legally prescribed in the UK. Please also make sure that you are not carrying with you any medication that contains a **controlled substance**. Further guidance can be found at gov.uk/travelling-controlled-drugs.

Pay your tuition fees and complete the online enrolment task

All international students undertaking full-time undergraduate or postgraduate taught courses must pay tuition fees (as calculated below).

A deposit will need to be paid to secure your place on the course and before the University can issue your Confirmation of Acceptance for Studies (CAS).

You must have paid 50 per cent of your fees before you can enrol fully on your course. We advise you to make the payment before leaving your home country to avoid delays with your enrolment.

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

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

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 at 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 7 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 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

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
- 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 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

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
- Collect your BRP and your SHU card
- Open a bank account
- Check your timetable
- Register with the police (if necessary)
- Register with a doctor
- 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 front of the 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 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 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 by the social distancing guidance 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

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 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

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 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**.

Collect your BRP and your SHU card

Once you have arrived at the University, you will need to book an appointment to collect your BRP and your SHU Card.

You will be emailed with a link to book your appointment to collect your BRP from campus after your quarantine period has finished.

Once you have booked your appointment, your confirmation email will provide the details about the collection location.

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 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. 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 by emailing hallamhelp@shu.ac.uk

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 (payable by contactless card only) 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 southyorkshire.police.uk/sign-up/register-as-an-overseas-visitor



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

You can register by completing the form online at campusdoctor.co.uk/shu the medical centre may contact you to discuss any necessary vaccinations and book you into an appointment.

When you register, you will be asked about your vaccination record and given additional vaccinations, if necessary. You may also be required to have a blood test.

For more information, visit studenthealthatshu.co.uk

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 card 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

Organise your council tax exemption

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

Once you have the required document/s, apply for council tax exemption online at 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 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. Visit shu.ac.uk/current-students/careers-and-employability



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

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, six multiscreen cinemas, nine 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

For more detailed information about Sheffield, visit 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

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 or visit
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.

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
loans (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

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

Develop your academic skills

The Skills Centre is the academic skills development centre in our libraries. We offer a range of individual and group sessions on academic skills, with topics including

- critical writing
- planning and structuring your assignments
- referencing
- introduction to academic writing

We also have a range of online resources and remote study options for when you're not on campus including Studosity, an online writing feedback service.

You can find out more about this and other great services including Maths & Stats Support, Assistive Technology & The University English Scheme on our blog.

Visit blogs.shu.ac.uk/skillscentre for more information.

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. Follow the GoGlobal Facebook page at 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

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 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



Useful contacts

Websites

Sheffield Hallam University
shu.ac.uk/international

Sheffield Hallam University
city guide shu.ac.uk/sheffield

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

Brexit information for EU students
[shu.ac.uk/international/
international-experience-team/pre-
arrival-and-visa-information/brexit-
information](https://shu.ac.uk/international/international-experience-team/pre-arrival-and-visa-information/brexit-information)

Information and advice for
international students coming
to study in the UK ukcisa.org.uk

Information on student life in the UK
study-uk.britishcouncil.org

Street maps
walkit.com/cities/sheffield

Campus maps
shu.ac.uk/maps

Student Health at SHU
studenthealthatshu.co.uk

MyHallam
shu.ac.uk/myhallam

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

Facebook
facebook.com/GoGlobalatSHU

SHU GoGlobal website
shu.ac.uk/global

Contacts

International Experience Team

Sheffield Hallam University
Owen Building
City Campus
Howard Street
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

Admissions and UK Recruitment Directorate of Corporate Affairs

Sheffield Hallam University
Owen Building
City Campus
Howard Street
Sheffield S1 1WB

Phone: +44 (0)114 225 4791
Email: [internationaladmissions@shu.
ac.uk](mailto:internationaladmissions@shu.ac.uk)

Hallam help

Email 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



Connect with us

International Experience Team

T: +44 (0)114 225 2222

E: internationalexperience@shu.ac.uk

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

