

# Pre-arrival information for international students *2016–17*



# International Experience Team

This guide will help you prepare for your journey to the UK and provides information about travelling, immigration and what to expect when you arrive. It will also answer some of the questions you may have about the University and the city of Sheffield.

## THERE IS MORE HELP ONLINE

We know that moving to a different country and studying in a new place can be challenging.

You should book a flight when our free Manchester Airport pick-up service is running to make your journey to Sheffield easier. Find out the available dates at [www.shu.ac.uk/international-arrivals](http://www.shu.ac.uk/international-arrivals)


We hope you have a safe journey and we look forward to welcoming you soon.

Best wishes,  
*International Experience Team*



International Experience Team – (left to right) Sonia Palmer, Helen Paskins, Samantha Logan, Yat Tang, Krassimira Teneva, Andrew Bromley, Ruchika Julka

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

  
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## The Insider's Guide

When you arrive in Sheffield you will receive *The Insider's Guide* to Sheffield Hallam.  
It features tips and stories from fellow students, ideas of ways to get involved, places to visit, and ways to improve your language skills and settle into life in the UK. It also includes a full directory of all the services available to help you study.

# Welcome to Sheffield Hallam University

Congratulations on securing your place at Sheffield Hallam. It's almost time for you to join our welcoming University community and start your exciting new life as a student here.

**'I am just going global being in Sheffield. I feel I am a member of a big family. I can embrace the beauty behind every culture and people.'**

**Soni Limbu from Nepal**  
**MSc Nutrition with Public Health Management**



## Important information



The welcome you can expect when you arrive at Manchester Airport.

To make sure you have a positive arrival at Sheffield Hallam University, take some time to read through the following information.

### MANCHESTER AIRPORT PICK-UP SERVICE

We can meet you at Manchester Airport and bring you back by train or private coach to the University's Meet and Greet Desk for free. Terms and conditions apply. You must book on to the service at

[www.shu.ac.uk/international-arrivals](http://www.shu.ac.uk/international-arrivals)

### MEET AND GREET DESK

We run the Meet and Greet Desk before the main Orientation Programmes. Get practical help and find out about social events, city tours, films and parties.

### ORIENTATION PROGRAMME

You should try to arrive in Sheffield in time for the Orientation Programme which will help you settle into University life.

### EMERGENCY PHONE NUMBER

The University has an emergency phone number **0800 073 1318** 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.

### DATES FOR STUDENTS STARTING IN SEPTEMBER

- Airport pick-up service  
Friday 9 – Tuesday 13 September 2016\*
- Meet and Greet Desk  
Monday 5 – Friday 23 September 2016\*
- Orientation Programme  
Wednesday 14 – Friday 16 September 2016\*

### DATES FOR STUDENTS STARTING IN JANUARY

- Airport pick-up service  
Friday 6 – Tuesday 10 January 2017\*
- Meet and Greet Desk  
Thursday 5 – Friday 13 January 2017\*
- Orientation Programme  
Wednesday 11 – Friday 13 January 2017\*

\*Please note – these dates were correct at the time of printing but may be subject to change. Please check online at [www.shu.ac.uk/international](http://www.shu.ac.uk/international) before you travel.

'I took part in all the activities in the Orientation Programme which I think is important as it is the best way to meet new people and make new friends.'

**Samiksha Gupta from India,  
MSc Electronics and IT**





Sheffield is conveniently located in the centre of the UK, and there are good transport links to all major cities and airports. We recommend you fly to Manchester Airport as we can meet you and bring you to the University.

## MANCHESTER AIRPORT PICK-UP SERVICE

We strongly encourage you to book our free airport pick-up service. It will make your arrival easier and more enjoyable. **You must book a place for this service at least one week before you are due to arrive.**

Our friendly student guides will

- meet you at the 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

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.

## BOOKING THE SERVICE

We offer a free airport pickup service from Manchester Airport at 10am, 1.30pm and 5pm on the following dates

**Friday 9 – Tuesday 13 September 2016\***

**Friday 5 – Tuesday 10 January 2017\***

More dates are available online. You should book a flight that arrives before 4pm (1600) UK time so you have enough time to collect your baggage and get through immigration.

Find the full range of available dates and book on to the service at **www.shu.ac.uk/international-arrivals**

Make sure you use your personal email address when you complete your details. You will receive a confirmation email with information about the service. Please check your inbox after you have registered. You will also be invited to apply for Culture Connect (see page 19).

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

\*Please note – these dates were correct at the time of printing but may be subject to change. Please check online at **www.shu.ac.uk/international** before you travel



**Train travel time**  
Sheffield to London – two hours  
Sheffield to Manchester – one hour

## EMERGENCY PHONE NUMBER

The University has an emergency phone number **0800 073 1318** 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.

## OTHER WAYS TO ARRIVE IN SHEFFIELD

If you choose to fly to another major city in the UK, you can either get a connecting flight or travel by train or bus to Sheffield. Visit **www.nationalrail.co.uk** for train times and **www.nationalexpress.co.uk** for bus times. Go to **www.shu.ac.uk/visit** for information about how to find the University.

## IMPORTANT – YOU MUST TELL US WHEN YOU PLAN TO ARRIVE

It is very important that you let us know when you plan to arrive, even if you do not think you will need help on arrival. Please complete the form at **www.shu.ac.uk/international-arrivals** and select 'I am arriving at a different UK airport'. If you cannot do this online, complete the form on page 30. You will receive a confirmation email with instructions about travelling to Sheffield from the UK's major airports. Please check your inbox when you have registered. You will also be invited to apply for Culture Connect (see page 19).

## WHEN TO ARRIVE

We strongly recommend that you arrive before the beginning of your course and attend the Orientation Programme, which will help you settle in effectively.

## TRAVEL TIPS

- Use good, strong luggage labelled with your contact details in your home country and the UK. If you do not know your address in the UK yet, put the University's address – **Sheffield Hallam University, City Campus, Howard Street, Sheffield S1 1WB, UK**
- Do not bring large amounts of cash. Credit cards or travellers' cheques are safer.

- Look after yourself and your belongings. Keep copies of your important documents separately in your home country.
- If your luggage is damaged or lost, report it at the airport. Your luggage can be delivered to our 24 hour reception if necessary. Our student guides can help you.

## IMMIGRATION CONTROLS

You should have no problems going through the immigration controls, but if you do you should phone us on **0800 073 1318**. The immigration officer will check all your documents. Carry all your University papers with you if your hand luggage. Also carry your Home Office decision letter informing you where to collect your visa (BRP) on arrival to the UK. You should also carry your CAS – see the Gov.uk 10 top tips document at **go.shu.ac.uk/top10tips**

## EUROPEAN UNION CURRENCY CONTROLS

We don't recommend bringing large amounts of currency with you as this can be a potential risk. Only bring a small amount of cash with you to cover expenses for the first few days. If you have no other option than to bring a large sum of money with you, then please read the following guidance.

If you are entering the UK from a non-European Union (EU) country and are carrying 10,000 Euros or more (approximately £8,700, or the equivalent in other currencies) you must declare the cash to HM Revenue and Customs (HMRC) at the place of your arrival in the UK. If you fail to declare any cash, travellers' cheques or bank drafts that you are carrying, or if you provide incorrect or incomplete information, you could receive a fine of up to £5,000.

You must use the C9011 form to make the cash declaration. Forms are available at ports and airports and also from the HMRC website at **www.gov.uk** – search for 'C9011' to download a copy. If you are travelling between another EU country and the UK, you do not have to make a declaration.

## YOUR FIRST NIGHT IN SHEFFIELD

Before you travel, you must book some accommodation for your first night in Sheffield (see page 14 to book your university accommodation). If you arrive in Sheffield without accommodation, you will have to stay in a hotel. Hotels in the UK are expensive, but if you do need information about where to stay, visit **www.shu.ac.uk/hotels**

'Before I came to the UK the support of Sheffield Hallam staff was of a high level. I got all the information I needed and the most important thing was that from the beginning I was told where or who I can ask. I felt like there are no stupid questions which made me feel more relaxed and less worried.'

**Annika Schmid from Germany, MSc Human Resource Management**

## Before you leave

There are some important issues to consider when planning your journey to the UK.

### IMMIGRATION

Students from outside the European Union (EU) will need to meet British immigration requirements. Most non-EU students should apply for a Tier 4 (General) Student visa.

### TIER 4 (GENERAL) STUDENT

An application for this visa costs approximately £322 but fee levels do change. You must score 40 points in the UK points-based immigration system to be awarded a student visa.

You will need to

- have sufficient funds to pay for one year's tuition fees plus £9,135 for living expenses in Sheffield (or the full tuition fee plus £1,015 per month if the course is for less than nine months). You will need to prove you have had this amount in your bank account for 28 days before your application (10 points).
- hold a Confirmation of Acceptance for Studies (CAS) from Sheffield Hallam University (30 points). You will receive your CAS when you accept your unconditional offer and pay a deposit.
- provide original and/or certified supporting documents, for example degree or IELTS certificates
- hold a valid passport

Please note this information is correct at the time of going to print. You will need other documents for your visa application. For further information you should check the Home Office website

[www.gov.uk/government/organisations/uk-visas-and-immigration](http://www.gov.uk/government/organisations/uk-visas-and-immigration) and United Kingdom Council for International Student Affairs website [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

### OTHER VISAS

If your course is less than six months, you may still choose to apply for a Tier 4 (General) Student visa, for example, if you want to start another course after you complete this one.

If you only want to stay in the UK for your short course and then go home, or if you are studying an English language course for up to 11 months, you can consider a short-term study visa. If you are a non-visa national you can request a short-term study stamp upon arrival in the UK. If you have a short-term study visa you are not allowed to work or switch into another visa category inside the UK.

### POSTGRADUATE STUDY

Non-EU applicants for certain postgraduate courses need to obtain an Academic Technology Approval Scheme (ATAS) certificate before applying for UK entry clearance. To check if you need one and to apply, visit the website [www.gov.uk/academic-technology-approval-scheme](http://www.gov.uk/academic-technology-approval-scheme)

### PARTNERS AND FAMILIES

Your dependants can only apply for a student dependant visa if you are studying on a masters course or your family is sponsored by your government and your course is for six months or longer. If you are bringing your dependants, you must be able to fund your costs through your own savings or official sponsorship. We strongly recommend you find suitable accommodation before your family arrive. Contact Accommodation Services for advice about finding family accommodation at [accommodation@shu.ac.uk](mailto:accommodation@shu.ac.uk)

- If your children are aged between six months and five years, you can enrol them in the Sheffield Hallam University Nursery. You must pay for this service and book well in advance.
- If your children are aged between five and 18 years, they must attend school if they are here for six months or more. UK state education is free. If your child's first language is not English, he or she will receive language support at school.

### HEALTHCARE AND MEDICAL INSURANCE

If you will be studying for more than six months you will be required to pay a surcharge at the same time as making your Tier 4 visa application. This will entitle you to free NHS treatment while you are in the UK. The cost is £150 per year and will be calculated based on the amount of time that you will be in the UK (including the additional time at the end of your visa). The fee is payable when you submit your visa application.

If you are studying in the UK for less than six months, only emergency treatment is free, so you should purchase medical insurance before you leave home. The University has medical centres at both campuses. You can register with a doctor here when you arrive.

All students attending a UK university are recommended to be immunised against measles, mumps, rubella (MMR) and Meningitis C. Please arrange to have these vaccines before attending University.

### TB SCREENING

You will need to have 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 [www.gov.uk/tb-test-visa](http://www.gov.uk/tb-test-visa)



## Checklist to help you



There is a lot to remember when you are getting ready to travel to a new country, so here is a checklist to help you.

### AFTER YOU HAVE RECEIVED YOUR OFFER

- ☐ If you have a conditional offer, check any requirements you need to meet to be accepted onto the course.
- ☐ Ensure you have adequate funds for tuition fees and staying in the UK.
- ☐ Return the acceptance slip included in your offer.
- ☐ Pay £1,000 deposit towards your tuition fees (does not apply to EU and NCUK premasters students).
- ☐ Apply for a visa/entry clearance (non-EU students only).
- ☐ Apply for pre-sessional English language courses if necessary.
- ☐ Apply for the Culture Connect mentoring scheme at [go.shu.ac.uk/applycc](http://go.shu.ac.uk/applycc) (see page 19)
- ☐ Like the SHU GoGlobal Facebook page at [www.facebook.com/GoGlobalatSHU](https://www.facebook.com/GoGlobalatSHU) (see page 19)

### BEFORE YOU LEAVE

- ☐ Plan to arrive before the start date of your course(s) and the Orientation Programme.
- ☐ Book your accommodation at [www.shu.ac.uk/accommodation](http://www.shu.ac.uk/accommodation)
- ☐ Send us your arrival details and book on to the Manchester Airport pick-up service at [www.shu.ac.uk/international-arrivals](http://www.shu.ac.uk/international-arrivals)
- ☐ Make necessary arrangements for any family if they are accompanying you to the UK.
- ☐ Arrange medical insurance in your home country if you are in the UK for less than six months.



- ☐ Arrange travel insurance for your possessions.
- ☐ Check whether you need permission to transfer money to the UK. Order British currency and/or travellers' cheques for immediate expenses upon arrival.
- ☐ Check whether your government has restrictions on how much money you can take out of your country.
- ☐ Photocopy important documents and make notes of serial numbers. Pack these separately from the originals.

### WHAT TO BRING IN YOUR HAND LUGGAGE

- ☐ Your passport, visa decision letter informing you where to collect your biometric residence permit (BRP)
- ☐ Your CAS
- ☐ The final letter of acceptance for your course.
- ☐ Documentary evidence of your finances.
- ☐ Recent chest X-ray report (CXR) in English, confirming you do not have active TB (does not apply to students from Western Europe, North America, Australia, New Zealand and Japan).
- ☐ Medication and details of medical conditions. Bring vaccination evidence and a letter from your doctor detailing any prescribed drugs 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/payments you have been asked to bring with you.



We are committed to helping you find a place to live in Sheffield that suits your needs and budget.

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.

### ACCOMMODATION TYPES

You can choose from three types of accommodation.

#### 1. University allocated accommodation

We have two residences – Bramall Court and Charlotte Court – which are managed by the University but owned by a person known as a 'landlord'. The rest of the accommodation is managed by landlords in partnership with the University. These properties are all known as 'halls of residence' or 'halls'.

For all halls accommodation, you sign an accommodation contract (often known as a tenancy agreement) with the landlord. All our halls satisfy ongoing security and health and safety requirements.

For many Sheffield Hallam students, living in halls provides some of their happiest memories. It is part of the classic university experience as you get to make friends with lots of other students from diverse cultural backgrounds. There is a choice of large or small halls, all of which have a communal feel.



#### 2. Private sector housing

Most first year students choose to live in halls accommodation. If you would prefer to find your own private sector property, we organise house hunting events in September to help. Private sector houses are owned by private individuals or companies.

We advise that you do not view these properties alone. You should always take a friend or member of your family with you, or you can join our house hunting event. We recommend that you discuss the contract for this type of property with Accommodation Services or the Students' Union Advice Centre before you sign or pay anything.

If you are only here to study for the first semester, you will need to arrange private sector housing, you will not be able to apply to live in halls accommodation for this period.

If your family intends to join you during your time at Sheffield Hallam, we advise you to allocate plenty of time to look for private sector housing. You can find good quality housing in Sheffield if you would like to rent a whole house, but it can be limited and may be expensive. If you live in private sector accommodation, you will be subject to 'right to rent' checks. Please see [www.shu.ac.uk/accommodation](http://www.shu.ac.uk/accommodation) for information.

#### 3. Homestay or accommodation with a family

Some home owners let part of their home to students. The usual arrangement is for the owner to let a bedroom in their property, with shared use of the kitchen, bathroom and living area. Rents can be cheaper and utility bills are often included. You may also be able to negotiate a shorter or term time only contract. However, family accommodation will be allocated further away from campus than other types of housing.



### PRICES AND FACILITIES

Our website has the most up-to-date information for University allocated accommodation – go to [www.shu.ac.uk/accommodation/find/costs-contracts](http://www.shu.ac.uk/accommodation/find/costs-contracts)

**Single standard – £81–£95 a week**  
**Single en-suite – £92–£107 a week**  
**Self-contained flat – £100–£220 a week**

You have access to kitchen facilities in all our self-catered accommodation. Some residences have parking and bike storage facilities and all our allocated residences have internet access.

#### Insurance

All our University allocated accommodation has insurance provided. It covers your personal belongings against a range of risks, plus additional cover for legal liability, damage or loss of rented property including TVs and DVDs, library books and personal accidents. We will give you full insurance details in your accommodation offer pack. If you decide to live in private sector accommodation, you will need to arrange your own insurance cover.

#### Deposits

Most accommodation requires a refundable damage deposit of around £150–£300. It is refunded at the end of your stay, minus any deductions for loss or damage to property or outstanding debts. Some residences may require an early rent payment instead or as well as a deposit. If you are asked to pay a deposit, landlords are legally required to protect it in government authorised schemes. Visit [www.depositprotection.com](http://www.depositprotection.com)



### PAYING FOR YOUR UNIVERSITY ALLOCATED ACCOMMODATION

You will only be considered for one of our student halls if you have accepted either a conditional or unconditional offer to study at Sheffield Hallam University.

For most accommodation you must have a guarantor. This is someone you know who has agreed to be legally responsible for paying your fees if you fail to do so. Some halls require this person to be based in the UK. Where a UK guarantor is not available, you will need to pay the full rental payment before you arrive and before the start of your tenancy.

All payments must be in pounds sterling. You can pay your rent in a variety of ways, including cash, credit or debit card or bank transfer.

Accommodation Services will email you your accommodation offer. You must complete and return all the necessary documents back to Accommodation Services – the return email details will be given in your accommodation offer. Your room within our residences will not be secured if incorrect documentation or incorrect payment is returned.



If the landlord has agreed for you to pay for your accommodation on arrival, you must arrive at your accommodation before 4pm, Monday–Friday.

You are committed to pay for your accommodation for the whole of the academic year and all contracts are legally binding. However, in exceptional circumstances you may be able to terminate your contract by finding a suitable student to take your place. Full details will be provided in your accommodation contract.

### HOW TO APPLY FOR ACCOMMODATION

#### Follow our three easy steps

**1. Complete the online application at [www.shu.ac.uk/accommodation/apply](http://www.shu.ac.uk/accommodation/apply).** You should apply as soon as you have accepted an offer to study here. At this stage you can indicate which type of accommodation you prefer, but they are not guaranteed choices. We might be unable to allocate you to either of your preferences due to demand. If this happens, we will look at other suitable residences based upon the information you give in your application.

**2. Wait to hear from us.** We will contact most students in late July/early August 2016 and details of your accommodation offer will be emailed to you.

**3. Complete your offer acceptance documents and email them back to Accommodation Services.**

#### More information

University allocated accommodation  
[www.shu.ac.uk/accommodation/find](http://www.shu.ac.uk/accommodation/find)

Private sector housing  
[www.shu.ac.uk/accommodation/find/private-sector](http://www.shu.ac.uk/accommodation/find/private-sector)

Homestay or accommodation with a family  
[www.shu.ac.uk/accommodation/find/private-sector](http://www.shu.ac.uk/accommodation/find/private-sector)

ARRIVING AT  
YOUR UNIVERSITY  
ALLOCATED  
ACCOMMODATION

You must arrive at your accommodation on your booked arrival slot. If you plan to arrive after work hours (Monday–Friday, 9am–5pm) or at the weekend (Saturday and Sunday) you must inform your hall manager before arrival, or stay in a hotel on arrival and go to your accommodation during work hours (Monday–Friday, 9am–5pm).

We advise you to buy bedding and kitchen equipment in Sheffield if you do not want to bring this with you in your luggage.

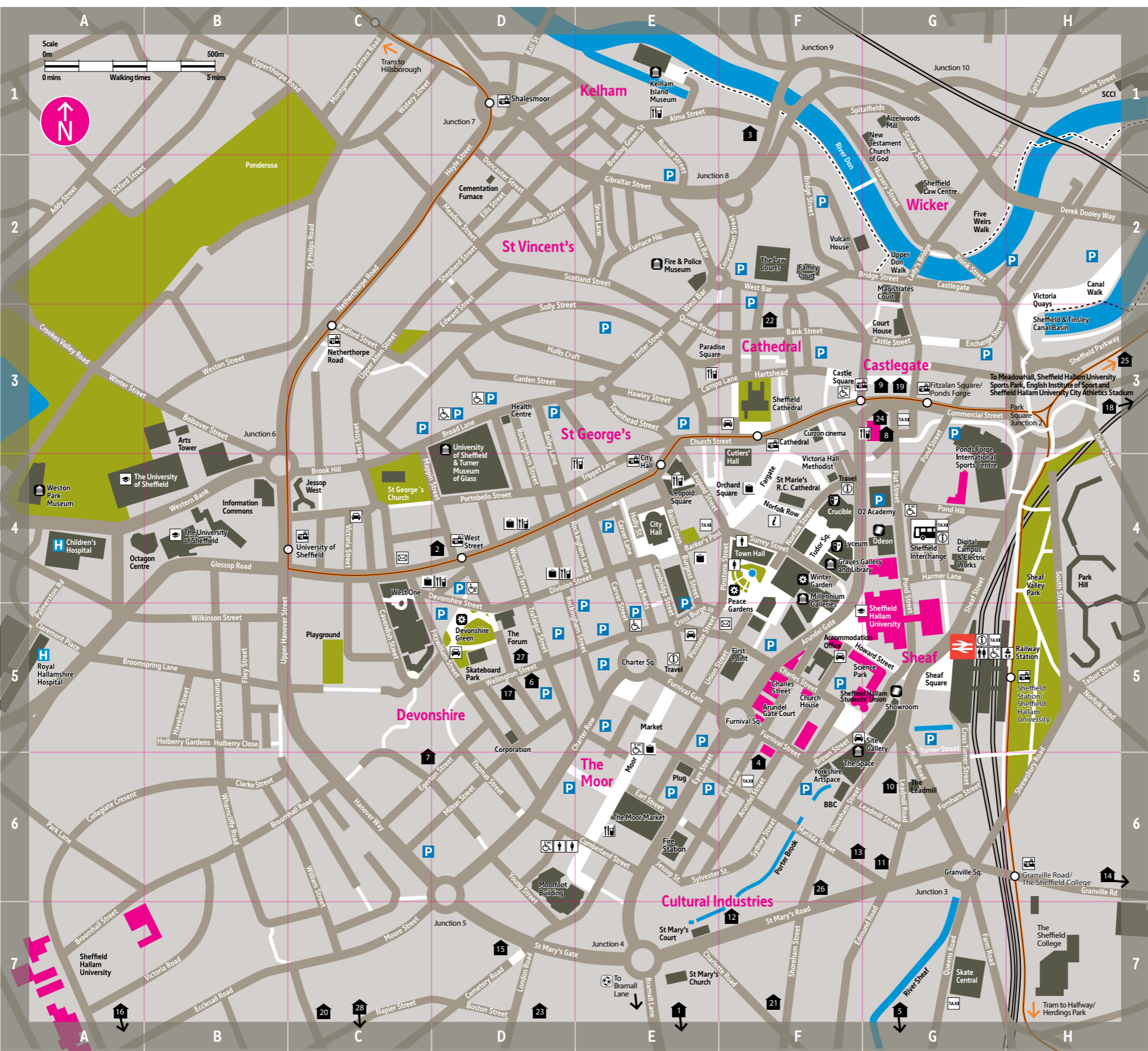
WHERE IS THE  
UNIVERSITY  
ALLOCATED  
ACCOMMODATION?

The majority of our allocated residences are suitable and accessible for students studying at both campuses.

This map shows our residences for the 2015–16 academic year.

For up-to-date information visit [www.shu.ac.uk/accommodation](http://www.shu.ac.uk/accommodation)

Our City Campus is located opposite Sheffield train station, with our Collegiate Campus just 20 minutes' walk or a short bus ride away.



KEY

- Supertram routes
- Car park
- Bus/coach station
- University building
- Railway station
- Halls of residence

- |                                       |                       |
|---------------------------------------|-----------------------|
| 1 Bramall Court                       | 15 Old Bank           |
| 2 Cavendish House                     | 16 Old Workshop       |
| 3 Central Quay                        | 17 Opal 1             |
| 4 Challenge Works                     | 18 Park House         |
| 5 Charlotte Court                     | 19 Pearl House        |
| 6 Devonshire Courtyard                | 20 Summerfield Street |
| 7 Domino, Egerton and Headford Houses | 21 The Anvil          |
| 8 Halford House                       | 22 The Courtyard      |
| 9 King's Chambers                     | 23 The Forge          |
| 10 Leadmill Point                     | 24 The Marples        |
| 11 Liberty Court                      | 25 The Pinnacles      |
| 12 Liberty House                      | 26 Trigon             |
| 13 Liberty Works                      | 27 Victoria Hall      |
| 14 Norfolk Gardens                    | 28 Washington House   |

We recommend that you take advantage of the events we organise to help you settle into life in Sheffield.

## MEET AND GREET DESK

You should visit the desk in the main entrance at City Campus as soon as you arrive in Sheffield. You can ask us any questions you have and we can give you important information. The Meet and Greet Desk offers you

- free transport with your luggage to your accommodation
- information about orientation, banking and enrolment
- a social events calendar – including campus and city shopping tours
- *The Insider's Guide* – a guide to help you settle into university life and make friends
- free giveaways

## MEET AND GREET DATES

**Monday 5 – Friday 23 September 2016\***  
**Thursday 5 – Friday 13 January 2017\***  
**Opening hours are 9am– 6pm (0900–1800)**

## IF THE DESK IS CLOSED

If the main University entrance is closed, ring the bell which is on the right-hand side of the door. Security staff will meet you and arrange for a taxi to take you to your accommodation (that you should have already booked in advance).

## CONTACTING HOME

Your family will want to know that you have arrived safely in Sheffield. We cannot respond to families who want to check that you have arrived unless we have your permission. We can direct you where to access the internet, buy an international SIM card or unlock your mobile phone.

## JANUARY ARRIVALS

The University will close for Christmas between **Saturday 24 December 2016 and Sunday 1 January 2017**. You will not be able to contact anybody in the University during this period. Sheffield can be cold in January and it may snow, so bring warm clothes with you.

## IMPORTANT TASKS YOU MUST COMPLETE

### 1. Attend the Orientation Programme

This includes a series of sessions organised by the International Experience Team that will introduce you to Sheffield and the University.

### 2. Pre-enrol online

You must pre-enrol online – you will receive an email to invite you to pre-enrol once you have arrived at the University. If you do not receive an email, visit the Meet and Greet Desk after you arrive.

### 3. Enrol on to your course

This is when you officially register on to your course. Your faculty will tell you your enrolment date when you accept your place at the University. If you arrive and do not know when this is, visit your faculty helpdesk. You must enrol before you can receive your **SHUcard** which is your University identification.

### 4. Attend your course induction

This is arranged by your faculty and includes a series of sessions to introduce you to your course. You will meet your teachers who will explain what to expect on your course and explain your timetable to you. It includes tours of your faculty, library and IT facilities, as well as social events. Your faculty helpdesk will be able to answer questions about induction.

## ORIENTATION PROGRAMME

Orientation takes place before the start of your course. The University recommends that all international/EU students attend orientation. It includes

- the chance to meet staff and students and make friends
- sessions about University study and life in Sheffield
- the 'meeting new people, making global connections' workshop
- information about our support services and staying safe
- advice about opening a bank account
- registering with the police (if required)
- medical centre registration
- social events, trips and international parties

## ORIENTATION DATES

**Wednesday 14–Friday 16 September 2016\***  
**Wednesday 11–Friday 13 January 2017\***

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 Services Centre and your faculty helpdesk for advice.

More information about orientation is available at **[www.shu.ac.uk/international/arrival/orientation](http://www.shu.ac.uk/international/arrival/orientation)**

\*Please note – these dates were correct at the time of printing but may be subject to change. Please check online at **[www.shu.ac.uk/international](http://www.shu.ac.uk/international)** before you travel.



## FIND OUT ABOUT MORE ACTIVITIES DURING YOUR STAY

### SHU GoGlobal blog

We will send this to your University email inbox every fortnight. It includes information about social activities and events, as well as immigration, job opportunities and other important news. Visit **[blogs.shu.ac.uk/global](http://blogs.shu.ac.uk/global)**

### Twitter and Facebook

We will keep you up to date with social events and important announcements.

- Follow us on Twitter **@SHUGoGlobal**
- Like the **SHU GoGlobal** Facebook page to find out about social activities and meet students from different countries at **facebook.com/GoGlobalatSHU**
- Summer school students can join the **Sheffield Hallam & TAR UC dual award 2017** Facebook group at **facebook.com/groups/DualAward2017**

You can also access information for current students to stay up-to-date with University activities.

- Find out what is happening on campus at **[www.shu.ac.uk/myuni](http://www.shu.ac.uk/myuni)**
- Make sure you pick up a copy of our events calendar on campus when you arrive.
- Join Twitter **@SheffHallamUni** and the **Sheffield Hallam University** Facebook page.

## MEET PEOPLE FROM AROUND THE WORLD WITH SHU GOGLOBAL ACTIVITIES

### Conversation Club

This is one of the best ways to meet friends from around the world. Practise your English by participating in informal conversations, enhanced by music, videos and interactive games to help you start talking.

### Culture Connect

Join this peer mentoring scheme to make friends and settle into life at Sheffield Hallam University and the UK. This is an opportunity to improve your English and learn about other cultures. You will meet your mentor regularly and discuss ways you can meet British students, other international students and local people. Apply at **[go.shu.ac.uk/applycc](http://go.shu.ac.uk/applycc)**

### Global Friends

This scheme puts you in touch with local families to experience British culture – they may take you to their favourite place in Sheffield or invite you to their home.

You can view student case studies and videos on the SHU GoGlobal website at **[www.shu.ac.uk/global](http://www.shu.ac.uk/global)**

## SHU FEST

**SHU Fest** is a huge week-long annual festival in March, which celebrates the talent and diversity of our students and staff. There will be live performances, interactive workshops and social events across the University. This includes film screenings, music, dancing, craft and more.

Can you sing, dance or play an instrument? Do you want to gain experience for your CV by organising an event? If you would like to get involved go to **[shu.ac.uk/SHUfest](http://shu.ac.uk/SHUfest)**

'I would recommend other students take part in as many international events as possible because it is very easy to make wonderful friends at Sheffield Hallam.'

**Jessica Neves from Brazil, BSc Manufacturing Engineering**



Before leaving home, you need to know how much money you will need while you are in the UK.

## LIVING COSTS

If you have to apply for a Tier 4 (General) Student visa as per Home Office requirements, you must have at least £1,015 per month for the length of your course to cover living costs, such as accommodation, food, travel and entertainment while in the UK. This is a good guide even if you do not have to apply for a visa.

## TUITION FEES

Every student enrolling on a course at Sheffield Hallam University must pay fees for each year of their course. These fees are determined by your nationality and residency over the past three years. The price of your course will be in your University offer letter.

If you do not know how much your fees will be, you should contact your faculty office by phoning our switchboard on **+44 (0)114 225 5555**. Fees usually increase by a small amount each year due to inflation. Therefore on an undergraduate course you may pay more in subsequent years than for your first year of study.

## EUROPEAN UNION (EU)

EU students pay the same course fees as UK students and can apply to the EU team at the Student Loan Company for a loan. This is only for undergraduates. Visit **www.direct.gov.uk/studentfinance-eu**

## PAYING YOUR TUITION FEES

All international students undertaking a full-time undergraduate or postgraduate taught course must pay tuition fees before or at enrolment. If you do not do this, you will not be allowed to enrol on your course. If possible you should pay your fees before you leave home. If you cannot arrange this, the University will accept payment when you arrive. Please make sure your payments comply with your visa requirements by ensuring there is enough time for receipt of payments you make after receiving your Confirmation of Acceptance for Studies (CAS) letter. Exchange students do not pay course fees.

### Please use the following instructions to calculate the amount due before enrolment

**Step 1:** Find out your total course fees from the CAS. Then take away any discounts you are eligible for.

**Step 2:** Divide the resulting figure by two to work out 50% of the tuition fee.

**Step 3:** Have you paid a deposit? Take it away from the 50% fee.

**Step 4:** You must pay this amount before you can enrol on your course at Sheffield Hallam University.

## SPONSORS

If you have obtained sponsorship from your employer, government or other professional body, the University will require a letter from them confirming

- your name, course and the academic year for which they will be paying
- the amount of fees they will be paying (for example, 100 per cent)
- the contact name, company name, address and telephone number where the invoice should be sent

Send a copy of your sponsor letter as soon as possible to

**Sales Ledger Team  
Finance Directorate  
Sheffield Hallam University  
Howard Street  
Sheffield S1 1WB  
United Kingdom**

You can also scan and email it to **salesledger@shu.ac.uk**

Student sponsor invoices will be payable in full within 30 days of receipt of the invoice. If for any reason your sponsor does not make the payment, you will be personally liable to pay the full amount of the course fees.

## SCHOLARSHIPS

We offer a range of scholarships. All scholarships are competitive and have specific eligibility criteria. Visit **www.shu.ac.uk/scholarships-discounts** to see what scholarships are available and how to apply.



## DEPOSITS AND REFUNDS

International students undertaking a full-time postgraduate taught course at Sheffield Hallam University must pay a deposit of £1,000. The University requires this deposit once you have met all academic conditions in order to secure your place on the course, and then to issue you with a Confirmation of Acceptance for Studies (CAS) letter. After eight days, the deposit is non-refundable unless you do not come to study at Sheffield Hallam University as a result of a visa refusal.

**Please note – the requirement for a deposit does not apply to EU students or international students studying on the Northern Consortium (NCUK) pre-masters programme.**

Students taking part in partnership college exchange schemes may have different financial requirements. Please contact your faculty helpdesk with any queries.

If you are refused a visa, you are entitled to the refund of your deposit and any course fees you have already paid. The Finance Office at Sheffield Hallam University will initiate a request for a refund within seven working days of receiving evidence of a visa refusal. The speed of the refund will depend on the payment method you used. Visit **www.shu.ac.uk/international/fees/info**

## PAYMENT METHODS

We recommend payment of course fees and course deposits in the following ways.

### Online payment

Pay online at **epay.shu.ac.uk**

The payment will be received by the University the next working day.

### Credit or debit card

To pay by credit or debit card phone **+44 (0)114 225 2039**

### Bank transfer

If you pay by bank transfer it is important to ask the sending bank to quote your student number, family name and date of birth on the transfer document. Your bank may charge you for making the transfer and for currency conversion. You should notify us of your intention to pay by bank transfer in your acceptance letter. Use the following University bank details.

**Sort code:** 40-41-07

**Bank:** HSBC Bank plc

**Bank address:** Carmel House, 49-63 Fargate, Sheffield

**Account name:** Sheffield Hallam University General Account

**Account number:** 91274163

**IBAN number:**

GB03MIDL40410791274163

**Branch identifier code:** MIDLGB2109B

### Banker's draft

You may return a banker's draft with your acceptance letter, give it to an agent who is contracted to hold deposits on our behalf, go to **www.shu.ac.uk/international/tuition-fees** or send it quoting your student number to

**The Cashiers Office  
Sheffield Hallam University  
Howard Street  
Sheffield S1 1WB  
United Kingdom**

Your bank may charge a fee for issuing a bank draft. Bank drafts may only be valid for a limited period of time, so check that the draft will still be valid at the start of your course. Please be aware that different types of bank drafts may take longer to reach our bank account. If your bank does not have UK representation, it can take up to six months to clear the funds.

### More information

Invoice/payment queries – office hours only (9am–5pm UK time)  
Phone **+44 (0)114 225 4594/3902**



There are many services and facilities at Sheffield Hallam University. Make sure you know who can help you and make use of the services available.

### STUDENT SERVICES CENTRE

We offer a wide range of high-quality support and guidance, including

- international student support and immigration advice
- help with seeking part-time work and career planning
- study support
- wellbeing and support
- faith and religious support
- services for students with disabilities
- a nursery and childcare services
- the advice and information service can help you find the right people to assist you

Find out more by emailing [guidance@shu.ac.uk](mailto:guidance@shu.ac.uk) or visit [www.shu.ac.uk/services/sls](http://www.shu.ac.uk/services/sls)



### STUDENTS WITH DISABILITIES

If you need help with a disability or medical condition, please email [disability-support@shu.ac.uk](mailto:disability-support@shu.ac.uk) as soon as possible. You may be asked to pay for some or all disability support.

### OUR LIBRARIES AND IT FACILITIES

Each of our campuses has its own library. These are known as Adsetts Learning Centre at City Campus and Collegiate Learning Centre at Collegiate Campus. They offer traditional library services and more, including books, journals, DVDs, e-resources, individual and group study spaces, PCs, free Wi-Fi, printers and photocopiers.

Libraries and self-service facilities are open 24 hours per day throughout the year and you can buy food and drink at any time of 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 help with your borrowing, information and IT needs. When you are working from home, you can access our range of services through *shuspace*, the University's personalised online environment.

The Library Gateway pages on *shuspace* give access to Library Search, information databases and electronic resources, including e-books, e-journals, video and image resources. *shuspace* is your route to all essential information, such as timetables, online learning modules, your University email account, student record and support services. Visit [www.shu.ac.uk/libraries](http://www.shu.ac.uk/libraries)

'The best thing about Sheffield Hallam is the resources. The library is fantastic – especially as it's open around the clock, so I can get anything I need, at any time.'

**Emmanuel Aboce from Uganda, MSc Molecular and Cell Biology**

### PHONE AND INTERNET

Some of the rooms in the University's accommodation have phone and computer internet links. Landline rental can be more expensive than a mobile/cell phone and you can often get cheap deals with mobile phone companies. There are many public phones, both within the University and throughout the city.

An international phone card will reduce the cost of calls from private lines. We can advise you about these on arrival.

### ENGLISH LANGUAGE

If English is not your first language, it is essential to develop your confidence to speak and understand English quickly. We recommend 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 enhance and improve your English for academic study. You can also take the 20 credit module English for academic purposes. The Language Advisory Service can assist you with questions about your coursework. To find out more about English language support visit [www.shu.ac.uk/tesol/language](http://www.shu.ac.uk/tesol/language)

### BRITISH LIFE AND CULTURE COURSE

This course gives you an introduction to a variety of aspects of British life and culture through weekly lectures delivered by invited speakers. You meet other international students with whom you can discuss your experiences of life in Britain. This is a 20 credit module at level 4 (10 European credits). You will be given more information about this module at international orientation when you arrive.

### PUBLIC HOLIDAYS

The University generally closes at Easter and for at least one week at Christmas and New Year. The University also closes during several bank holidays.

### SPORT AND FITNESS

Whether you want to compete, keep fit or just have fun and try something new, you can enjoy a huge variety of sport, leisure and fitness activities at Sheffield Hallam. We have facilities at both campuses including gyms, sports halls and pitches.

Our sport and fitness memberships give you access to the facilities as well as over 50 social sport sessions and fitness classes every week. They offer an extensive range of activities, including boxing and Pilates. There are also over 40 sport clubs to join – including cricket, badminton, football, tennis and athletics. We even offer free personal training to all our members. Memberships start from just £120 per year. Join online today at [www.shu.ac.uk/active](http://www.shu.ac.uk/active)

### SHEFFIELD HALLAM STUDENTS' UNION

The Students' Union, located in the HUBS, is where you can get involved in societies, sports, social events, local volunteering opportunities and use the free advice centre. All our students are automatically members of the Student's Union so you can come and use their services or get involved with activities straight away. You can also get involved by becoming a student representative, writing for the student magazine, campaigning on student welfare issues and much more. Visit [www.hallamstudentsunion.com](http://www.hallamstudentsunion.com)

### SOCIETIES

Sheffield Hallam Students' Union has over 60 different societies and you can join as many as you want. They are a great way to meet new people and try new things, ranging from fun activities to religious, cultural or academic societies. You can even set up your own. Examples include the Islamic Society, Japanese Visual Arts Society, Christian Union, Drama Society and Salsa Society.

### VOLUNTEERING

There are many different volunteering opportunities through the Students' Union allowing you to get more involved in local Sheffield culture. Options include working with children, young people, adults and people with disabilities in a variety of different fields such as sports, drama, art, multimedia and music.

### ADVICE

The Students' Union Advice Centre offers free, independent and confidential advice. You can talk to them about any subject, including problems with your course, housing, bills, funding, tax or employment.

### SOCIALS

Sheffield Hallam Students' Union has a café, shop and bar, making it the perfect place to relax after a day at university. They have regular quizzes, karaoke and comedy nights, and the large HD television screen shows sports games. They also run regular events, including trips to the Peak District and other tourist spots.

#### More information

Childcare  
[www.shu.ac.uk/nursery](http://www.shu.ac.uk/nursery)

Preparing for University  
[www.teaching.shu.ac.uk/sas/intlstudentgame](http://www.teaching.shu.ac.uk/sas/intlstudentgame)

[www.prepareforsuccess.org.uk](http://www.prepareforsuccess.org.uk)

Sheffield's great cultural diversity and unique heritage makes it a fantastic city to live in. Sheffield is the fifth largest city in England and has something to entertain everyone – including concert venues, café bars, nightclubs and pubs, shopping facilities, two football clubs and international sports facilities.

What you might notice first is Sheffield's famous hospitality – there is a real sense of community here. The city prides itself on its tolerant, multicultural atmosphere, helping international students feel safe and happy in their new environment.

PLACES OF INTEREST AND VISITOR ATTRACTIONS

- The Millennium Galleries – four galleries for exhibitions of visual art, craft and design
- Chatsworth House – one of Britain's best loved historic houses dating from the 1500s
- Meadowhall Shopping Centre – over 170 shops and numerous restaurants, bars and cafes to enjoy
- Winter Garden – 2,500 plants in one of the largest temperate glasshouses in Europe
- The Crucible and Lyceum Theatres – Sheffield is home to one of the largest theatre complexes in the country and hosts the World Snooker Championship

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

COST OF LIVING IN SHEFFIELD

You will need at least £1,015 per month to cover basic living expenses. Living in Sheffield can be a little cheaper than in some other UK cities, depending on your personal lifestyle. The International Student Calculator can help you to manage your money at [www.studentcalculator.org.uk/international](http://www.studentcalculator.org.uk/international)

Please ensure that you have reliable funding from a sponsor or your family before you leave. Make sure that you have enough funds to cover the cost of living without getting a job because finding part-time work can be difficult.

When agreeing an accommodation contract (often known as a tenancy agreement), a landlord may expect you to pay a month's rent in advance. You may also need to budget for bills – for example electricity, heating, water, phone and internet rental.

You may also have to pay for a hotel on your arrival if you have not organised your accommodation. This will cost approximately £50–£70 per night.

EXAMPLES OF ITEMS YOU MAY NEED TO PURCHASE

The prices are an approximate guide to costs and were correct at the time of printing.

- books and equipment (per year) £300–£700
- coat £20–£100
- boots £30–£60
- jeans £20–£60
- warm jumper £10–£30
- trainers £20–£80
- accommodation (per week) £60–£110
- food (per week) £30–£40
- travel for a week £15

When ordering UK currency, try to avoid receiving £50 notes as they are not used often. If you do have any problems using £50 notes once in the UK, you can change them at any bank.

MORE INFORMATION

Sheffield  
[www.shu.ac.uk/sheffield](http://www.shu.ac.uk/sheffield)  
  
Tourist information  
[www.sheffield.gov.uk/out-about/tourist-information](http://www.sheffield.gov.uk/out-about/tourist-information)



CLIMATE AND CLOTHING

British weather changes a lot throughout the year. In summer (June to August) temperatures can reach 25–30°C, whilst in the winter it can drop to around 5°C during the day and there is usually some snowfall in January or February.

You need to make sure that you have the right clothing to cope with these changes such as

- 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 Britain. Dress in Britain is mostly very informal.

ELECTRICAL EQUIPMENT

Electricity in Britain is supplied on 240volts/50Hz cycles. You should ensure that any electrical appliance you intend to bring with you will work safely on this voltage, and bring adapters to help convert the voltage when necessary.

TRANSPORT AND DRIVING

Sheffield is one of the safest major cities in the UK. It also has excellent public transport, with good bus routes and a tram system. Taxis are also available for difficult and late-night journeys.

If you want to drive in the UK, you must have a current valid driving licence. You may be able to use your existing licence or you may need to apply for a UK licence. Visit [www.dvla.gov.uk](http://www.dvla.gov.uk) and [go.shu.ac.uk/driving](http://go.shu.ac.uk/driving)

You must be covered by insurance and the vehicle must have valid road tax. You should also make sure that you know the UK Highway Code – go to [www.gov.uk/highway-code](http://www.gov.uk/highway-code)

FOOD

Sheffield has a variety of fresh food markets and supermarkets offering a wide choice of produce at excellent value for money. You will find these food stores within walking distance of most student accommodation.

Most supermarkets stay open until 8 or 9pm, so you can shop whenever it is convenient for you. Some supermarkets remain open 24 hours a day.

Sheffield has a good choice of places to eat and drink, and something to suit all budgets and tastes. There are places to eat and drink in almost every building on campus, providing quality food and drink at competitive prices. Check [www.shu.ac.uk/foodoncampus](http://www.shu.ac.uk/foodoncampus) to find a full list of cafes, opening hours and locations.

If you cannot find what you are looking for at the University, there are plenty of cafés and takeaways in the city centre and in residential districts, as well as a good selection of coffee bars, fish and chip shops, bakeries and delicatessens. You will find more information about food, eating out and where to shop in *The Insider's Guide* which you will receive on arrival.

'Sheffield is definitely my favourite city in the UK. It's a really comfortable and relaxing place to live. No-one feels like they're in a hurry all the time like they do in Shanghai.'

**Huan Huang from China, BSc (Honours) Sport Business Management**

FAITH AND WORSHIP

The University's Multifaith Chaplaincy offers confidential support to students of different faiths and none. There are prayer and worship facilities, including Muslim prayer rooms, at the City Campus Multifaith Centre, as well as provision for Muslim prayer in the Oaklands Building at Collegiate Campus.

Religious advice and guidance is available from the chaplaincy team who can also help you to link up with many of the major faith communities in the city. Visit [www.shu.ac.uk/chaplaincy](http://www.shu.ac.uk/chaplaincy)

WORKING WHILE STUDYING

If you have a Tier 4 (General) Student visa, you can usually work up to 20 hours a week in term time and full-time during vacation (check your visa, which is on the Biometric Residence Permit you will collect on arrival in the UK, to see what hours you are eligible to work). If you exceed these hours, you are breaking immigration rules and you may be deported. Different rules apply to EU students – please check with the International Experience Team when you arrive.

Please note, you may find it difficult to find part-time work. Do not assume when you calculate your budget that you will have a steady income – ensure you have sufficient funds from other sources.

Careers and Employment can help you find part-time work and they run a number of sessions to help with your job search throughout the year.

TO FIND OUT MORE

- visit [www.shu.ac.uk/employability/careers](http://www.shu.ac.uk/employability/careers)
- phone **+44 (0)114 225 3940**
- visit the Careers and Employability Centre next to the main University entrance
- you can also email the Student Employment Team at [employment.service@shu.ac.uk](mailto:employment.service@shu.ac.uk) and follow them on Twitter [@SHUStudentJobs](https://twitter.com/SHUStudentJobs)

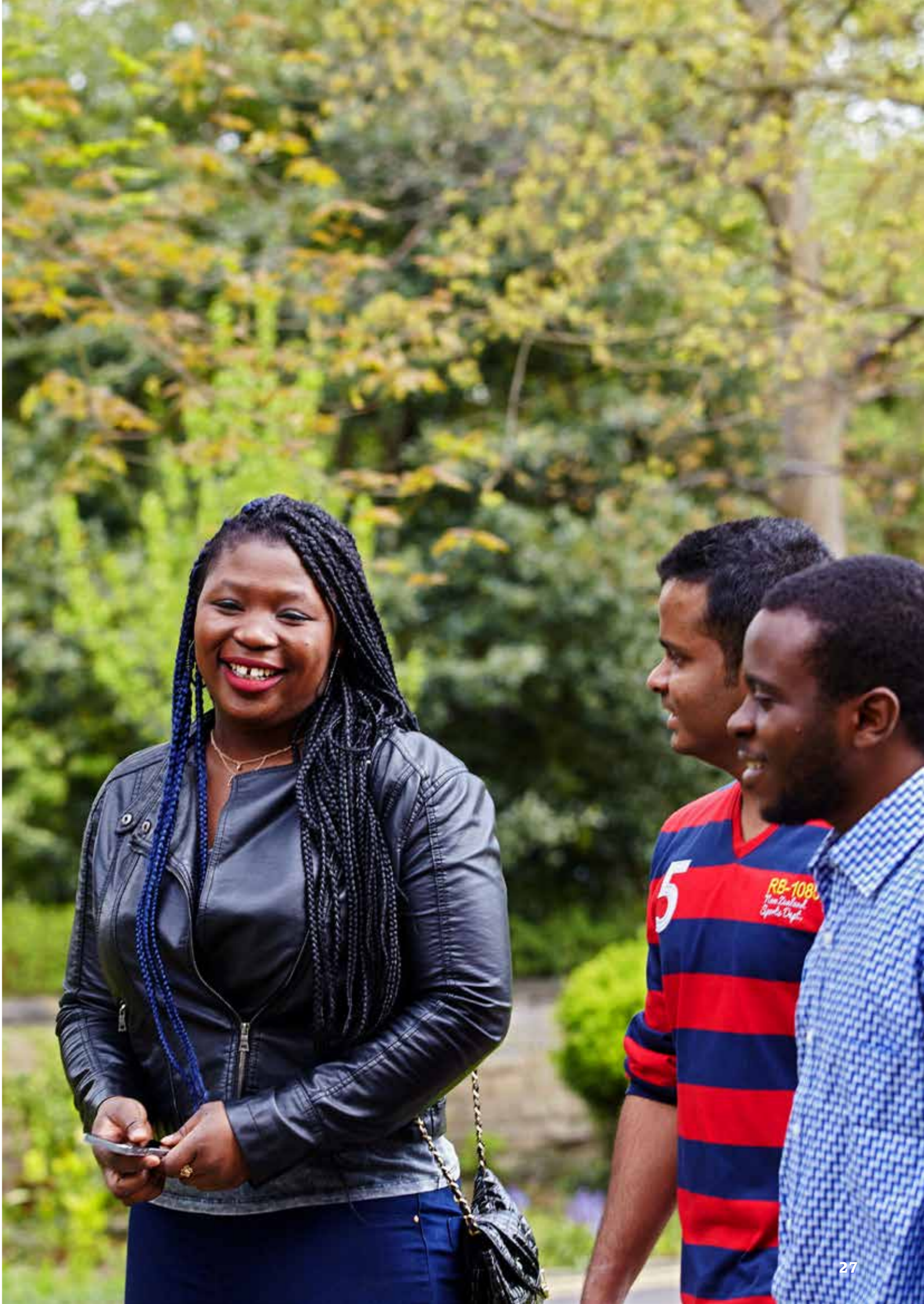
'There are many beautiful places around Sheffield and fun things to do. It is important not to just stay within your home country community as there are so many opportunities to interact with others. It is great to practise your English and get used to the UK environment. It feels really great to have done so.'

**Kai Song from China, MSc Real Estate**

More information

Working during studies  
[go.shu.ac.uk/workingduringstudies](http://go.shu.ac.uk/workingduringstudies)

Working after your studies  
[go.shu.ac.uk/workingafterstudies](http://go.shu.ac.uk/workingafterstudies)



**‘Joining Culture Connect helped me develop my communication skills and social confidence. I have made great friends, learned about different cultures and had an unforgettable time.’**

Yousif Hussin from Sudan,  
MSc Information Systems Security

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Meet and Greet service form

ARRIVAL INFORMATION

Please make sure that you complete all the information on this form so that we know when to expect you. Once you have completed your details, please fax it on **+44 (0)114 225 2161**. You will receive a confirmation email with instructions about travelling to Sheffield from the UK's major airports. Please check your inbox when you have registered. We prefer you to complete this form online at **www.shu.ac.uk/international-arrivals**

1. Personal details

Surname (family name)*			
First name (given name)*			
Student ID number*			
Gender			
Date of birth*			
Country of origin			
Email address*			

2. Arriving at Manchester Airport

Are you arriving at Manchester Airport?	YES (please provide your arrival details below)	NO (please go to section 3)
Manchester airport terminal	Flight number*	Airline
Date of arrival*	Estimated time of arrival*	

Free airport pick up service

We offer a free airport pick up service for students who arrive at Manchester Airport at 10am, 1.30pm and 5pm on the dates below  
Friday 9 – Tuesday 13 September 2016\* Friday 6 – Tuesday 10 January 2017\*

Would you like to book a place on our airport pick-up service from Manchester Airport to Sheffield?	YES	NO
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The service is free for you. Any family members that wish to use it will be charged £20 on arrival in Sheffield. If you have any other family members who want to book a place on the bus with you, please state number of people.

It is likely that you will be travelling as part of a group of students who have arrived into Manchester on different flights. Therefore please be prepared that you may have to wait some time for other students to arrive before we can take you to Sheffield.

3. Arriving at a different airport

If you are arriving at a different airport at any time, please let us know when you expect to arrive in Sheffield. You will receive instructions about getting to Sheffield and the University by email.

Date of arrival in Sheffield	Estimated time of arrival in Sheffield
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4. First night accommodation

Address in Sheffield on arrival
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Please note

1. It will be very difficult to find a place to stay if you arrive in Sheffield late in the evening and have not got anything booked in advance. The Accommodation Service can help you book your first night's accommodation – please apply by using this link **www.shu.ac.uk/accommodation/apply** and selecting private sector housing as accommodation type.

2. It is your responsibility to find the student guides as soon as possible after arrival, and if you fail to do this and miss the pick-up, the University will not be liable for any costs incurred.

Useful contacts

WEBSITES

Sheffield Hallam University  
**www.shu.ac.uk/international**

Sheffield Hallam University international pre-arrival information  
**www.shu.ac.uk/international/prearrival**

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

Sheffield Hallam University accommodation services  
**www.shu.ac.uk/accommodation**

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

Information on student life in the UK  
**www.ukstudentlife.com**  
**www.educationuk.org/UK/article/UK-life-and-culture**

International student calculator  
**www.studentcalculator.org.uk/international**

International travel  
**www.lonelyplanet.com**  
**www.roughguides.com**

Street maps  
**walkit.com/cities/sheffield**

Campus maps  
**www.shu.ac.uk/maps**

Student Health at SHU  
**www.studenthealthatshu.co.uk**

Twitter  
**@SHUGoGlobal**

Facebook  
**facebook.com/GoGlobalatSHU**

SHU GoGlobal blog  
**blogs.shu.ac.uk/global**

SHU GoGlobal website  
**www.shu.ac.uk/global**

‘The University provides you with everything you need in order to feel welcome and comfortable. It has great learning facilities and great staff. And it is continuously evolving, improving what it has in order to provide a great experience to its students.’

**Georgiana Busoi from Romania, MSc International Tourism Management**

CONTACTS

Sheffield Hallam University International Experience Team  
Owen Building  
City Campus  
Sheffield  
S1 1WB  
Phone **+44 (0)114 225 3813**  
Fax **+44 (0)114 225 2161**  
Email **internationalexperience@shu.ac.uk**

Directorate of International Development  
1 Furnival Square  
4th Floor  
Sheffield  
S1 4QL  
Phone **+44 (0)114 225 3880**  
Fax **+44 (0)114 225 4768**  
Email **international@shu.ac.uk**

Sheffield Hallam University English language courses  
TESOL  
Unit 1 Science Park  
Howard Street  
Sheffield  
S1 1WB  
Phone **+44 (0)114 225 5515**  
Fax **+44 (0)114 225 5514**  
Email **tesol@shu.ac.uk**



Sheffield Hallam University Nursery  
23 Broomgrove Road  
Sheffield  
S10 2LW  
Phone **+44 (0)114 225 2263**  
Fax **+44 (0)114 225 2513**  
Email **childcare@shu.ac.uk**

Student Health at SHU  
Room 5110  
First Floor  
Surrey Building  
Pond Street  
Sheffield  
S1 1WB  
Phone **+44 (0)114 225 2134**  
Fax **+44 (0)114 276 9596**

Emergency phone number

The University has an emergency phone number **0800 073 1318** 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.

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  | [www.shu.ac.uk/international](http://www.shu.ac.uk/international)

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## Contact us

### International Experience Team

Student Services Centre  
Level 5, Owen Building  
City Campus  
Sheffield, S1 1WB

Phone **+44 (0)114 225 3813**

Email **internationalexperience@shu.ac.uk**

Twitter **@SHUGoGlobal**

Facebook **facebook.com/GoGlobalatSHU**

International Students' News **blogs.shu.ac.uk/global**

SHU GoGlobal website **www.shu.ac.uk/global**

**www.shu.ac.uk/international**