



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

INTERNATIONAL STUDENTS

A PRACTICAL SUPPORT GUIDE

UWTSD Wales Campuses

UWTSD CAMPUS LOCATIONS

SWANSEA

CARMARTHEN

LAMPETER

CARDIFF

LONDON

BIRMINGHAM



AN INTERNATIONAL STUDENTS' PRACTICAL SUPPORT GUIDE for UWTSD Wales Campuses

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SUPPORTING YOU AT UWTSD

Our services can be offered on Campus or remotely.



“Everyday I have a walk, I breathe and look, and just can't believe how amazing Wales is! I can never get bored from its breathless views every where. Having these views reflects on their people from being nice, friendly and smiley... It just feels like 'home'.

Reham Al-Shaibani
BSc Business Information Technology
Yemen

You will probably notice a number of differences between UWTSD and the system of education that you know so well at home. For example, you may find a difference in the relationship between the lecturers and students here compared to your own country. On the whole, the relationship here is relaxed and informal, lecturers and other members of staff being known by their first names.

The teaching and learning culture may also be different. You will be expected to use a variety of text books some of which you will need to buy, others you should borrow from the library. Your lecturers will advise you about this. You will often have to take notes in class, write extensively for assignments, use computers, analyse facts and draw your own conclusions. Sometimes you may have to carry out research on projects and work in a group.

In addition to the lectures where you may be invited to participate, there will also be seminars or tutorials where you will be expected to be prepared to discuss and exchange views and ideas. If you are concerned or anxious about anything you can talk it over with your Personal Tutor or Student Services.

SUPPORT AT UWTSD

Here at UWTSD we understand that there may be times when it becomes difficult to deal with culture shock on your own.

University life is an amazing opportunity to learn new things and discover yourself, but it can come with some challenges. You may be coming to university with a diagnosed mental health condition or develop difficulties with your mental health or wellbeing whilst you are studying.

Whether you are experiencing a short term issue with stress, a longer lasting complex issue, or if you are struggling but are not sure what to do then the Wellbeing Service is here to support you. You can access our free service at any time during your studies.

We have a range of free, professional, student-focused and confidential services which can work with you to better understand what you are experiencing and help you decide how you want to manage the impact on your studies

If you are struggling to manage the impact of your health on your studies you can access specialist support to help you develop self-management skills. This includes Counselling, Wellbeing Advice, Specialist Mental Health Mentoring, and support to access external services where needed.

We can work with you to agree any reasonable adjustments for your study, ensure these are communicated appropriately, and are working effectively. We can also support you to manage any risk associated with your health or your circumstances. You can access all Wellbeing services via the **Support Request Form / live.uniticms.com/uwtsd/register**.

Once we have received your form, we will contact you via your e-mail to explain the next steps in the support process, including the type/s of support we will offer you. The purpose of this form is to ensure that we fully understand the issues you are experiencing and how these are impacting your studies. If you need any help accessing or completing this form, please ask the **student HWB / <https://www.uwtsd.ac.uk/hwb>**.



IQ, SA1 Swansea Campus



Carmarthen Campus



Lampeter Campus

HELP & ADVICE

During your time with us you may need to ask someone for information, you may have a problem of some sort, or you may just feel a little lonely and wish to talk to someone. There are many people here who can help you.

Programme Lecturers

If it is an academic matter, related to your work, your Programme tutor should be the first person you approach. He or she will either help you personally or be able to refer you to someone else who can.

Student Services

A professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential. The Student Services department is a collection of practical professional services designed to enable and support all our students to reach their full potential.

The Wellbeing Team

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Disabilities

Students with disabilities are important to us and they are encouraged to inform us of a disability or health problem before they arrive so that we can ensure that any needs for support and assistance are met. Student Services staff will help students with organising support workers and providing technical equipment.

They can also advise on suitable accommodation and on access issues. Special arrangements can be made for examinations and assessments if necessary. In past years a lively Disabled Students group has existed which has acted as a support group and provided useful feedback on developing facilities. www.uwtsd.ac.uk/services-for-disabled-students.

Students' Union

During the enrolment session you will be able to meet the officers of the Students' Union (SU) and register for your NUS Extra Card. The SU is an organisation that is run by students for students and offers a number of services, including representation, welfare, sports, societies and entertainments. Representation is one of the key features of our Students' Union. The SU aims to ensure that there is some form of student representation on all University committees, so that the student voice is taken into consideration whenever decisions are made. If a student encounters any academic or disciplinary issues, the SU President will represent them (at the student's request) to the relevant parties. The SU President works full time for students and has responsibility for academic affairs, campaigns and representation, as well as union development.

International Registry

International registry staff are required to take copies of your documentation, such as passport, boarding pass and visa documentation. It is an important part of the enrolment process. It is essential that you enrol on your chosen course and also inform Registry of any changes to your personal circumstances e.g. change of address, telephone number etc. If you need any letters confirming that you are enrolled as a student here and giving details of your course, then you should speak to International Registry.

ACCOMMODATION

If you are planning to live away from home whilst at University, accommodation is probably top of your list of things to organise.

The Accommodation Officer is responsible for dealing with accommodation applications and allocating rooms in the Halls of Residence. Unless you have agreed otherwise with the Accommodation Officer, you will be expected to sign a legally binding contract which requires you to pay full fees and remain in Halls for the entire academic year. If you would prefer to live in private rented accommodation in the town, the Accommodation Officer will be able to provide you with lists of addresses of bedsits, flats or shared houses.

Student safety on campus is our priority and our award winning accommodation team will be on hand to answer questions and provide assistance.

We have a range of different types of accommodation available, all offering a safe and secure but independent 'home away from home' while you study. Living in residential halls puts you at the heart of student life, and students in our accommodation benefit from a wide variety of on campus services.

Accommodation is allocated on a first come first served basis, so we recommend you apply as soon as you have decided to stay with us. We will start the allocation process in August, so please let us know on the form if there are specific people you would like us to try and accommodate you with.

If you move into private rented accommodation you will probably be asked to sign a contract, agreeing the length of time you will live there, the rent and other conditions. The contract is a legally binding document enforceable in the courts. Read it very carefully before signing and if you are unsure of anything in the contract ask the Accommodation Officer. www.uwtsd.ac.uk/accommodation

Outside Sources of Help

Citizens' Advice Bureau

The Citizens' Advice Bureau provide free, confidential, impartial and independent advice mainly in practical matters such as the law, housing matters, money matters, debt counselling and citizens' rights including consumer rights and employment rights.

Samaritans

This is a national organisation to help all people in trouble. They offer a free telephone help line to anyone who is depressed, despairing or have suicidal feelings. You can phone them at any time of the day or night and talk to them in confidence about how you feel. They will always listen.



EMERGENCIES & PERSONAL SAFETY

Whilst in the UK

We hope very much that you do not find yourself in an emergency situation. The British Council has a **safety first** guide which is an excellent guide to keeping safe in the UK and avoiding getting yourself into any avoidable difficulties.

However, it is important that you are aware of who to call if a situation arises. Please take the time to read the page below. Even if you do not have an emergency or concerning situation now, it will help you to have looked at this information should the need arise. [safety-first.pdf \(britishcouncil.org\)](#) / [www.britishcouncil.org/sites/default/files/safety-first.pdf](#)

By international standards the UK is a safe country with low levels of street crime and violence. The police, home office and British council all work together to ensure that students are less vulnerable to crime.

EMERGENCY SERVICES:

To contact Police, fire service, ambulance or coastguard in an emergency dial **999**.

This is a free service. If you are unsure if it constitutes an emergency or not, still dial 999. **This service is FREE**

999

This number is for acute emergency situations where you need immediate assistance.

You will be asked which service you need: Police, Fire, Ambulance or Coastguard.

101

This number is the non-emergency number for the police. And should be used to report a crime or other concerns that do not require immediate assistance.

Safety

The UK is generally a very safe place in which to live. At the same time, however, we all need to be aware of our surroundings and make sure that we keep our eyes open for anything unusual. If you ever feel your safety is threatened, then contact the police immediately.

Fire

Make sure you know the fire safety procedures for any building you are in, you will find the instructions on 'Fire Action' signs in all the University buildings. If you are in private accommodation ask your landlord. A good landlord will supply a fire extinguisher, a fire blanket and have smoke detectors installed in the accommodation. If a fire has been started as a result of an electrical fault, do not try to put it out with water.

You can buy smoke detectors from many shops selling household goods. These require a battery and are a very good method of warning about fires in the home. If you would like any further advice, you can discuss the matter with the Health and Safety Officer. In the case of a fire, you should contact the Emergency Services immediately.

Gas and Electricity

Heaters and cookers normally use either gas or electricity. Both types of heater need good air circulation and should not be left on at night. Gas appliances should be checked every year for safety and this is the responsibility of the landlord. If you are living in private accommodation ask the landlord for a certificate from a Gas Safe Registered servicer to show that this has been done.

BE PREPARED...

THE FIRST FEW WEEKS

Jet Lag

Jet lag is a common condition that sometimes occurs when you are flying long distances. It occurs because your body finds it difficult to adjust to a new time zone. Jet lag can disturb your sleep pattern, leaving you feeling lethargic and lacking in energy.

Symptoms can also include:

- Loss of appetite
- Nausea
- Indigestion
- Constipation
- Headaches
- Fatigue
- Insomnia
- Irritability

Symptoms only last a couple of days at most, depending on how quickly your body can adjust to the new time zone. Try to stay healthy, eat when you are hungry, drink plenty of water, avoid alcohol and caffeine for a couple of days and sleep when you need to.

Orientation

This programme is designed to give you an opportunity to meet fellow students and to be introduced to the University's support areas. This is a great opportunity for you and we highly recommend you take the opportunity to join us.

Homesickness

When you arrive in Wales you will probably find that life here, is quite different from life at home and it will take time to adjust to the changes. Don't despair, as things will get better for you! It is quite normal to feel uncomfortable until you begin to settle down. Some international students tell us that they feel quite homesick at first; others tell us that they feel homesick later, after the initial excitement 'wears off'.

Homesickness affects people in different ways and some get over it more quickly than others. You will soon begin to settle down and make new friends amongst other students on your course and those with whom you live.



“

Student life in Wales was filled with cultural trips, students from around the world, all while developing lifelong memories to be cherished throughout a lifetime. My favourite experience of and during the welsh culture living experience has been cultural trips that enhance and embrace the culture itself.

Jocelyn Pineda
USA

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We Are Here to Help!

CULTURE SHOCK

WHAT TO EXPECT

Culture Shock

“Culture shock” is a term used to describe the impact of moving from a familiar environment to one that is unfamiliar. It is an experience described by people who have travelled abroad to work, live or study; it can be felt to a certain extent even when abroad on holiday. It can affect anyone, including students.

It includes the shock of a new environment, meeting lots of new people and learning the ways of a different environment. It also includes the shock of being separated from the important people in your life, maybe family, friends, colleagues, teachers: people you would normally talk to at times of uncertainty, people who give you support and guidance. When familiar sights, sounds, smells or tastes are no longer there you can miss them very much. If you are tired or even jet-lagged when you arrive at UWTSU small things may upset you out of all proportion to their real significance.

We Are Here to Help

Though culture shock is normally a temporary phase, it is important to know there are things you and we can do to help so that some of these worrying effects can be minimised. Don't feel “this is not going to happen to me”. Culture shock can hit you whatever your background and experience.

Please be assured we are here to help you at all times. Use our Student Services, where there are professional and experienced counsellors to provide a confidential, friendly, listening ear. Also take advantage of the Cultural Programme, which is a valuable way of meeting people, making new friends and learning interesting things about our Welsh culture. It is important to stress that culture shock is entirely normal and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock. The experience can be a significant learning experience, making you more aware of yourself, and aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future, and which will be part of the benefit of higher education.

How to Help Yourself

Some tips on how you can help yourself:

1. Understand that ‘culture shock’ is a normal experience.
2. Keep in touch with home, family and friends by letter, skype or emails. Set up web camera's if possible and have daily, weekly, monthly chats to your loved ones at home.
3. Have familiar things around you such as photographs, ornaments or personal memorabilia.
4. Take regular exercise, including walks around the campuses to familiarise yourself with the landscape.
5. Find local suppliers of familiar foods. There are plenty in specialist shops and larger supermarkets, ask Student Services for help on this.
6. Make friends with other international students from your own culture and others. They will understand what you are going through. Look for social activities you can do together.
7. Make friends with local and national students. Learn about the culture in Wales and Britain. Look out for social activities on notice boards within your campus to see what is going on. There are always plenty of diverse student activities you could get involved with.
8. Be part of the Student Union and the societies they offer, or set up a new one with your friends. Societies help to bring together students who have similar or shared interests.
9. Make links with the community whether through your faith or hobbies. The Student Services or Student Union will be able to provide you with information on what is available.
10. Lastly... Talk to us, we have highly qualified, experienced counsellors in Student Services who are here to help you.



“The Welsh people have constantly made me feel at home while offering me to try local traditional food such as Welsh Cawl, Bara Brith (similar to fruit cake) and delicious Welsh Cakes. Their love for football and rugby is a whole other level when they're cheering on their local team. Overall, my time in Wales has been an incredible and positive experience. If you have been hit by the travel bug, Wales should be a top country to visit!”

Shaun Liew
BSc Sport and Health
Canada



PRACTICAL MATTERS

Telephones

There are public telephones on the campuses of the University, at the bus and railway stations and on the streets. If you have a pay-as-you-go mobile phone, you can 'top-up' your card in mobile phone shops and other stores.

To call overseas dial 00, then the country code, then the number. Country codes are listed in the front of most telephone directories. International calls are cheaper at different times for different countries so contact the telephone company you use for information on this.

Post Offices

Post Offices offer a wide range of services. They sell postage stamps, letter-cards, air-letter forms, registered envelopes, postal orders, overseas money orders, and so on.

Television Licence (TV licence)

By British Law, you need a TV licence to use any television receiving equipment including a PC, laptop or mobile phone to watch or record television programmes as they are being shown on television. A TV licence can be bought and renewed on-line.

Alcohol

During your stay at UWTSO you might be asked if you would like to 'go for a drink'. This is generally an invitation to go to a pub or a bar where alcoholic drinks are available. The British law requires you to be over 18 to purchase alcohol. You may be asked to prove your age if you look under the age of 25. This is standard practice in most bars and shops. It is perfectly acceptable to go to a pub and drink non-alcoholic soft drinks which are also available.

Cash Machines

For your convenience, there are cash machines on campus from which you can withdraw cash from your bank account. Most Banks and some retail stores have cash machines. These machines do not charge for cash withdrawal from a UK bank account.

Food

Large Supermarkets will probably satisfy most of your needs. You will find they sell fresh fruit and vegetables, general groceries, meat, fish, frozen foods, ready-made meals (to heat in an oven or micro-wave), toiletries, bathroom and kitchen products, some clothes and some electrical items. Food prices in Markets are often lower than elsewhere and the food produce is local and very fresh.

If you need to buy Halal meat you can find this in some of the shops in St Helens Road, Swansea where there are Asian stores. They also sell a large selection of spices and produce from all over the world including fresh fruit, vegetables and frozen fish which you might not find elsewhere.



“

I think everyone is friendly here. People are amazing! Food is also amazing!

Yuri Nishikawa
Business
Japan

”

ENGLISH LANGUAGE SUPPORT

All international students are required to have a good working knowledge of the English language. However, English Language required for Academic situations can sometimes be challenging for International students or students who have English as an additional language.

The English Language Centre offers support in English for Academic Purposes (EAP) during your studies, this may be in the form of a class or small seminar group.

Examples of course content are as follows:

Assignment structure: from essays to dissertations

Referencing skills: citations and bibliographies

Critical analysis: e.g. facts versus opinions

Academic Reading: authentic reading texts on your subject area

Academic Listening: improving listening skills for successful lectures & tutorials

Academic Writing: essay types, paraphrasing, summary writing

Academic speaking: presentations, pronunciation

Vocabulary skills: the academic word list, linking words, collocation

Grammar skills: tenses, sentence structure, parts of speech

For further information please contact:
international.registry@uwtsd.ac.uk

Plagiarism

Plagiarism of any written work is not acceptable and is taken very seriously (copying out of books or from any other source). It is not an easy concept to understand, however it is a topic that you need to be fully aware of. Refer to your Programme of Study Handbook to find out more. You can also ask your Programme Director for further information.



LIBRARIES AT UWTSd

The Library and Learning Resources is dedicated to supporting and enhancing your learning. Our staff and extensive collection of learning resources will help you succeed in your course and realise your full potential as a student.

The Online Library

Our Online Library is available 24/7 and gives you access to a wide range of electronic resources, such as e-books, e-journals, specialist databases and online newspapers: www.uwtsd.ac.uk/library/online-library

Reading lists

All students have access Online Resource Lists via Moodle, which provide direct access to all the learning resources you need to read, watch or listen to for your course.

Our Spaces

Our libraries offer bright, open spaces with a wide range of facilities and study areas, designed to suit all learning styles. Find out more about the access and facilities available on our website: www.uwtsd.ac.uk/library/spaces-opening-times



GET IN TOUCH!

www.uwtsd.ac.uk/library
email: library@uwtsd.ac.uk

   @UWTSdLib

 UWTSd Library and Learning Resources



FAITH AND SPIRITUALITY

The University of Wales Trinity Saint David welcomes equally those professing a religious faith and those of no faith.

It seeks to be an inclusive community where the needs of all are recognised and support is available. Part of this commitment involves ensuring that all staff and students are able provided with opportunities to explore and celebrate faith, sometimes through local faith communities beyond the university.

Find out more: www.uwtsd.ac.uk/faith

Faith

You will find a variety of religious attitudes in the UK; some people have deeply held religious beliefs and others do not. Your faith will be respected as we do our best to accommodate the religious and spiritual needs of all our students. If you would like to discuss your religious requirements or you need help in seeking the kind of religious support you require, please contact Student Services.

EQUALITY AND DIVERSITY

Generally, the UK is a welcoming place for lesbian, gay, bisexual and transgender people. As an international student, if you come to UK from an orthodox culture, which does not accept your sexual orientation, you need not worry. It is **illegal to discriminate against someone because of their sexual orientation** in the UK. Most of the LGBT students study in the UK, acknowledging that their rights will be respected and they can live life as they like.

Support:

You can always contact the student union about the LGBT social groups in and around the campus; **LGBTQ+ @ UWTSd Students' Union (uwtsdunion.co.uk) / www.uwtsdunion.co.uk/advice/resourceslgbtq**

CAREERS SERVICE

The Careers Service is available to all students and graduates of the University of Wales Trinity Saint David.

From the day you arrive, and throughout your studies and beyond, our professionally qualified Careers Advisers are here all year round to support you in making informed decisions about your next steps and in maximising your potential and employability.

Our Careers Advisers are able to assist you with all aspects of career planning:

- Choosing a career
- Job-seeking strategies
- Application procedures and CVs
- Interview techniques
- Work experience
- Course changes
- Further study options

We also post information about local and national job vacancies, careers-related events and various career paths on our facebook page (University of Wales Trinity Saint David Careers Service) and on Twitter (@uwtsdcareers).

Hours of Work

International students, studying a Bachelor's, Master's or PhD will be allowed to work part-time (up to 20 hours per week) during term time and full-time during vacations, you will not have to seek approval from the Home Office before you commence employment. (Note: Postgraduate students are not permitted to work full-time during the summer vacation if they have not completed their-writing-up or dissertation or any aspect of their course study). Please refer to your visa for details.

Obtaining a National Insurance Number

After you have received an offer for any part time job in the UK, you will need to apply to the Benefits Agency for a National Insurance Number. You will be asked a number of questions. You can ask for an interpreter if you wish. You will then be given an appointment to attend an interview at the local Job Centre Plus offices.

Jobcentre Plus will arrange an Evidence of Identity (EOI) interview for you or send you a postal application. They will confirm the date, time and location of your interview. They will also tell you what information and documentation is required to support your application.

Other Useful Organisations

UKCISA

The Council for International Education is a very useful organisation for International Students. They are able to give advice on a range of issues, in particular, immigration matters, fees, student support and other issues. They are usually able to answer queries when you have failed to obtain an answer elsewhere. They have an 'Advice Line' for international students, their families or friends.

UK Visas and Immigration

UK Visas and Immigration is a division of the Home Office responsible for the United Kingdom's visa system. It was formed in 2013 from the section of the UK Border Agency that had administered the visa system.



HEALTHCARE IN WALES

If you study in the UK for six months or more, you will be able to use the services of the National Health Service (NHS) from the day you arrive in the UK. It is a good idea to register with a doctor as soon as you arrive in the UK. If you have questions or need advice about registering with a doctor, please contact the University Student Services.

You have paid the immigration health surcharge

If you paid the immigration health surcharge for your current period of immigration permission then you will qualify for free NHS hospital treatment on the same basis as anyone who is ordinarily resident in the UK. This is stated on the Welsh Government's wales.com website.

Courses of six months or more

If you are pursuing a full-time course which is at least six months long:

- You will qualify for free NHS hospital treatment from the beginning of your stay on the same basis as anyone who is ordinarily resident in the UK.
- Your spouse or civil partner (not unmarried partner) and children with you in the UK will also be entitled to free NHS hospital treatment. To receive free hospital treatment, these family members must be in the UK as your dependants and not, for example, as visitors. 'Children' in this context means aged under 16 (or under 19 if they are in full-time education).

Courses of less than six months

If your course is less than six months long, you should take out private medical insurance for the duration of your visit to the UK (unless you have paid the immigration health surcharge).

NHS 111

111

This is the national health service non-emergency number.

Call 111 to speak to someone if you need to:

- discuss complex medical problems
- discuss worries about a long-term condition

111 Press 2 - Mental health support for all

Offering urgent mental health support to people of all ages across North Wales. The number is free to call from a landline or mobile, even if you have no credit left. But in life threatening situations, always call 999 or attend the nearest Emergency Department (A&E).

Registering with a Doctor

It's important to look after your health when moving away from home for the first time. This includes registering with a new GP and finding your local sexual health service.

Register with a local GP

If, like most students, you spend more weeks of the year at your university address than your family's address, you need to register with a GP near your university as soon as possible. You can choose to register with any local GP.

Carmarthen GP's

Furnace House Surgery

St. Andrews Road, Carmarthen, SA31 1EX
Telephone: 01267 236616

Morfa Lane Surgery

Carmarthen, SA31 3AX
Telephone: 01267 234774

St Peter's Surgery

Carmarthen, SA31 1AH
Telephone: 01267 236241

Lampeter GP

Bro Pedr Surgery

Taliesin Court, Lampeter, SA48 7AA
Telephone: 01570 422665

Swansea GP

Kingsway Surgery

37 The Kingsway, Swansea, SA1 5LF
Telephone: 01792 650716

SA1 Medical Centre

Langdon Road, Swansea Waterfront, Swansea SA1 8QY
Telephone: 01792 481444

Other health services available

Having trouble getting an appointment? You can also always ask your local pharmacist for medical advice and support. They may not be at the pharmacy counter when you go in, so ask the person at the counter if you can speak to the pharmacist.

Get contraception

Even if you do not plan to be sexually active while studying, it's good to be prepared. Contraception and condoms are free for everyone from any GP – it does not have to be your own – or family planning clinic.

Find your local sexual health service:

www.nhs.uk/service-search/other-health-services/sexual-health-information-and-support

MEDICAL TREATMENT

What is Meningitis?

It is a disease which can develop very rapidly. Most of the early symptoms are mild and similar to those you get with 'flu, for example: vomiting, feeling feverish, pain in the back or joints, a headache and a stiff neck. It is advisable to have an inoculation against the meningitis C strain. This is especially important if you are living in the Halls of Residence.

Your Doctor can arrange for you to be inoculated. If you are interested, or would like to discuss the matter, please ask a counsellor at Student Services for more information. If you study for less than six months, and you do not come from a country which has an agreement on healthcare with the UK, you will have to pay for a private consultation and for any medication you require. You should take out medical insurance to cover these charges.

Tuberculosis (TB) Protection

All new students, from countries with a high incidence of Tuberculosis (TB), (China, Japan, all African Countries and all Middle East Countries) studying at University of Wales Trinity Saint David, will be required to undergo compulsory screening, as part of a Public Health Wales initiative.

Getting ill during the holidays

If you become unwell or need other medical treatment when you're at home or not staying near your university GP, you can contact your nearest practice to ask for treatment. You can receive emergency treatment for 14 days. After that you will have to register as a temporary resident or permanent patient.

Find out how to register as a temporary resident with a GP: www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

You can also visit an **NHS urgent treatment centre**, which can provide treatment for minor injuries or illnesses such as cuts, bruises and rashes.

Register with a dentist

Dental problems cannot be dealt with by doctors, so make sure you register with a local dentist. Not all treatment is free, even under the NHS. You may be able to apply for help with health costs, including prescriptions and dental care.

If you are registered with the NHS, you are entitled to the services of an NHS dentist. You should register with a dentist, otherwise you might have to wait for some time for an appointment when you need treatment. If you are registered with a dentist, you can have a course of treatment.

Some dentists offer treatment under the National Health Service (NHS), but many do not. Ask the dentist whether NHS patients are accepted. NHS treatment is not free. You still have to pay 80% of the total cost. Even if you are eligible for free NHS treatment, you should take out health insurance which covers the cost of repatriation in case you need to be flown home because of serious illness or death.

Appointments under the NHS are limited in number, and you might not be able to get an NHS appointment quickly. If you are in pain and need treatment quickly, it is likely that you will have to pay the full cost. For emergency dental treatment please refer to the NHS website and go to the dental section. This will give you instructions on how to contact a dentist in an emergency.

Find an NHS dentist:

www.nhs.uk/service-search/find-a-dentist

Get help with dental costs:

www.nhs.uk/nhs-services/dentists/dental-costs/get-help-with-dental-costs/

TRAVELLING IN THE UK

If you study in the UK for six months or more, you will be able to use the services of the National Health Service (NHS) from the day you arrive in the UK. It is a good idea to register with a doctor as soon as you arrive in the UK. If you have questions or need advice about registering with a doctor, please contact the University Student Services.

Coaches

There is a regular and reliable service to London, Heathrow airport, Gatwick airport and Stansted airport. The journey to London takes approximately four hours. You can find out more information about the coach services, timetables and fares from the enquiry office. Eurostar Eurostar trains run from Waterloo Station in London, via the Channel Tunnel, to other European destinations such as Paris, Lille, Brussels. It can connect you to over 100 places in Europe.

Trains

There is a train station in Swansea and Carmarthen and a bus service between Lampeter and Carmarthen. The train travels to most other parts of the UK. There is an hourly train service to London, Paddington. The journey takes approximately three hours. Students can often obtain special cheap fares but you must ask about this some time before you want to travel. There is an enquiry office at the train station where you can ask for timetables and seek help and advice about travel.

Driving a Car

To drive a car in the United Kingdom you need a licence. An international licence obtained in your own country will cover you for the first year of your stay. If you leave the country and then return, your international licence will be automatically renewed but if you stay in the UK different rules apply depending on your country of origin. Some people can be automatically issued with a UK driving licence but others have to take a driving test. Any car you drive must have a Road Fund licence disc displayed on the windscreen. You must also be properly insured. More information is available in Student Services. It is illegal to drive a car in the UK without proper driving license insurance and without a Road Fund licence. The Road Fund licence can only be obtained on production of a current MOT Certificate certifying that the car is safe to drive. Ask for more information from Student Services if you are unsure about this.



MONEY MATTERS

If you need to change money when you arrive in the UK, you can change traveller's cheques at any bank or exchange bureau. To open a bank account in the UK, you will need a letter from UWTSd to confirm that you are a student and to confirm your local address. Many banks will also ask you for a utility bill (a gas or electricity bill) which shows your address. Clearly, you may not be able to provide this and you will need to explain the situation to the bank. The bank may also wish to see your passport or identity card, and in some cases may ask for a letter from your bank in your home country.

The bank or building society will help you to decide which type of account is the best for you. Some may offer special facilities for students. The bank will advise you on arrangements for accounts, cheque books and cash cards. In some cases, banks may prefer to offer you only a cash card with your account. The arrangements available to you may also depend on the length of your stay in the UK.

In order to open a student bank account, some banks will accept your unconditional offer letter, providing it states your address in your home country. Before you leave your home country ask your bank if it has a special relationship with a bank in the UK as this might help you to set up an account in the UK.

Most banks and building societies are open from 09:30 to 16:30. Some are also open on Saturday mornings. The main banks and building societies are: Santander, Barclays, Halifax, HSBC, Lloyds, TSB, Nationwide, RBS and Natwest.

The easiest way to pay your fees or accommodation fees is via the link below, this will allow you to pay from your home country, which on arrival in the UK will be one less process for you to worry about. During your stay with us and you need to make a payment to our university and you wish to do it from your home country bank account this system will allow you to make that payment.

Payment of your course fee (and deposit) should be made via our bank transfer platform (link to GPFS) powered by our partner Western Union Business Solutions. This service allows you to send bank transfers in the currency of your choice so you don't have to worry about exchange rates, bank fees or funds arriving short at the University.

<https://student.globalpay.wu.com/geo-buyer/uwtsd>

Transfer of Currency

Do not attempt to transfer money from one currency to another without first consulting your bank. If you have any problems with banking ask to see the Bank's Student Adviser or your Account Adviser.

Insurance

We recommend that you insure your belongings while you are here. The Student Union can advise you on insurance. It is advisable to get a few quotes before you decide because the costs vary.

Budgeting Resources & Guidance:

The University understands that in the current climate, budgeting and money management can only help to a point. Our Money Support team is on hand to help to support you if you feel that you would benefit from a budget review.

- You can book a financial 1-2-1 with a Money Support Officer by e-mailing moneysupport@uwtsd.ac.uk
- The Money Support Team have collated some budgeting guidance and published helpful resources on the UWTSd website.

Opening a bank account

There are a number of factors you should consider when choosing, and opening, a bank account or building society account as an international student in the UK. We cannot advise you on which account, and bank / building society, you should choose.

Changing your address or other personal details

You should let your bank / building society know as soon as possible if you change your address or any other personal details. Try to keep copies of any correspondence you have with your bank / building society. If you are leaving the UK for a long break, for example for the summer vacation, you should let your bank know, in case they treat your account as 'dormant' and close it.

Proving your identity and immigration status

Banks and building societies must make a status check on all new applicants for a current account. The guidance advises that such a letter should contain the customer's full name, residential address, and date of birth. You should keep the original enrolment letter in a safe place; you can use it when opening a bank account.

Check out our channels.
We would love to hear from you.

 **UWTSD**

  **trinitysaintdavid**

 **@StudyUWTSD @UWTSD**



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David