

# *International pre-departure*

GUIDE



BEFORE

# leaving home

THE UNIVERSITY OF SURREY IS PROUD TO WELCOME INTERNATIONAL STUDENTS FROM ALL OVER THE WORLD.

We're home to international students from over 120 countries, who make up our rich, diverse and truly international student community.

This guide outlines the essential information you need to know for when you leave home, arrive on campus, and settle in to university life.

[surrey.ac.uk/international-pre-departure-guide](http://surrey.ac.uk/international-pre-departure-guide)

This guide has been put together by International Student Support at the University of Surrey to help you make final preparations before you leave home.

We suggest you print this guide, or save it as a PDF on your mobile phone, tablet or laptop so that you can access the information at any time.

You can also find out more information relating to your country on our international webpages, including details about upcoming in-country events, details of our student ambassadors, blogs, social media links and local representative information and more.

[surrey.ac.uk/international](http://surrey.ac.uk/international)



## Important dates

### MEET AND GREET (AIRPORT PICKUP)

#### ► Meet and Greet (Airport Pickup) for international students (non-EU)

Tuesday 24 September 2019  
Wednesday 25 September 2019  
Saturday 28 September 2019

#### ► Meet and Greet (Airport Pickup) for exchange/ Erasmus students

Wednesday 25 September 2019

#### ► Meet and Greet (Airport Pickup) for international and EU students arriving after the International Orientation Programme

Saturday 28 September 2019

### INTERNATIONAL ORIENTATION PROGRAMME

#### ► International Orientation Programme for international students (non EU)

Thursday 26 September 2019  
Friday 27 September 2019

### WELCOME WEEK

#### ► Welcome Week for all new students

Monday 30 September -  
Friday 4 October 2019

### ACCOMMODATION

#### ► Applying for accommodation

If you want to apply for University accommodation, the deadlines are below:  
Thursday 25 July 2019 - undergraduate  
Thursday 1 August 2019 - postgraduate

### REGISTRATION

Registration starts:  
Friday 27 September 2019

#### ► Final registration dates

Msc Environmental Strategy:  
Friday 4 October 2019

Final registration for all other courses:  
Wednesday 2 October 2019

Postgraduate Research:  
Wednesday 30 October 2019

### POLICE REGISTRATION

#### ► Police registration dates organised on campus are:

Monday 14 October 2019  
Monday 21 October 2019  
Monday 28 October 2019  
Monday 4 November 2019

As an international student, you should not worry that the registration will take place after seven required days from the arrival to the UK. Special arrangements with the Police allow us to arrange the registration at the later date.



## BEFORE YOU

*leave home*

## IMMIGRATION AND VISAS

If you're an international student, you should apply for a Tier 4 (General) student visa. For more information about how to apply, please visit:

[surrey.ac.uk/visa](https://surrey.ac.uk/visa)

## ACADEMIC PREPARATION

Any useful information that you may need about studying and living in Britain is available from the British Council ([educationuk.org](https://educationuk.org)) and Prepare for Success ([prepareforsuccess.org.uk](https://prepareforsuccess.org.uk))

If you are planning on registering on our Pre-sessional English Language course to improve your English language skills before you begin your degree programme, you can find more information here:

[surrey.ac.uk/english](https://surrey.ac.uk/english)

## DURING THE SUMMER

- ☐ Check that your passport is valid for at least six months after the start of your course. If not, apply for a new one as soon as possible. Scan a copy of the new passport when you can and send this to the Confirmation of Acceptance of Study (CAS) team. You will need to do this again, even if you have already received your visa.

[cas@surrey.ac.uk](mailto:cas@surrey.ac.uk)

- ☐ Apply for University accommodation before the deadlines on page three.

[surrey.ac.uk/living](https://surrey.ac.uk/living)

As an international student, you are guaranteed accommodation for your first year (subject to deadlines and conditions) in one of over 5,000 rooms available in Surrey's Courts of Residence. You will need to take out a travel insurance policy to cover yourself and your belongings.

Please note, other conditions apply. See the Residential Allocation Policy at:

[surrey.ac.uk/accommodation/applying/allocation-policy-and-process](https://surrey.ac.uk/accommodation/applying/allocation-policy-and-process)

- ☐ Book your flight to the UK.
- ☐ Take out travel insurance to cover any loss of luggage or delays/cancellation of your flight.
- ☐ Book a place on our Meet and Greet (Airport Pickup) Scheme.  
[surrey.ac.uk/meet-greet](https://surrey.ac.uk/meet-greet)
- ☐ Book a place on our International Orientation Programme.  
[surrey.ac.uk/find-your-way](https://surrey.ac.uk/find-your-way)

- ☐ In August, as soon as you receive your accommodation confirmation email from Accommodation Services, complete the online acceptance process and submit your pre-payment.

If you are planning on registering on our Pre-sessional English Language course to improve your English language skills before you begin your degree programme, you can find more information here:

[surrey.ac.uk/student-exchanges/incoming-students/first-days](https://surrey.ac.uk/student-exchanges/incoming-students/first-days)





## INTERNATIONAL *Orientation Programme*

We invite all international (non-EU) students to attend a special orientation programme before the start of the University welcome week in order to help you settle in more easily. You will be able to register with the University, become familiar with the campus, Guildford and the surrounding area. You'll also have the opportunity to socialise with other new international students and learn about life in the UK through a series of social events and activities.

Book your place for the International Orientation Programme:

[surrey.ac.uk/find-your-way](https://surrey.ac.uk/find-your-way)

## *Meet and greet*

(AIRPORT PICKUP)

The University of Surrey's Meet and Greet (Airport Pickup) service is here to make your arrival in the UK as easy and welcoming as possible. Every year, we help new international, EU, exchange and Erasmus students from Heathrow and Gatwick airport arrive to the University.

Book your place for Meet and Greet (Airport Pickup):

[surrey.ac.uk/meet-greet](https://surrey.ac.uk/meet-greet)



## JUST BEFORE YOU

*travel to the UK*

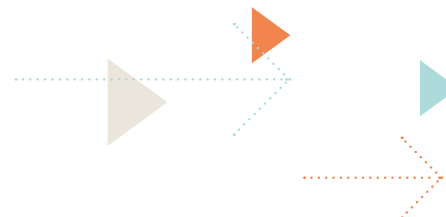
- Visit your doctor if you have any ongoing medical conditions. This is to make sure you have a good supply of medicine and a letter from your doctor or medical notes translated into English to help when you require any medical advice or support.
- Set up your email/IT account and start the online registration process as soon as you are notified through the applicant portal. Keep your confirmation of registration as you will need to show this when you register in person at the University.
- Make arrangements for funds to cover living costs and accommodation to be transferred to your UK bank account once you open it. Do not bring large amounts of cash!
- Order enough UK currency to cover the first few weeks in the UK (no more than £400), including small amounts of cash for use at the airport and your first few days at Surrey.
- Check the Welcome website for up-to-date information about your schedule during Welcome Week. We'll send you a link to this important website from mid-August.
- Email yourself and your family copies of your passport and UK Visas and Immigration decision letter so that you can access them immediately in case of an emergency.
- Unlock your mobile phone so that it can be used with any pay- as- you- go SIM card in the UK.
- Do not bring too much luggage – your university room may be up several flights of stairs.





## WHAT TO BRING IN YOUR *hand luggage*

- ☐ Valid passport
- ☐ UK Visas and Immigration (UKVI) decision letter so that you can collect your Biometric Residence Permit (BRP) from Guildford Post Office. Remember that you will not be able to register as a student without your BRP! Collection point changes, you will receive an email from International Student Support confirming the new location.
- ☐ European Health Insurance Card (for EU students only).
- ☐ Your mobile phone, tablet or laptop with access to your accommodation allocation, Confirmation of Acceptance of Study (CAS) email, confirmation of Meet and Greet, Academic Technology Approval Scheme (ATAS) certificate (if required) and this guide.
- ☐ Evidence of funding for your tuition fees and living costs, including a letter from your sponsor (if appropriate).
- ☐ If you are under 18, you will need to bring the supporting letter from your parents that you used in your visa application.
- ☐ Any other important correspondence from the University, either in hard or electronic format.
- ☐ A small amount of UK currency, no more than £400.
- ☐ Your tuberculosis certificate if you needed this for your student visa, and any other health certificates including vaccinations and x-ray reports (if appropriate).
- ☐ Your travel insurance policy number and emergency contact details.
- ☐ A list of emergency numbers in the UK (found at the end of this guide).
- ☐ Warm clothes such as a jumper and a coat as it can be cold and wet at the end of September, especially early in the morning and in the evenings.





## WHAT TO DO ONCE YOU

*arrive at Surrey*

- ☐ Call or email home to let your family and friends know you have arrived safely.
- ☐ The Welcome team will make sure everything runs smoothly during Meet and Greet – they will hand out keys and show you to your room.
- ☐ If you arrive outside of the Meet and Greet dates, locate your accommodation and collect the key as directed in your accommodation confirmation email.
- ☐ Collect your BRP card, using your UKVI decision letter and passport from Guildford Post Office. If the BRP Collection point changes, you will receive an email from International Student Support confirming the new location.
- ☐ Attend all the events that you have booked for the International Orientation Programme.
- ☐ Attend University registration where you will be given your student ID card.
- ☐ Check the Welcome website regularly so you can find all the events taking place during Welcome Week. Make sure you attend as many events as possible, including Students' Union activities and especially Freshers' Fair.
- ☐ If you are not attending the International Orientation Programme, make sure you attend your faculty talk (which is included in your Department timetable).
- ☐ Register with the University Medical Centre.
- ☐ Open a bank account, using your student ID and passport as identification.
- ☐ Register with the Police (if applicable).
- ☐ Apply for your National Insurance Card so that you can work part-time.



WE LOOK FORWARD TO

## *welcoming you!*

**We hope you enjoy the first few weeks of this exciting, important new step in your life!**

Moving to a new country can be daunting and slightly overwhelming at first. Don't forget there is plenty of help around if you need it, starting with the International Student Support team.

The team looks forward to giving you a warm welcome when you join the University of Surrey, and we will do our very best to give you all the information, advice and support that you need at this thrilling time in your life.

We'll email you a link to the Welcome Week website from mid-August, where you'll find all the latest information for you to make the most of your time here at Surrey.



## HOW SURREY SUPPORTS

# *international students*

INTERNATIONAL STUDENT SUPPORT IS A TEAM DEDICATED TO SUPPORTING AND GUIDING ALL CURRENT AND PROSPECTIVE INTERNATIONAL STUDENTS

Our International Student Support offers visa information and guidance to all international students at the University. The team is located on the main campus. You can visit MySurrey Hive to book an appointment or gain further guidance on a range of student matters. You can also access support from:

### **Student Life Mentoring**

A pro-active service for all first-year students run by current students.

[surrey.ac.uk/student-services](https://surrey.ac.uk/student-services)

### **Student Money and Housing**

Providing information and guidance on money, fees and private housing.

[surrey.ac.uk/money](https://surrey.ac.uk/money)

### **Students' Union**

The centre of student life on campus offering over 40 sports clubs and more than 60 societies.

[ussu.co.uk/](https://ussu.co.uk/)

### **Disability and Neurodiversity**

Providing support for students with disabilities and specific learning difficulties.

[surrey.ac.uk/study-support](https://surrey.ac.uk/study-support)

### **The Centre for Wellbeing**

A confidential, free of charge service focused on promoting good emotional, psychological and physical health.

[surrey.ac.uk/health](https://surrey.ac.uk/health)

### **Chaplaincy**

Surrey's network of chaplains from many different religious faiths.

[surrey.ac.uk/faith](https://surrey.ac.uk/faith)

### **English language**

Surrey offers both pre-sessional English language courses, and an English Language Support Programme, which is available free of charge to all Surrey students.

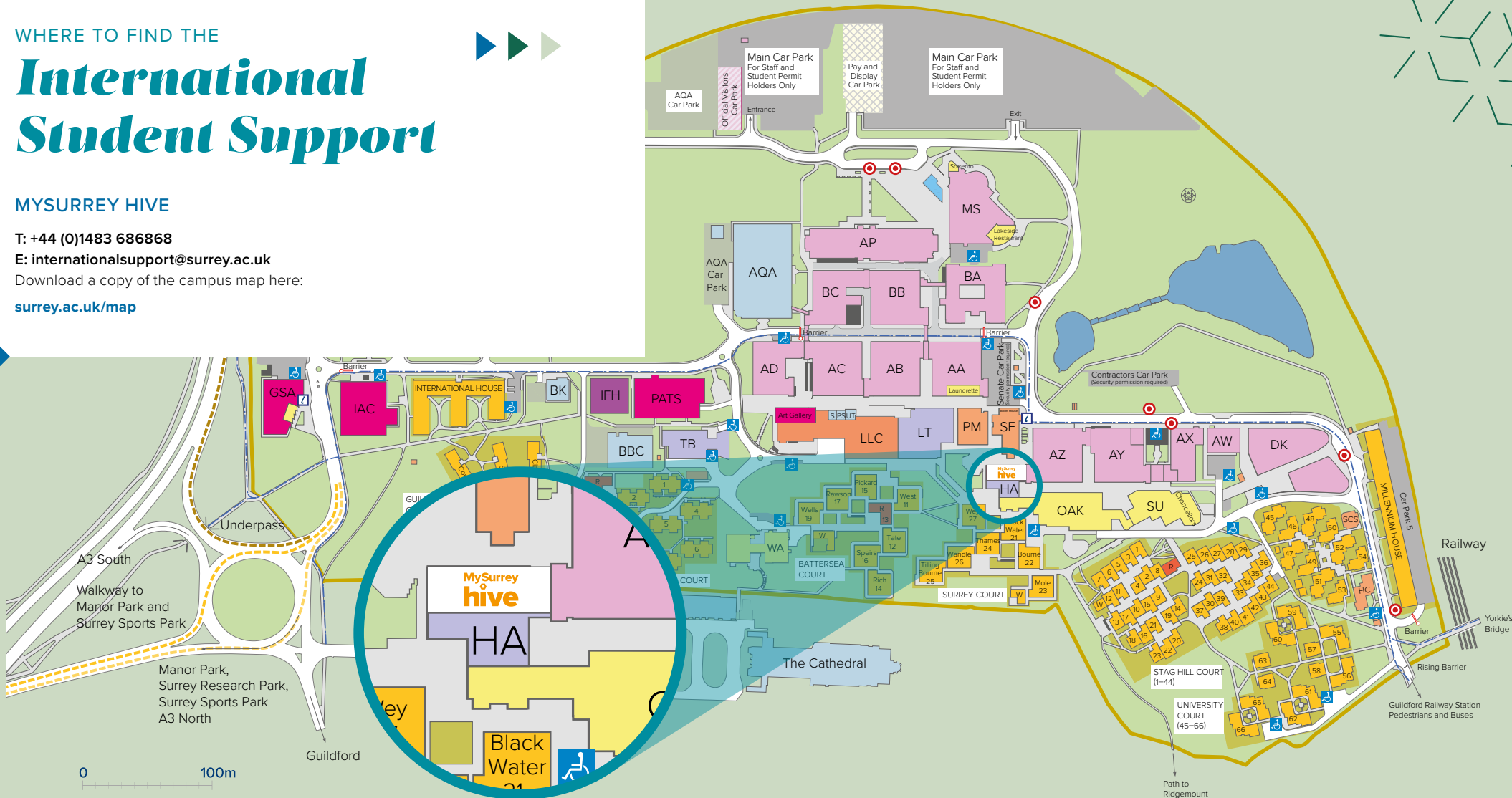
[surrey.ac.uk/english](https://surrey.ac.uk/english)

You can find more information on all the above here:

[surrey.ac.uk/student-life/support](https://surrey.ac.uk/student-life/support)

## International Student Support

[surrey.ac.uk/map](http://surrey.ac.uk/map)



Academic Buildings	Arts Buildings	Bus Stops	Car Parks	Central Facilities	Central Social Facilities	Cycle Parks	Walk/Cycle Route	Development Area	Disabled Parking Spaces	External Organisations on campus	Information Point	Lake and Ponds	Research Buildings	Residences	Residences Reception Buildings	Vehicle route to Manor Park	Vehicle route to Stag Hill	University Buildings





**8464-0518**

**International Student Support**

**T:** +44 (0)1483 686868

**E:** [internationalsupport@surrey.ac.uk](mailto:internationalsupport@surrey.ac.uk)  
[surrey.ac.uk/international](http://surrey.ac.uk/international)  
[twitter.com/surreystudent](https://twitter.com/surreystudent)

**University Security (open 24 hours)**

**T:** +44 (0)1483 682002

**Emergency services**

**T:** 999

**24-hour NHS medical advice (non-emergency)**

**T:** 111

**UKCISA student advice line**

Open Monday – Friday, from 1 – 4pm (UK time)

Outside the UK: +44 20 7788 9214

Inside the UK: 020 7788 9214

Follow us on Facebook and Twitter for the latest news and important information, updated regularly throughout the summer. You can also get in touch with new and current Surrey students:

[facebook.com/surreystudent](https://facebook.com/surreystudent)

[twitter.com/surreystudent](https://twitter.com/surreystudent)

**Disclaimer**

We've made all reasonable efforts to ensure that the information in this publication was correct at the time of going to print in April 2019, but we can't accept any liability for any inaccuracies in the information published, and the information might change from time to time without notice.

For the latest and most up-to-date information, please visit our website at: [surrey.ac.uk](http://surrey.ac.uk)



**UNIVERSITY OF  
SURREY**