

EXCHANGE STUDENT GUIDE

2010–2011



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Welcome to the University of Surrey

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The University of Surrey has a long history of welcoming students from all around the world. We currently have students here from over 130 different countries so you will be certain to gain a truly international education and diverse student experience.

The International Relations Office has worked with the International Student Office to produce this guide, which is full of useful and practical information. We realise that leaving home, possibly for the first time, and moving to an unfamiliar culture can be both exciting and yet difficult at the same time. We hope this guide will help you with your preparations.

We look forward to meeting you and we will continue to support you throughout your time at the University.

The International Relations Office Team

- Annette Strauss, Head of International Mobility and European Affairs
- Sandra Hedley-Boxall, Student Mobility Administrator

Academic Year 2010-11

Semester Dates

Semester 1 (Autumn)

4 October 2010 to 28 January 2011

Semester 2 (Spring)

7 February 2011 to 17 June 2011

Induction programme and arrival dates

Semester 1 (Autumn) and Full Academic Year

Recommended arrival date

Saturday 25 September 2010 or

Sunday 26 September 2010

Welcome Week for new students

27 September 2010 to 3 October 2010

Semester 2 (Spring)

Recommended arrival date

Thursdays 3 February 2011

Orientation for new students

Friday 4 February 2011

Vacations

Winter vacation

18 December 2010 to 9 January 2011 inclusive

Spring vacation

9 April 2011 to 8 May 2011 inclusive

Contacting the International Relations Office

T: +44 (0)1483 683152

F: +44 (0)1483 689043

E: studentexchange.iro@surrey.ac.uk



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Do I need a student visa?

Students from the EEA or Switzerland

All exchange students are advised to check the UK Visas website to confirm their status. If you are an EEA (European Economic Area) or Swiss national, you can enter the UK freely without requiring prior entry clearance. You will simply be required to show your passport or national identity card upon entry. Once accepted on a course of study you have the right of residence in the UK for the duration of the course.

Full information for EEA students can be found in the UKCISA information sheet EEA and Swiss Students, which can be found on the UKCISA website:

www.ukcisa.org.uk

Students from outside the EEA or Switzerland

If you are a national of a country outside the European Economic Area (EEA) or Switzerland, you will need a visa to study in the UK. This is a stamp or sticker that is put into your passport by an Entry Clearance Officer at the British Embassy or High Commission in your country. You should first check to see what kind of entry clearance you need and where you should apply by looking at the UK Visas website:

www.ukvisas.gov.uk

This site will give full information about the application process, where and how to apply and will also indicate if there are any requirements from your country for health screening, particularly for infectious tuberculosis (TB).

If you require a visa under Tier 4 as a general student (ie you are over 16 years of age), you must pass a points-based assessment and score 40 points:

- 30 points for a Confirmation of Acceptance for Studies (CAS) from a licensed sponsor
- 10 points if you have documents to show you have enough finances to cover your monthly living expenses (known as maintenance)

The University of Surrey is licensed as a sponsor under Tier 4. If you are accepted to the University of Surrey, you will receive a CAS number via email. This email will also have given you the information you require for a Tier 4 visa application.

To get 10 points for maintenance, you will need to show the following evidence:

- If your course is for 9 months or less, evidence of funds to pay your course fees plus £600 in living costs for each month of the course

You will also need to show £400 living expenses per month for the first year for any dependant applying to come to the UK with you. The money must have been in your account for at least 28 days. Alternatively you can provide evidence from an official financial sponsor. There are very strict rules governing what you should show as evidence and these can be found on the UK Border Agency website.

www.ukba.homeoffice.gov.uk

To help you assess whether you qualify under Tier 4, UKBA have provided a self-assessment tool:

www.ukba.homeoffice.gov.uk/pointscalculator

Important Things to Remember

Never allow someone else, including an agent, to submit a visa application without checking it first to make sure all your documents are correct. Submitting forged or fake documents can result in severe penalties.

How and when should I make an application?

Changes to the immigration system were introduced in March 2009 and student visas now come under Tier 4 of the Points-Based System.

If applying from outside the UK, you will need to submit the application forms VAF9 and PBS Appendix 8, pay your fee and include:

- A current passport or travel document
- A CAS number from the University of Surrey
- Documents to show you have the correct finances (fees and maintenance) available
- All your academic certificates and transcripts that were considered by the University when they made your offer, as shown on the CAS
- Your biometric details if you are applying from outside the United Kingdom
- If any of these documents are not in English you must provide a professional translation – see UKBA guidance for full details

You will need to make an application for entry clearance through the visa application centre in your country. You will need to take or send your forms, fee and supporting evidence and also arrange to give your biometrics. Application times can vary according to where you live and the time of year, so make sure that you apply as early as possible to avoid any delays, particularly as you will be using a new system. You can apply for a Tier 4 visa up to three months before the start of your course, but no earlier. There is a charge for all types of entry clearance and Tier 4 will cost £199, payable in local currency.

If you are planning to study in the UK for six months or less, applying for entry clearance may be optional for some non-visa nationals but we strongly advise that all students get entry clearance or a visa as a Tier 4 student prior to travel. There are many advantages, including being able to pass through immigration control more quickly, having increased rights if there is a problem and also being able to extend your stay in the UK if necessary. Students studying for less than six months may also apply for entry clearance as a student visitor.

More information for international students can be found in the UKCISA information sheet *Making a student immigration application in your home country* which can be found on the UKCISA website:

www.ukcisa.org.uk

Student Visitors

If you are coming to Surrey for less than six months, then you may be eligible to come as a Student Visitor. This is easier than coming under Tier 4, but it is more restrictive. You will not be allowed to do any work or work placement (even if it is part of a course, or unpaid). You will also not be allowed to apply for more time in the UK if your studies are extended.

If you need further advice regarding which route to apply for, please contact the International Student Office for full information.

International Student Office
T: +44 (0)1483 689467
E: international@surrey.ac.uk
www.surrey.ac.uk/international

ATAS

An ATAS clearance is a mandatory requirement if you require entry clearance or a visa and wish to study within certain subject areas at PhD level or a few taught Masters degrees. For a detailed list of subject areas and courses that are affected, visit the website:

www.fco.gov.uk/atas

Your offer letter will include the necessary information that you require from the University in order to make your ATAS clearance application. This includes your JACS code and a short paragraph about your research. The application should be made online at the website above and can take up to 20 working days so please allow sufficient time before applying for your visa. You will be sent a certificate by email which you will need to present with your student visa application.

Once You Receive Your Entry Clearance

Do check the stamp in your passport as soon as it is returned to you to make sure that you have been given the right conditions and for the correct length of time to match the duration of your course.

If you have been issued with entry clearance that is not correct, you may ask the Entry Clearance Officer (or the Entry Clearance Manager, if necessary) to change it before you leave for the UK. If you are not able to do this, the International Student Office can help you to extend the visa once in the UK but you may need to pay an additional extension fee to the UK authorities.

If Your Visa Is Refused

If your visa application is refused by the UK Border Agency, you have two options:

- You can ask for an Administration Review if you think the decision is incorrect. There is no fee but it can take at least 28 days and sometimes much longer.
- You can make a new application making sure you read the refusal notice carefully to see which documents were missing or incorrect the first time.

Please note that your CAS will have been 'used' in your first visa application so you will need to apply to the Registry for a new CAS number if you wish to make a new application.

Don't Forget!

- Let the University know if you change your current correspondence address in the UK
- Let the University know if you are not going to study your course or if you are going to arrive late

The British Council

It is important to be well prepared before you set out to the UK and one place you can contact for help and advice is your local British Council office or website:

www.britishcouncil.org

This organisation represents British life and institutions abroad and there are British Council offices in most countries of the world. They produce a number of publications, including *Studying and Living in Britain*, which provide useful information to students intending to come to Britain. These should be available in your local office.

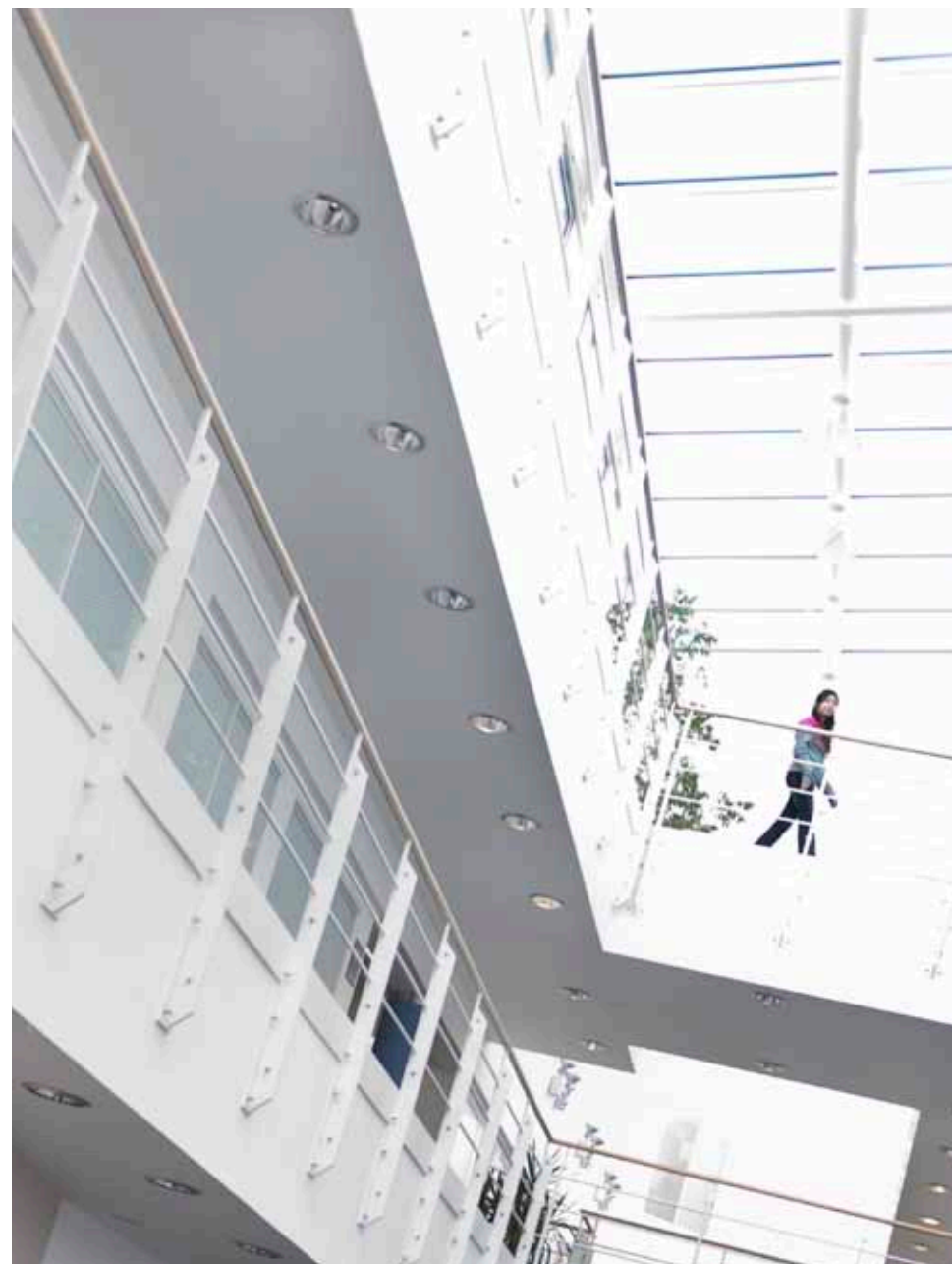
The British Council may also be able to help answer some of your questions about the visa application process (some offices arrange visa application workshops) and also arrange predeparture sessions, which are really useful and cover essential topics such as immigration, banking, travel, part-time work and studying in the UK, etc.

Education 
Innovative. Individual. Inspirational.

University of Surrey as a Tier 4 Sponsor

As a licensed sponsor, the University of Surrey is responsible for monitoring students during their studies. We will check your passport and valid leave to remain/enter to ensure that you have a visa linked to the University.

The University has a duty to report to the UK Border Agency if you fail to arrive for the start of the course, withdraw from a course, defer or suspend your studies or fail to attend without authorisation from your Faculty.



Your Study Programme

Your Studies

Whether you are studying for one semester or the whole academic year, your studies count towards your degree programme at home. We asked you to identify your choice of modules at the time you applied and timetables are normally finalised during the summer. This may mean that some changes are needed, or you may feel that the modules you chose are not quite what you need.

There is a period of three weeks during which you can make changes to your Learning Agreement. By the end of week 3 you will be asked to make a firm commitment to the modules that will count for your credits and these will form your assessment entry. You cannot make changes after this date and you must ensure that any changes are recorded as amendments to your Learning Agreement. Only modules recorded in this way will count towards your final transcript and credit transfer.

The approach to learning in the UK is 'student-centred' and related to learning outcomes. You will find references to these in the module catalogue and these specify the learning that should be achieved from studying each module.

You will be taught using a variety of methods that might include lectures, practical classes, seminars and could include online work. In addition you will be expected undertake private study, sometimes in groups. Lecturers will explain this process, but you will need to take responsibility for your own learning.

You will find that the timetabled hours are fewer than at home, but the independent study between classes forms a central part of your study.

You are expected to undertake a full-time load during your stay with us. This means that your modules should represent 120 CATS credits for a full year (60 ECTS credits); 60 CATS (30 ECTS) for one semester.

You will find both forms of credit given for each entry in the Module Catalogue. (The UK uses the Credit Accumulation and Transfer System (CATS) and this is based on 120 credits with each credit based on 10 hours of study. The ECTS year is represented by 60 credits.)

Students progress from year to year within their programmes and modules are therefore described at different levels:

Year 1	Level 1 modules
Year 2	Level 2 modules
Year 3	Level 3 modules
Taught postgraduate	Level M

Each year is timetabled independently and so mixing module choices between levels is likely to create clashes within your timetable. It is also difficult to combine modules between Faculties.

The postgraduate year is taught over a full calendar year and carries 180 CATS credits. Modules are taught typically over two semesters, with a project or dissertation for the remaining part of the year.

Assessment

In an increasing number of programmes, modules are now taught over a full academic year. If you have been accepted for the first semester only there will be an exit point. This is most likely to be a written assignment rather than an examination, but the Exchange Coordinator will give details.

Similarly, if you are accepted to start in February you will be able to complete an assessed period of study. You may have more limited choice of modules for the second semester.

Marking

You will be given assessment criteria within your academic unit once you start your study programme. The UK has a degree classification system at undergraduate level and the following are the classification boundaries:

First class Honours	70% and above
Second class Honours (Upper Division)	60-69%
Second class Honours (Lower Division)	50-59%
Third class Honours	40-49%

Marking may cover the whole range from 0-100%





How much will it cost to live in the UK?

For visa purposes you will need to show you can pay for living costs (plus £400 each month for each dependant), if you are on a course of nine months or more and you have not recently been studying in the UK.

You will need to budget carefully to cover all your living costs, which include accommodation, clothes, transport, books, food and entertainment, not to mention your initial flight to the UK.

It is very difficult to estimate how much money you will spend as this depends on individual lifestyles and circumstances.

Remember, you will spend more money at the beginning of the course as you will need to buy one-off items such as bedding, kitchen equipment and books. You may also have to spend more if you are studying on certain programmes where you may be required to buy special equipment or go on field courses. Small charges may also be made by some departments for supplementary materials or services.

Although the visa requirements are slightly lower, at £600 per month, we estimate that you will need up to £200 per week to cover your general living expenses, including rent.

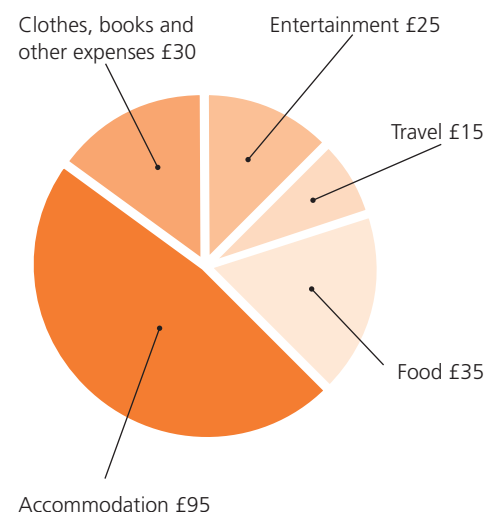
University accommodation is usually cheaper than living off campus, as the rent includes heating, lighting and internet connection. The weekly rent ranges from £60 for a duplex (shared) room, to £76 - £86 for a single room with shared bathroom and £106 - £130 for an en suite room.

Please check your accommodation allocation letter when budgeting for your living expenses to see how much your rent will actually be. The pie chart on this page is an example of a breakdown of weekly costs, based on average rent of £95 per week.

The International Student Calculator website is a way of helping you to check that you will be able to manage your finances and gives some approximate guidance on rent and wages as well. You can also find information on average shopping prices and the average cost of eating out.

www.studentcalculator.org.uk/international

Living costs per week*



*For guidance purposes only. Costs will vary.

How do I transfer money to the UK?

In certain countries, exchange control regulations are tight and you may need government approval in order to transfer funds to the UK. Check with your own bank about requirements well before you are due to travel. If you need written evidence from the University concerning your admission, registration or your estimated expenses, you should obtain this from the University Registry.

Fluctuating exchange rates can make a big difference so try to change your money at the right time. Once you open a bank account in the UK, your sponsor or family will be able to transfer funds into your account directly. There may be charges for this and for currency conversion.

You should bring a small amount of UK Sterling with you for initial expenses at the airport, travel to the campus and initial living costs but you should not need more than £400. It is also a good idea to obtain a credit card from home as a contingency and for getting cash from ATM machines, although there is likely to be a handling fee for each transaction, or you can bring sterling traveller's cheques to pay for accommodation and tuition fees.

Opening a bank account may take some time and the process can sometimes be frustrating, so it is important to bear this in mind when arranging your finances.

Applying for Accommodation

The University has over 4,900 rooms available to students in Courts of Residence both on campus and in nearby Manor Park, Bellerby Court and Hazel Farm. All accommodation is self-catering with shared kitchen facilities and some have en suite bathrooms in the rooms. Most are single rooms but there are 86 split-level shared rooms in Stag Hill Court.

Most full year and semester 2 exchange students are offered University of Surrey accommodation. Semester 1 students are usually not offered a room on campus and so must look for a room in the private sector. The Accommodation Office can assist students to look for a room in the private sector.

Where it is necessary to find somewhere to live in the local area, the Accommodation Office will provide contacts. Temporary accommodation will be available from 4 to 11 September 2010 for all exchange students who are not allocated a University room, at a charge of £60 for the week.

Full details of the policy and the application form for a temporary room can be found on the Accommodation Office website:

<http://portal.surrey.ac.uk/accom/exchange>

Rental charges offsite are around £80 a week and it will generally be easier to find a room in a family home. Generally, landlords are reluctant to rent for periods shorter than six months. Landlords also prefer to meet the people to whom they rent so it may be easier to do this when you arrive.

Council Tax

If you live offsite and are staying for less than 24 weeks, you may have to pay Council Tax. You should check with your landlord if this is included in your rent.

www.guildford.gov.uk/GuildfordWeb/CouncilTax

Full information on the University accommodation policy and details of the different Courts of Residence can be found on the Accommodation Office website:

www.surrey.ac.uk/accommodation

How will I pay for my room?

You will receive an invoice to your University of Surrey email account and you can either choose to pay in full or you can set up a direct debit online, so that the fees are taken directly from your bank account each month.



How do I open a Surrey email account?

You can set up and activate your University email account before you arrive. To activate your University email account, use a web browser like Internet Explorer to connect to the IT Account Self-service at:

<https://magic.surrey.ac.uk/userquery>

You will need your University number and the IT account self-service will allow you to:

- Locate your University of Surrey IT account username
- Create your initial password

You can then access your University email via:

<https://outlook2003.surrey.ac.uk>

Do I need insurance?

It is important that you take out a travel insurance policy before leaving your country which will cover you in case anything happens to you or your belongings whilst on your journey to the UK. This can be arranged through a travel agent or insurance company.

All students living in University accommodation are covered by a standard insurance cover for personal possessions (value up to £4,000) and laptop (value up to £2,000). This is included in the rent, but you can extend the cover, by paying additional fees, to include mobile phones outside your room and other benefits if you wish:

www.studentroomscover.co.uk

If you are studying on a course of less than six months, you are advised to take out private health insurance during your stay in the UK, unless you are from an EU country or a country with a reciprocal health agreement. If you are studying on a course of more than six months, you will be covered by the National Health Service whilst in the UK (see page 24 for full details).

You should also take out additional travel insurance if you travel to other countries from the UK, for a holiday or to attend a conference, during your studies.

How can I keep my costs down?

- Self-catering is cheaper than eating out. Making your own lunch, buying food from the local supermarket and looking out for 'own brands' (products made by the supermarkets themselves) and bargains are all ways to save money. Try shopping and cooking with friends.
- University housing includes heating and electricity bills so you have no surprises at the end of the month.
- Wait until you start your course before buying books – you may be able to buy second-hand books or use the library in some cases.
- Take advantage of student discounts – you may be able to get reduced-price tickets at the cinema, art exhibitions, in shops and hairdressers, for example.
- Use international telephone cards (available on campus) to make cheaper calls home or use free email or internet calls.

What should I pack?

When you are coming to the UK for a semester or more, it is hard to decide what to pack. You will want to bring everything, 'just in case', but remember, you will have to carry your bags!

Remember too that excess luggage charges can be very high. Most airlines allow 20-23 kg of checked luggage and there are strict size and weight restrictions now on all hand luggage. Please check with your airline for up-to-date instructions before you fly.

Clothes

Britain has a fairly mild climate with temperatures reaching between 14°C and 30°C in the summer (June to August) and dropping to between 1°C to 5°C in the winter (December to February). But the most important thing to note is that, whatever the season, the weather is very variable and likely to change from day to day.

It is therefore a good idea to bring a selection of light clothes that you can wear in layers (that way you can add or remove layers depending on temperature), as well as some warm outer clothing and a waterproof coat or umbrella. Hats, gloves and scarves, as well as thick socks, are essential in the winter but can be bought at a reasonable price in the UK. You can get an idea of the weather before you come from the BBC website:

www.bbc.co.uk/weather/ukweather

You may find that your accommodation has very little storage space, so do not bring too much clothing, especially if you are not familiar with the British climate – you will be able to buy more suitable clothing once you arrive.

The University celebrates various festivals during the year, including the iFestival (an international celebration) in March each year and it may be a good idea to bring an item of national costume or tradition so that you can share your culture with others.

If you are staying on campus

If you wish, you can purchase a bedding pack prior to arrival. This will be delivered to your room. The pack consists of a duvet, pillow, duvet cover, pillow case and sheet and can be purchased via our online shop:

<https://store.surrey.ac.uk>

Alternatively you can bring your own bedding to fit a single 90cm wide bed.

The kitchen is equipped with a cooker, a kettle, a toaster or grill, an iron, a microwave, a fridge/freezer and an ironing board, but you will need to provide your own cooking utensils, crockery and cutlery.

You do not need to bring all these items with you as everything is available at a reasonable price in local supermarkets and department stores within walking distance of the campus.

Do not bring foodstuffs as most food can be found in the local area around Guildford, and there are customs restrictions on products brought into the UK.

Do bring some items for your room that will remind you of home, such as photographs of family and friends, books, posters and other mementos, as these will help you to settle in and adjust to your new life at the University. Do not forget to bring a battery alarm clock to help beat jetlag and ensure that you do not miss any important lectures or social events.

Electrical Equipment

Do not bring electrical equipment with you unless it is essential and compatible with UK standards: 240 volts, 50#Hz, with three-pin plugs. Electrical appliances are cheap and widely available in the UK. All students who register with IT Services at the University will have an email address and may use University PCs to access the internet for academic research. Computer labs are open 24 hours a day, seven days a week.

All University residences also have a broadband connection with free access to the University intranet, email and internet and a wireless network is also available around campus, so you may wish to bring your own laptop with you. If you are bringing a laptop, notebook or other new electronic items, you should also bring a receipt showing when and where these items were bought in case questioned by British customs officials.

If you are staying in the private sector

If you will be living in the local area in the private sector, you should check with your landlord what is included and what you will need to bring with you or buy once you are here.

Mobile Phones

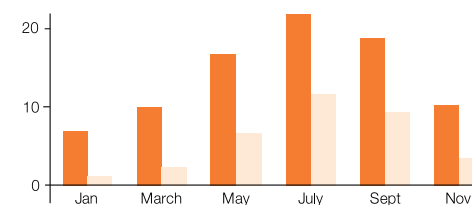
Making or receiving calls outside the UK can be expensive. Check the websites of major providers for offers on SIM cards that you can use in the UK on your mobile phone. Pre-pay (also called pay as you go) phones are the cheapest if you do not use your phone often. To top up your credit to make calls, you can buy vouchers from a wide number of shops and ATMs, you can buy online or you can buy over the phone.

What should I carry in my hand luggage?

- This guide!
- Valid passport (or national identity card if from the EU)
- All correspondence from the University, including your accommodation allocation
- Evidence of funding for your living costs
- Enough money (in pounds sterling) for the first couple of weeks at the University
- Health certificates, including vaccination records, plus X-ray reports if necessary
- Any insurance documents
- Any valuable items – but do check with the airline regarding current regulations on hand luggage
- Do not bring any sharp objects, such as scissors or a penknife, or liquids or gels as these will be confiscated by airport security

Average Temperatures

- Average Maximum Temperature (°C)
- Average Minimum Temperature (°C)



Data from the MET Office. www.metoffice.gov.uk

At the Airport

When you arrive in the UK you will need to pass through Passport Control, where there are two queues available; one for EEA nationals and one for non-EEA nationals. Make sure that you choose the correct queue. In addition to showing your passport (or national identity cards for EEA nationals) you will need to hand in your completed Landing Card if you are a non-EEA national – this is supplied by your airline, shipping company or train operator. The immigration officer will check your entry clearance (visa) and stamp your passport to show the date that you entered the UK.

Should you have any real difficulties at immigration you can call the International Student Office (see page 34) during office hours, or contact the Immigration Advisory Service (IAS) on +44 (0)20 378 9191.

After immigration you need to collect your bags from the baggage hall and pass through customs. There are three exits – the blue exit for travellers from the EU, the red exit for non-EU travellers who have goods to declare and the green exit for those with no goods to declare. Unless you are bringing more than your due allowance of tobacco, alcohol or gifts into the UK, you should proceed through the green exit or the blue exit if you are from the EU.

If you have requested to be met by the University as part of the Meet and Greet scheme, look out for representatives as you enter the Arrivals Hall. Otherwise look out for a pre-booked taxi, if you have booked one, or signposts to the coach/train station.

Further information about what to expect when you enter the UK can be found on the website:

www.ukba.homeoffice.gov.uk/comingtotheuk/enteringuk

Meet and Greet Scheme

Arriving in a different country for the first time can be stressful and very tiring. We want to make your arrival as pleasant and easy as possible and that is why the International Student Office, with the help of some of our current international students, will be available to meet newly arriving international students at Heathrow and Gatwick airports on specific days (see opposite).

If you would like us to meet you on one of these days, please complete the online booking form, which will be available on the International Student Office website from July onwards.

Once you have gone through immigration and collected your luggage please go into the Arrivals Hall and look for one of our University volunteers, who will be wearing blue t-shirts marked with the University of Surrey in white. Don't worry if you don't see anyone immediately. We will meet you as soon as we can.

From Heathrow, a minibus will take you to the University's campus. From Gatwick, you will be given a free ticket for the train which takes you directly to Guildford. Volunteers will be available to meet students during the hours specified on each day. If your plane is delayed or for any reason you get to the Arrivals Hall after this time, you will need to make your own way to the University.

We understand that some of you may be accompanied by relatives. Unfortunately seats on the minibus are limited and we can only guarantee a place for Surrey students but, if you let us know in advance how many relatives will be travelling with you, we will transport them for a small fee if there are enough seats available. Otherwise, they should be prepared to make their own arrangements to meet you on campus. The minibus will take you close to the Court reception where you can collect your key, so make sure you have details of your accommodation available.

Dates of the Airport Pickup

- Saturday 25 September, 9:00 – 21:00
- Sunday 26 September, 9:00 – 21:00

To make an online booking visit the website:

www.surrey.ac.uk/international

Getting to Campus at Other Times

By Train

From Heathrow during the day, the cheapest way to get to Guildford is by the bus/rail link via Woking. Tickets cost about £13. The journey takes about one hour and involves a bus journey to Woking then a short train ride to Guildford. Further details and timetable can be found on:

www.nationalrail.co.uk

If you are arriving after 21:00, you will need to travel via London. Take the Underground to Waterloo Station, go to the main railway station and catch a train to Guildford. The enquiry desk in the terminal will give more details.

From Gatwick, there is a direct train from the airport to Guildford which takes about 45 minutes and costs about £10. A timetable can be found on the website:

www.nationalrail.co.uk

From Guildford railway station, taxis to campus cost about £8 and leave from the main station entrance. There is also a bus every 10 minutes during the day and every 30 minutes in the evening to campus. Leave the station by the footbridge and rear exit, taking care to follow the signs to 'University and Link/Arriva Bus'.

Online Booking

- o Your booking form must include a flight number and time of arrival
- o Please inform us immediately if there are any changes to your flight by using the Airport Pickup Update Form
- o Remember your 7-digit login to make any changes

By car

Students who live within travelling distance by car are advised not to bring a vehicle with them. You may find it convenient to be dropped off by family or friends, but there is very limited car parking and significant charges are made. Students who are in campus accommodation will not be allocated a parking permit.

Settling in

By Taxi

You may decide to pay a little more and take a taxi to the University. We strongly advise you to book a taxi before you arrive, because taking a public taxi from the rank when you arrive can cost a lot more!

A pre-booked taxi from Heathrow to Guildford should cost from about £60 (a car for one, two or three students plus luggage) to £95 (a minibus for up to eight students plus luggage).

Pre-booking ensures that someone will meet you in the Arrivals Hall (which is very welcome after a long flight). Show the driver your University accommodation allocation letter and ask to be taken to the Court Reception where you will pick up your key.

It is best to book a taxi between three and ten days before you fly. Make sure you give the company full details of your arrival - the exact airport (not just London), the terminal, the flight number, the date and time of your arrival (not your departure), your full name and, if possible, your mobile phone number.

You should always wait in the Arrivals Hall, where you will be met. Do not forget to notify the taxi company of any changes to your travel arrangements. For more information contact the Guildford Tourist Information Centre:

E: tic@guildford.gov.uk

From Central London

The best way to get from Central London to Guildford is by train from Waterloo Station. There is a train approximately every 30 minutes during the day. The fastest trains, taking about 40 minutes, travel via Woking and the single fare (one way) is about £10.

Travelling on National Holidays

Monday 30 August 2010 is a national holiday (bank holiday) in the UK. If you are planning to travel on that day, please note that all administrative offices on campus, except the Security Office, will be closed. In general most supermarkets and large shops will be open but there will be a limited service on all trains and buses.

The other national holidays in 2010/2011 are:

Christmas	25-28 December 2010
New Year's Day Holiday	3 January 2011
Good Friday	22 April 2011
Easter Monday	25 April 2011
May Day	2 May 2011
Spring Bank Holiday	30 May 2011
August Bank Holiday	29 August 2011

Don't Forget

The University's administrative offices will be closed on the above days and also from 24 December 2010 to 4 January 2011 inclusive and 21 April to 28 April 2011 inclusive.



Your Welcome Pack and Welcome Week

There will be Welcome Week events for all students at the University starting on Sunday 26 September 2010.

The Welcome Week programme aims to help you get to know the University and your Faculty, to give you opportunities to meet other students on your course, and to cover any vital information that you need to know.

The University provides each new student on an undergraduate or a postgraduate taught programme with a welcome pack in late August. This contains important and useful information to help you to prepare for your arrival at Surrey. It also contains your full timetable for Welcome Week.

Whilst we're not able to post this pack out to international students in advance if your current correspondence address is outside the UK, the contents of the pack will be available for you to view online. We will email you in late August to let you know when the information becomes available on our welcome website.

www.surrey.ac.uk/welcome

On arrival, you will be able to pick up a printed copy of the welcome pack which you can use during Welcome Week.

Semester 2 Orientation

Students who are coming to Surrey for Semester 2 only should plan to arrive on Thursday 3 February 2011. Your orientation programme and registration will take place on Friday 4 February 2011. Teaching starts on Monday 7 February 2011.

University Registration

Registration will be at specific times during Welcome Week, according to your Faculty timetable.

In order to register, you must bring along your passport together with a photocopy of the Personal Details and Current Visa pages to the University Hall. If you required an ATAS certificate to get your student visa, a copy of this should also be brought to registration. Under the new Points-Based System, the University of Surrey is responsible for keeping a record of your immigration status and for reporting any student who does not register or regularly attend their course at the University.



How do I open a bank account?

One of the first things you may wish to do when you have settled in is open a bank account. There are branches of all the major UK banks and building societies in Guildford and the NatWest Bank also has a branch on campus.

In order to open a bank account with Natwest on campus you will need to bring the following with you:

- Valid passport (or national ID card if you are from the EU - please note that some banks will only accept a passport from EU nationals)
- Accommodation allocation letter or proof of address

Banks off campus will require:

- A 'Confirmation of Registration' letter available from the University's Registry after you have completed the registration process at the University (please allow several days for this letter to be produced, particularly at the beginning of the semester and at other busy times of the year).
- Confirmation of both your UK semester time address and your overseas home address. Evidence of this may be available on the Registry letter, from a recent bank statement from your home country or in your original offer letter.
- A letter of introduction from your home bank or copies of the last six months' bank statements (translated in to English) are also helpful, although not essential.

Police Registration

Will I need to register with the Police?

Most exchange students, including EEA nationals, do not need to register with the police. The British Government requires foreign nationals aged 16 years or over from certain non-EEA countries and non-Commonwealth countries to register with the Police upon arrival in the UK. The list may change at any time, so please check the visa stamp in your passport carefully as this is the best way to see if you need to register.

If you do need to register you will be able to do this on campus. Do not be too concerned that the stamp says 'within seven days' because, as students of the University, you are given a small extension to this deadline, but do make sure that you register on one of the available days.

The Police registration will take place on the second floor of Oak House between 9am and 3pm on:

- Wednesday 6 October 2010
- Wednesday 13 October 2010
- Monday 18 October 2010

You can make an appointment through the International Student Office's online booking system, accessible from our website, once you have registered with the University.

Check your academic timetable to make sure you do not miss any lectures or important meetings with your department. If you are accompanied by your family, your husband or wife may also be required to register, but not children under the age of 16.

If you are coming to the University in February or at another time, or if you cannot attend one of the sessions on campus, you will need to go to the Surrey Police Headquarters in person.

What documents will I need to prepare?

In order to register either on campus or at the Police Headquarters you need the following documents:

- Your passport
- One recent passport-size photograph
- £34 registration fee (cash or cheque only)
- Your University offer letter
- Confirmation of your campus appointment (if you register online)

Once you have registered, your Police Registration Certificate will be sent to you at the address that you have given the Police. This is a very important document. Keep it with your passport at all times. It is essential that you make your initial registration as soon as you can upon arrival in the UK and that you inform the Police of any changes in your address or circumstances during your stay in the UK (failure to do so is a criminal offence).

Surrey Police Headquarters

- Address: Mount Browne, Sandy Lane, Guildford, Surrey GU3 1HG
- Open 9:00 to 15:30 from Monday to Friday
- Call them on 01483 639516 to arrange an appointment
- To get to Mount Browne you need to take a bus from the Bus Station in the centre of Guildford. It takes about 10 minutes by bus followed by a short walk up a very steep hill.

Your Safety

Statistically, Guildford has a very low crime rate, and our campus is a safe environment in which to live and study. To help keep it this way, the University's Security Department looks after the safety and protection of people and property on campus.

Operating 24 hours a day, 365 days a year, they work closely with local and national agencies, including the Police, to keep our campus safe and secure.

Will I get medical treatment in the UK?

The National Health Service (NHS) is the state health care provider in the UK and provides a range of services. Treatment on the NHS is free (except for prescriptions, eye tests and glasses, and dental treatment) if you are an EU/EEA student or an international student on a programme of six months or more. Your family may also be eligible for free health care on the NHS if they are in the UK as your dependants (they will not be eligible if they come to the UK as visitors). Prescriptions for medicine currently cost £7.20 per item.

You can register with Guilddowns Medical Practice on campus or a more local doctor (general practitioner, or GP) if you are living further off campus. This can be done any time after arrival at the University.

If you are on a programme of study of less than six months, you are advised to take out private health insurance, unless you are from an EU country or a country with a reciprocal health agreement.

It is important to let the doctor know of any significant medical problems as soon as possible, so that appropriate arrangements can be made for your support. In particular, the doctor would need to know about any important on-going problems such as diabetes, heart disease, high blood-pressure, mental health problems etc.

You should bring with you any medical notes you have concerning your illness, together with enough medication for a least the first month. The NHS is a limited service and might not be able to continue any operative procedure that has been planned in another country. Please also note that styles of medical care may vary from country to country. The registration process will be explained more fully when you arrive on campus.

The Medical Centre is open from 8:30 to 18:30, Monday to Friday, throughout the year except on Wednesday afternoons. Routine appointments can be made to see a doctor or nurse by booking with reception.

In addition to a medical service, the University also has a health education and promotion unit called Student Health Care. Student Health Care is a nurse-led service providing health information, advice and support. Expert nurse advisors, specialising in student health, offer one-to-one advice, as well as health-enhancing workshops and clinics specifically for students. You do not need to register to use this service and drop-in clinics are available daily. Details of all services can be found at:

<http://portal.surrey.ac.uk/scs/health/hc>

Further information about keeping healthy whilst you are here can be found in the UKCISA information sheet Keeping Healthy:

www.ukcisa.org.uk



Places of Worship

Britain is a multi-faith and multicultural society and the University welcomes students and staff of all faiths or none. It has a network of chaplains drawn from many religious traditions including Buddhist, Catholic, Church of England (Anglican), Jewish, Muslim and Methodist faiths. The Quiet Centre is available to all members of the University for prayer and meditation, religious worship or meetings. Further information about our chaplains can be found through the chaplaincy pages of the University website:

www.surrey.ac.uk/chaplains

The Inter Faith Education Programme organises a variety of events and activities to build fellowship and understanding among students and staff of different faiths on campus.

Off campus, Surrey has a deep and varied religious heritage, ranging from a modern cathedral, overlooking the University, to the UK's oldest mosque in Woking. There are many places of worship for other faiths including Buddhism, Hinduism, Islam, Judaism and Sikhism and these can be found by looking at the website:

www.surreyplacesofworship.org.uk/faiths.asp

Exploring Guildford and Beyond?

Getting around

If you are living in University accommodation it will be a condition of your residence that you will not be permitted to bring a car onto campus as there is very limited parking. However, it is very easy to get around Guildford using public transport.

The University is very close to the centre of Guildford, a lively, historic town only 40 minutes by train from London. It takes about 15 minutes to walk from the campus to the centre of town or you can take any bus numbered 3, 17, 26, 27, 36, or 37. There are several bus stops around the campus. It takes five minutes, buses go about every 10 minutes and the ticket costs about 60p one way and 80p return.

Students can buy a bus pass for three months (£50) and for a year (£120) at the Cashiers Office in Senate House. This will give you unlimited travel in the Guildford urban area and allow you quick and easy access to Guildford's cultural, social, retail and sporting attractions.

As a full-time student you can also apply for a Young Person's Railcard. This gives you up to 1/3 discount on train tickets across the UK so is worthwhile if you plan to travel a lot by train. You need to collect an application form from Guildford train station (10 minutes' walk from the University), get the form stamped by the International Student Office and return it to the station with a £26 fee. A Family and Friends Railcard is also available at £26 for one year and £65 for three years.

www.railcard.co.uk

National Express operates a comprehensive coach service across the UK and this can often work out cheaper than other forms of travel. There is a coach stop outside the Tesco supermarket, a few minutes' walk from the campus, but journeys often take longer and sometimes involve several changes on one journey. You can buy a Young Person's Coachcard which will save you 30 per cent on many National Express journeys and costs £10 for one year. It is wise to book your ticket in advance as seating is limited. Details are available from:

www.nationalexpress.com

Cycling between campus and town or campus and Manor Park is easy. There are plenty of cycle racks on campus, one at each Court of Residence, and there are various cycle racks around town, at the library and the cinema.

Guildford Museums, Galleries and History

Guildford is a historic town. It began life in the 6th century as a Saxon village by a ford. It was called the 'gilden' (golden) ford, which later became Guildford, either because of golden flowers that grew at the riverside or because of the golden sands on the banks of the river, which can still be seen.

The ruins of Guildford castle offer lovely views of the surrounding countryside and are located very close to the High Street. The Guildhall, built in the 16th century, was formerly a courtroom and council chamber presided over by the Mayor of the town. The front of the building is dominated by a magnificent clock made in 1683. Guildford House is a 17th-century town house which is now the town's main art gallery and still has many original features. Guildford Museum offers a permanent exhibition which details the history of the town. For other museums and modern art galleries please go to:

www.guildford.gov.uk

The Students' Union organises trips and activities throughout the academic year including visits to Canterbury, London and Stonehenge.

Festivals and Markets

Guildford hosts a variety of festivals and markets throughout the year. Guilfest – a music festival with many bands, bars, stalls – is held every July in Stoke Park. There is also an annual Book Festival in October/November which includes workshops, performances, readings and book signings by famous writers.

Other events include the Summer Festival, the Women's Festival, International Music Festival and the County Show which showcases many of the agricultural activities that go on around Surrey. Every Friday and Saturday there is a traditional street market in North Street, where you will find fruit and vegetables, flowers and other goods and on the first Tuesday of every month there is a farmers' market in the High Street, selling local fresh and organic produce.

Relaxation and Leisure

Guildford has a wide range of pubs, restaurants, clubs and bars and you can try food and enjoy music from all over the world.

There are lots of places to walk in and around Guildford – the castle is surrounded by ornamental gardens and Stoke Park, near Guildford College, has gardens, woodland, a paddling pool and skate park. You can also walk along the river Wey, hire a canoe from Guildford Boat House or simply have a break in a pub by the river. There are also long-distance walks outside the town on the North Downs Way and the Pilgrims Way, for example.



Surrey Sports Park

Spectrum is a large leisure centre with swimming pools, tenpin bowling alley, an ice-skating rink, health and fitness suites, a sports hall and an athletics track. Between April and September you can also swim in the open air 50m-swimming pool, called the Lido, near Stoke Park.

Theatre and Cinema

The Yvonne Arnaud Theatre, presents and previews many West End shows, and also produces new plays, classic and contemporary drama, ballet, opera and musicals. The Electric Theatre also presents regular performances and concerts and every two weeks it hosts a comedy night. All new films are shown at Guildford's Odeon Cinema near the train station, five minutes from campus.

Shopping

Outside London, Guildford is regarded as one of the best places in the south east for shopping and fashion. There are many specialist shops and boutiques as well as the major stores. You can use your student card to get a discount in some shops.

Surrey Sports Park

The Surrey Sports Park (see above) is a state-of-the-art sporting facility on your doorstep. It is located on the Manor Park site and is one of the best facilities in the south east. Its main features include:

- A 50-metre, eight-lane swimming pool
- An 120-station health and fitness centre
- A 13m climbing wall
- 8 multi-purpose halls for badminton, basketball, volleyball, netball and more
- 8 glass-backed squash courts with two show courts for over 180 spectators
- 8 floodlit outdoor tennis courts
- 2 floodlit artificial grass pitches for football and hockey
- 2 multi-purpose exercise studios
- Wet and dry changing areas
- Consultation and treatment rooms
- 350-seat café and bar social area

Whether you would like to take advantage of the health and fitness classes, learn a new sport or pursue a current interest, the Surrey Sports Park caters for everyone.

Can I work during my studies?

All international, non EU/EEA full-time students on a degree-level course of more than six months, who have a valid student visa, are allowed to work in a temporary job up to 20 hours per week during semester time and any number of hours during University vacations.

It may appear, when you first look at your timetable, that you have plenty of free time in which to take on a part-time job. However, the British education system requires students, when not attending lectures or tutorials, to do a certain amount of study by themselves, including preparing coursework, reading around the subject and revising for examinations. The University's recommended maximum of 10-12 hours part-time work per week should not interfere with your study and still allow you time to relax and enjoy the company of your new friends. You should therefore not rely on part-time earnings to fund your studies.

Immigration rules allow you to work only if you meet the conditions of your student visa, ie that you are a full-time student. If your circumstances should change, for example if you leave the course, either temporarily or permanently, you should notify the Home Office immediately of your change of status and check if you are still entitled to work. You should leave the UK immediately unless you plan to pursue another course of study or have another valid reason to remain. The immigration authorities have the right to detain or deport anyone who fails to comply with these rules.

If you are from outside the EU/EEA and have entered the UK as a Student Visitor you are not permitted to work. This restriction includes work that is part time, unpaid or voluntary, and also includes internships and placements that are part of your course. If you want or need to work whilst you are in the UK you must enter the UK with a Tier 4 Student Visa, and must not enter as a Student Visitor.

EEA and Swiss nationals do not need permission to work, but the same University-recommended maximum of 10-12 hours per week still applies. If you are a student from one of the countries which has joined the EU since May 2004, except Cyprus and Malta, and wish to take part-time work for more than one month, you may need to register under the Worker Registration Scheme:

www.ukba.homeoffice.gov.uk/workingintheuk

Certain EU nationals may also need to complete other registration documents. Please ask for more information from the International Student Office when you arrive.

Where can I get help with my English?

The Department of Languages and Translation Studies (DLTS) offers a range of English language courses throughout the academic year and during the summer. These are offered full-time on campus for students wishing to improve their English before they start studying. Full information about these courses can be found on:

www.surrey.ac.uk/languages/English

The DLTS also arranges for all new international students whose native language is not English to take a test at the beginning of the semester to help identify any areas of language in which you may need extra help.

A variety of courses are offered, based on the skills which you will need during your study, including essay writing, academic reading, note-taking and dissertation skills. Additional classes may be offered in such subjects as academic listening, critical thinking and British culture and humour. These in-session support courses are free of charge to Surrey students and registration takes place in October each year.

Foreign Languages

If you are here for a full academic year, or for semester 1 only, you can learn another language completely free of charge while you are at the University by attending a weekly two-hour class in the language and at the level of your choice. These courses are offered in addition to your degree programme and students who successfully complete their course receive the University of Surrey's Global Graduate Award. Languages currently on offer include Arabic, French, German, Italian, Japanese, Mandarin Chinese, Portuguese, Russian and Spanish.

Please note that students studying at Surrey for semester 2 only are not able to take these courses.

Other Services Available to All Surrey Students

Student Advice

Student Advice comprises a team of professional, experienced and friendly advisers, offering advice and information on a wide range of topics including budgeting and financial support, information for students with families, consumer rights, TV licenses, information about the local area and events.

Additional Learning Support

The University aims to provide support wherever possible to students with disabilities and specific learning difficulties to ensure that they are not disadvantaged as a result of their disability compared with their non-disabled peers. The ALS team has a strong belief in independent learning and provides a confidential information and advice service for dyslexic and disabled students. The University also offers help in all areas of learning, studying and working, including personal development and careers advice.



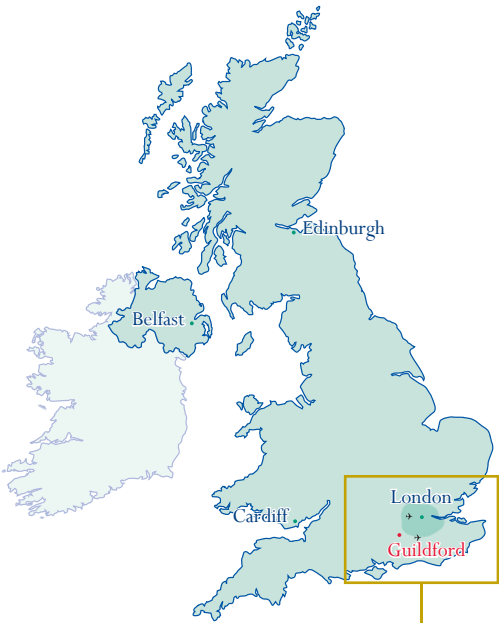
Students' Union

As a Surrey student, you automatically become a member of the Students' Union, which is the only independent service on campus that can represent you should you ever need support with academic, financial or personal affairs. The Union is completely independent of the University and its main purpose is to make sure every student gets the most out of their time at university.

The Union supports a huge variety of clubs and societies, including around 25 international and religious societies. These meet regularly and arrange social functions, overseas speakers, religious festivals, and other events. Annual events such as the iFestival (a celebration of entertainment, culture and traditions from around the world), and Chinese New Year Celebrations are organised by the Students' Union to help international students feel part of the University and the wider local community while, at the same time, giving British students the opportunity to learn more about other cultures.

United Kingdom

United Kingdom



Location

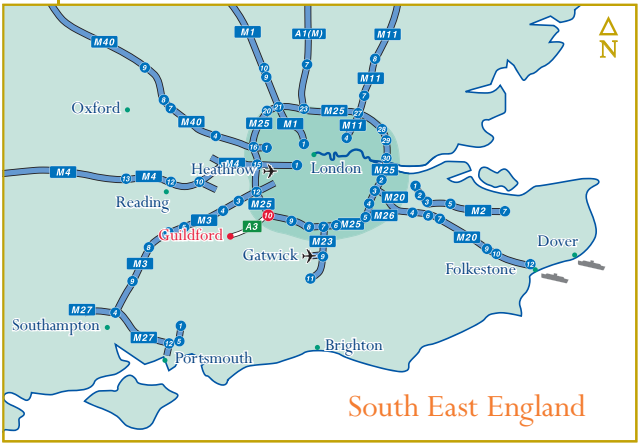
University is located on a landscaped campus on the outskirts of Guildford. London is only 40 minutes away by train and its major airports of Heathrow and Gatwick are both within easy reach giving ready access from all over the world.

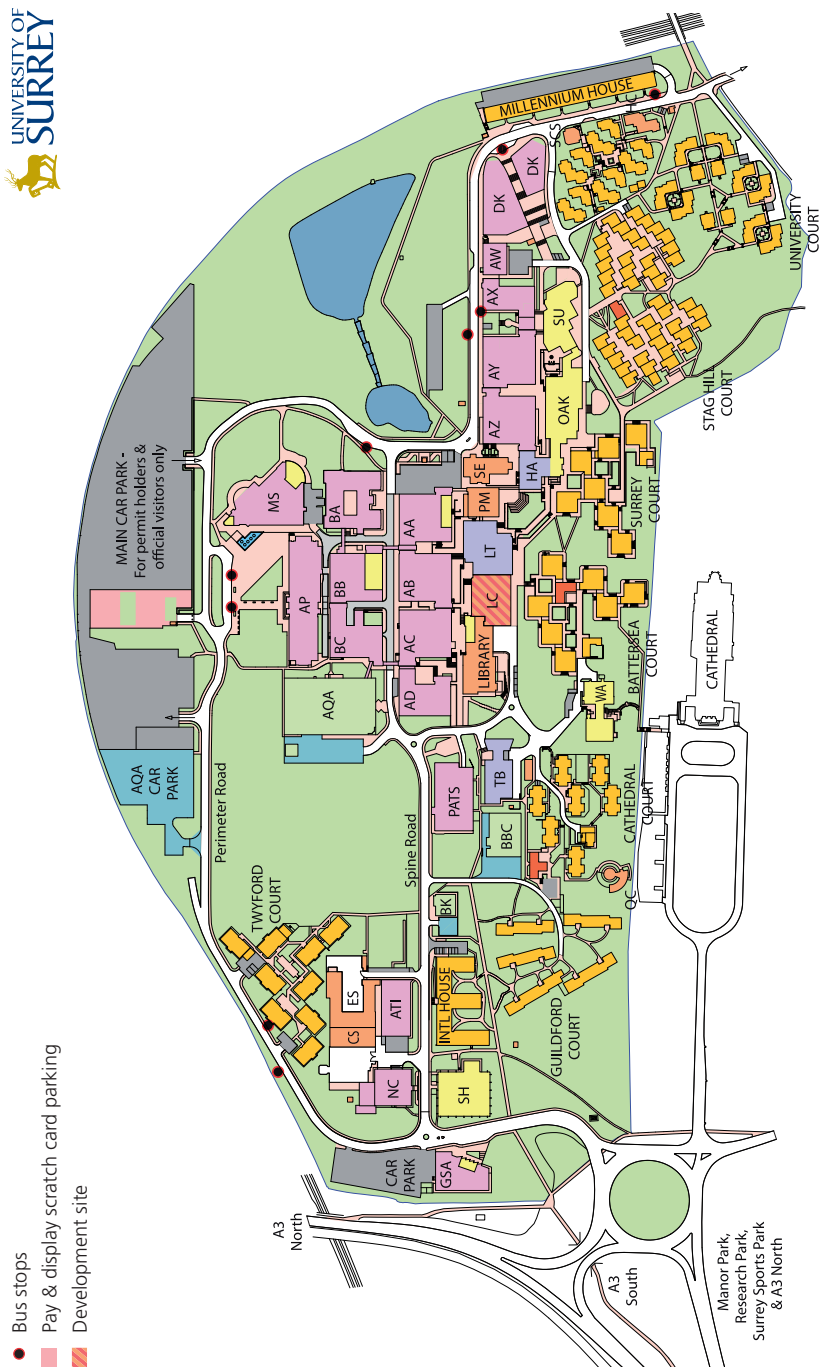
Further Information
For further information on all matters concerning exchange students, please contact:

International Relations Office
University of Surrey
Guildford, Surrey, GU2 7XH, UK

T: +44 (0)1483 683152
F: +44 (0)1483 689043
E: studentexchange.iro@surrey.ac.uk

www.surrey.ac.uk/exchanges





Other Departments and Facilities

Advanced Technology Institute.....	ATI
Austin Pearce Building	AP
Duke of Kent Building.....	DK
Lecture Theatre Block.....	LT
Nodus Building	NC
Oak House	OAK
Performing Arts Technology Studios	PATS
Phillip Marchant Building	PM
School of Management Building	MS
Senate House.....	SE
Teaching Block	TB

Enquiry Offices

Faculty of Arts and Human Sciences	
Dance, Film and Theatre Studies	NC / PATS
Economics	AD
English	AC
Language and Translation Studies	AP
Music and Sound Recording	PATS
Psychology	AD
Politics	AC
Sociology	AD
Faculty of Engineering and Physical Sciences	AA
Faculty of Health and Medical Sciences	DK
School of Management	MS
School of Law	MS
Guildford School of Acting	GSA

Other Departments and Facilities

Accommodation Office.....	PM
Bank (NatWest).....	BK
Bookshop	LIBRARY
Careers Service	PM
Centre for Wellbeing.....	SCS
Continuing Education Centre.....	SE
Health Centre.....	HC
International Relations Office.....	BA
International Student Office.....	PM
Laundrette.....	AA
Lewis Elton Art Gallery and Arts Office.....	LIBRARY
Library	LIBRARY
Quiet Centre.....	QC
Main Reception.....	SE
Registry Student Centre.....	HA
Research and Enterprise Support (RES).....	SE
Security Office (Open 24 hours).....	SE
Shop and Post Office	BB
Sports Centre.....	SH
Student Advice (Wey House).....	SURREY COURT
Students' Union.....	SU
Surrey Design and Print.....	LIBRARY

Restaurants, Cafés and Bars

Chancellors Bar and Restaurant..... SU
Hillside Restaurant..... OAK
Lakeside Restaurant..... MS
Roots Café Bar..... OAK
Sorrento Coffee Shop..... MS
Starbucks Coffee Shops..... OAK / GSA
Waters House..... WA

These locations are subject to change and provide a guide only. Visitors should check the location in advance. Alternatively, please come to the main reception (Senate House).

For details of wheelchair access on campus please visit: www.surrey.ac.uk/lals

Useful Contact Details

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University Contacts Details

University of Surrey
Guildford, Surrey, GU2 7XH

T: +44 (0)1483 300800
F: +44 (0)1483 300803

www.surrey.ac.uk

International Relations Office

T: +44 (0)1483 683152
F: +44 (0)1483 689043
E: studentexchange.iro@surrey.ac.uk

www.surrey.ac.uk/exchanges

International Student Office

T: +44 (0)1483 689467
F: +44 (0)1483 689525
E: international@surrey.ac.uk

www.surrey.ac.uk/international

Undergraduate Admissions and Enquiries

T: +44 (0)1483 689305
F: +44 (0)1483 689388
E: ugteam@surrey.ac.uk

www.surrey.ac.uk/undergraduate

Postgraduate Admissions and Enquiries

T: +44 (0)1483 689032
F: +44 (0)1483 689519
E: pgteam@surrey.ac.uk

www.surrey.ac.uk/postgraduate

CAS enquiries

E: cas@surrey.ac.uk

Additional Learning Support

T: +44 (0)1483 689609
E: als@surrey.ac.uk

www.surrey.ac.uk/als

Accommodation Office

T: +44 (0)1483 682466
F: +44 (0)1483 579266

www.surrey.ac.uk/accommodation

Department of Languages and Translation Studies

T: +44 (0)1483 686222
F: +44 (0)1483 689505

www.surrey.ac.uk/languages

University of Surrey Students' Union

T: +44 (0)1483 689223

www.ussu.co.uk

Student Health Centre

T: +44 (0)1483 68 9001
F: +44 (0)1483 68 9517

www.unishealth.nhs.uk

University Security Office

T: +44 (0)1483 682002

External Contacts

National Rail Enquiries

T: 08457 48 49 50

www.nationalrail.co.uk

UKCISA - UK Council for International Student Affairs

T: +44 (0)20 7107 9922

www.ukcisa.org.uk

UK Border Agency

T: +44 (0)870 606 7766

www.ukba.homeoffice.gov.uk

The British Council

T: +44 (0)161 957 7755
F: +44 (0)161 957 7762
E: general.enquiries@britishcouncil.org

www.britishcouncil.org

British Council Guide to Studying and Living in the UK

[www.educationuk.org/downloads/study_
live_uk.pdf](http://www.educationuk.org/downloads/study_live_uk.pdf)

UK Visas

www.ukvisas.gov.uk/en

Immigration Advisory Service (IAS)

www.iasuk.org

Student Calculator

www.studentcalculator.org.uk/international

HM Customs and Excise

www.hmce.gov.uk

British Bankers' Association

www.bba.org.uk

Foreign and Commonwealth Office

www.fco.gov.uk

Information about Guildford

www.guildford.gov.uk

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We can only see a short
distance ahead, but we can
see plenty there that needs
to be done.

Alan Turing
Founder of Modern
Computing
Grew up in Guildford

International Relations Office

University of Surrey
Guildford, Surrey GU2 7XH UK

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Disclaimer

Every effort has been made to ensure the accuracy of the information contained in this publication at the time of going to press (July 2009). The University undertakes all reasonable steps to provide the services described in this guide but reserves the right, however, to introduce changes to the information given. Should industrial action or circumstances beyond the control of the University interfere with its ability to provide services, the University undertakes to use all reasonable steps to minimise any resultant disruption. Please refer to our website for up-to-date information.

June 2010

3175-0610