

LEEDS
ARTS
UNIVERSITY
EST. 1846

WELCOME GUIDE

for new
International
Students.



USEFUL CONTACTS

Come and talk to us! We are here to support you during your time here and to help you settle in during your first few weeks.

International Team

You can find the International Team at our Vernon Street campus.

+44 (0) 113 202 8000

+44 (0) 7824 598 466

You can send us an email to:

international@leeds-art.ac.uk

Student Advice and Wellbeing Team

You can find the Student Advice and Wellbeing Team at the Blenheim Walk site, or send an email to:
saw@leeds-art.ac.uk

More information

UK Council for International Student Affairs (UKCISA) British Council.

www.ukcisa.org.uk

+44 20 7788 9214



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Welcome to

LEEDS ARTS UNIVERSITY



We are so pleased that you have decided to start your creative journey with us and join our friendly community.

We understand you may be a little nervous or daunted at the thought of starting University – but we are ready to welcome you and to help you enjoy all that Leeds and Leeds Arts University have to offer.

Welcome and arrival preparations are underway and your Course Leader and staff team are developing activities and events for your first weeks to help you settle in quickly and get to know people.

Our community is diverse - our international student body makes up around 10% of our student population. We are proud to have over 70 different nationalities represented on our campus!

One of the best things about being a small and specialist University is that you can never get lost in the crowd. If you have any worries or concerns, there is always someone to talk to. Please get in touch with the International or Student Advice and Wellbeing teams if there is anything we can do to help.

If you require immediate assistance, are having difficulties at the airport, or experience another challenge as soon as you arrive, you can contact the International team using the information below:

+44 (0) 113 202 8000
+44 (0) 7824 598 466
international@leeds-art.ac.uk

OUR INTERNATIONAL TEAM

Jenny Oxley
Head of International

Kim Chamberlin
International Officer

Olivia Burns
International Officer

Eliot Rudolph
International Officer

Robert Hutchinson
International EAL Tutor

Jennifer Rushworth
International Administrator





WELCOME WEEK

Important things you need to do in your first week in Leeds

- Ensure you have paid at least the first instalment of your tuition fee before enrolment.
- Officially enrol online in your course (please see your enrolment email for more details).
- Buy supplies and groceries - see the section 'Where to buy food, clothes and equipment'.
- Open a UK bank account - see 'Opening a bank account pages'.

International Welcome Days

- Further Education: Friday 4 September
- Higher Education: Friday 11 September

HELLO CAFÉ

Fancy a free coffee and the chance to meet other international students? Then make sure you come to our Hello Café! Come and chat, make new friends and new connections. Feel free to bring a friend from your course too, non-international students welcome!

Orientation and induction week

- Begins Monday 7 September for Further Education
- Begins Monday 14 September for Undergraduate and Postgraduate
- Everything you need to start studying with us
- Get to know your classmates
- Settle into life at Leeds Arts University

ARRIVING IN THE UK

I'm planning my travel to Leeds, what do I need to do prior to my arrival?

All students are expected to begin and continue studying their course in-person in Leeds (unless special or prior arrangements have been made) for the start of the academic year.

With our hands on approach and our emphasis on the ability to work in small groups, our teaching is solely face-to-face. There is no option to study remotely or online for the entirety of the academic year.





ONCE IN THE UK, HOW DO I TRAVEL TO LEEDS?

Getting to Leeds will depend on what airport you've chosen to fly into.

Manchester Airport

If you are flying into Manchester Airport (about 1 hour away from Leeds) – you can either pre-book a taxi or take a direct train from Manchester Airport to Leeds Railway Station.

The train station is situated between Terminal 1 and Terminal 3, although it is within walking distance of all three terminals. The journey will take around one hour and twenty minutes.

Tickets on public transport are usually cheaper when booked in advance, although less flexible if you are delayed on your journey.

London Airports

London airports are around 300km away from Leeds, so we would advise you to arrive at an airport closer to Leeds, such as Manchester or Leeds / Bradford airports. If you choose to fly in to a London airport, you may wish to organise a connecting flight to Manchester or Leeds / Bradford.

Coach: The coach is usually the cheapest option and the journey will take between six and eight hours.

Train: There is no direct train from Heathrow Airport to Leeds. This route involves a journey that is difficult with heavy luggage, including changing trains and using the underground. The journey will take around three hours and forty minutes. You can plan your journey through Trainline: www.thetrainline.com

Leeds Bradford Airport

Leeds Bradford Airport is around 10 kilometres from the centre of Leeds. As it is a small local airport, immigration queues will often be shorter than other airports.

We recommend taking a taxi, or pre-booking a Meet & Greet with the International team when arriving at Leeds Bradford Airport to help you to your accommodation. For students taking taxis there are four easy ways to book your taxi with Arrow Cars:

- **Online:** simply enter your journey details into their search page
- **App:** download the Arrow Cars app on Android and Apple
- **Phone:** + 44 (0) 113 258 5888
- **In person:** at the Arrow Cars airport office on the terminal front or using the touchscreen kiosk in International Arrivals

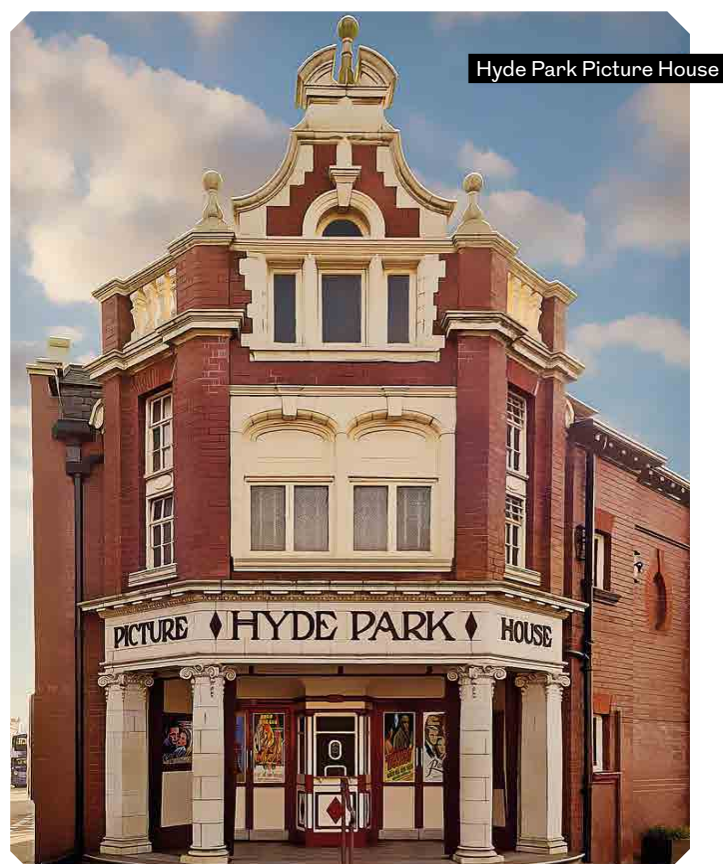
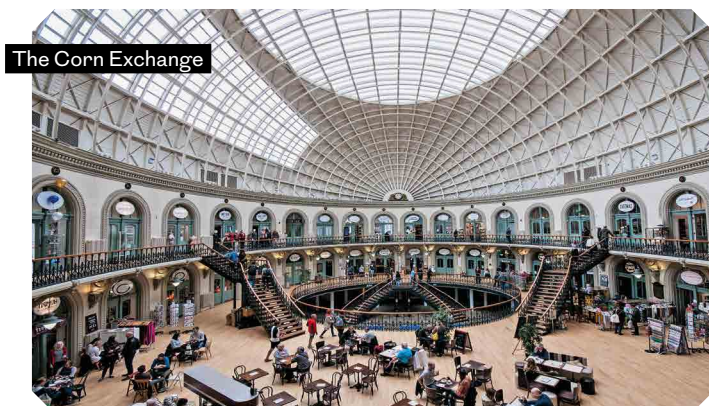
Meet & Greet

New international students flying into Leeds Bradford Airport, or arriving at Leeds Train Station are able to book a Meet and Greet with our friendly student ambassadors, or member of the International team to welcome you into Leeds and help you settle into your accommodation.

Meet and Greets must be booked at least 48 hours in advance and please note that this is not a 24 hour service.

The service is free of charge, but only runs on our recommended arrival dates:

- **Further Education students (Foundation Diploma)**
1 - 3 September
- **Higher Education students (BA and MA)**
7 - 10 September



REGISTERING WITH A GP/DOCTOR

If you have medication on a repeat prescription, bring a 1-2 month supply with you, as it can take a while for your notes to be transferred from your usual doctor.

Find a GP (General Practitioner) that suits what you need. Some GP surgeries offer more services than others. You can look up GP surgeries to see what they offer and how they compare.

You can:

- Check the GP surgery website to see if you can register online
- Call or email the GP surgery and ask to be registered as a patient
- You can download a GMS1 registration form on GOV.UK if you're asked to complete one
- Many students register with Leeds Student Medical Practice (which is on the same road as Blenheim Walk campus) and offers student orientated services

What is an NHS number?

An NHS number is a 10-digit number, like 485 777 3456.

Your NHS number is unique to you. It helps healthcare staff and service providers identify you correctly and match your details to your health records.

If you have an NHS number, it does not mean you're automatically entitled to the free use of all NHS services.

In England, you usually have to pay patient contributions towards some NHS services.

If you have never had NHS care or treatment

You can register with a GP practice to get an NHS number. If you do not already have an NHS number, you'll be assigned one during registration. You'll get a registration letter in the post and your NHS number will be shown in the letter.



SMOKING, ALCOHOL AND DRUGS

Smoking

It is illegal to smoke in virtually all enclosed public places, workplaces and on public transport in the UK. If you break the law you can be fined or even prosecuted. You cannot smoke in any University buildings, but there is an outdoor picnic area where smoking is allowed. Leeds Student Medical Practice or your local doctor can offer you support if you want to stop smoking.

Alcohol

For some UK students, drinking with friends is a very important part of their social life and some may drink more than is good for them. However, many UK students just have a few drinks and some choose not to drink alcohol at all.

You certainly won't be alone if you ask for a non-alcoholic drink, whether you are at a bar, or at someone's home. All UK social venues offer a wide range of non-alcoholic drinks. It is illegal for anyone under the age of 18 to buy alcohol.

Drugs

All controlled drugs such as cannabis, ecstasy/MDMA and cocaine are illegal in the UK. If you are caught with controlled drugs in your possession you can be criminally prosecuted.

If you are concerned or have questions about drugs, the National Drugs Helpline is a 24-hour, seven-days a week, free and confidential telephone service that offers advice and information: 0300 123 6600. There's also lots of information on the NHS Choices website.

Living in a new country can be very exciting, but you may find the changes can feel difficult and stressful for a while. Things like the climate, food and behaviour in social and academic situations may all be different to what you're used to, and some of the people around you may have different values and viewpoints.

What can you do?

There are many different things that you can do to help feel more at home and confident in your new surroundings. Whether it's meeting other people who are away from home, getting involved in Student Union activities, or being part of clubs or societies - the International team is always here to help as well!

MEDICAL CARE IN THE UK

If you become unwell during your time in the UK, you'll need to know about the medical care you can receive.

Health Entitlements - All students

You're entitled to health care, free of charge, through the National Health Service (NHS).

Medication prescribed by your doctor is subsidised by the NHS, but there is a standard charge of £9.90 per item that you must pay when you collect your medication from the pharmacy.

Services from dentists aren't free (except for children under the age of 18, or aged 18 and in full-time education).

Eye treatment is not free. If you are under 19, you may be eligible for an NHS voucher for a free eye test. There is a charge for glasses and contact lenses.

Students studying for less than six months

- You'll only get a limited number of services free.
- Only initial emergency healthcare services provided by a hospital accident and emergency department will be free.
- You'll be charged as a private fee-paying patient for all other

treatments and services including consultations with doctors.

- You won't be able to register with a doctor, but you will be able to use their services as a fee-paying patient.
- You should buy health insurance to cover you for using medical services while you're in the UK.
- If your home country has a reciprocal health agreement with the UK you may be able to reclaim some healthcare costs. If you're from an EEA country, you'll need to apply for a European Health Insurance Card before leaving your home country.

Students studying for longer than six months

- You are entitled to free medical treatment from the NHS.
- You must register with a local doctor as soon as possible. This does not include dental care, treatment for pre-existing conditions or non-necessary treatment.
- You may need to buy health insurance to cover any treatment which is not covered by the NHS, or for private, non-emergency medical treatment.
- For more information about entitlements for children, pregnant women or health benefits which may subsidise the cost of NHS prescriptions, dental charges and optical costs, visit the NHS website.

Emergency healthcare

- Emergency services: Telephone 999.
- Leeds General Infirmary Accident & Emergency Department: Great George Street, Leeds, LS1 3EX. Tel. 0113 243 2799.
- NHS 24-hour helpline (health advice): Telephone 111 (You can contact this number for minor injuries and illness for advice).
Both the emergency services and the NHS helpline are free to call from any phone and operate 24-hours a day, seven days a week.

Doctors

Find a GP that suits what you need. Some GP surgeries offer more services than others. You can look up GP surgeries to see what they offer and how they compare. Typically to register you will need:

- Proof of your identity (e.g. passport, driving licence, etc)
- Proof of your student status (e.g. student card)
- Proof of your Leeds address (e.g. accommodation contract, utility bill)

Most students choose to register with the Leeds Student Medical Practice located near the University campus. You can find a list of other local doctors on the NHS Choices website. Once you are registered with a doctor, you can then make appointments if you are feeling unwell.

When you are ill

If you have a minor health problem such as a cold, sore throat or dry skin, you can visit a pharmacy (chemist) to buy

treatments. For other non-emergency health problems you should see your local doctor.

If you have a serious accident or emergency you should go to the Accident & Emergency department of your local hospital (Leeds General Infirmary is the city centre hospital). You will not be seen for routine illnesses.

What to do if your studies are affected by illness

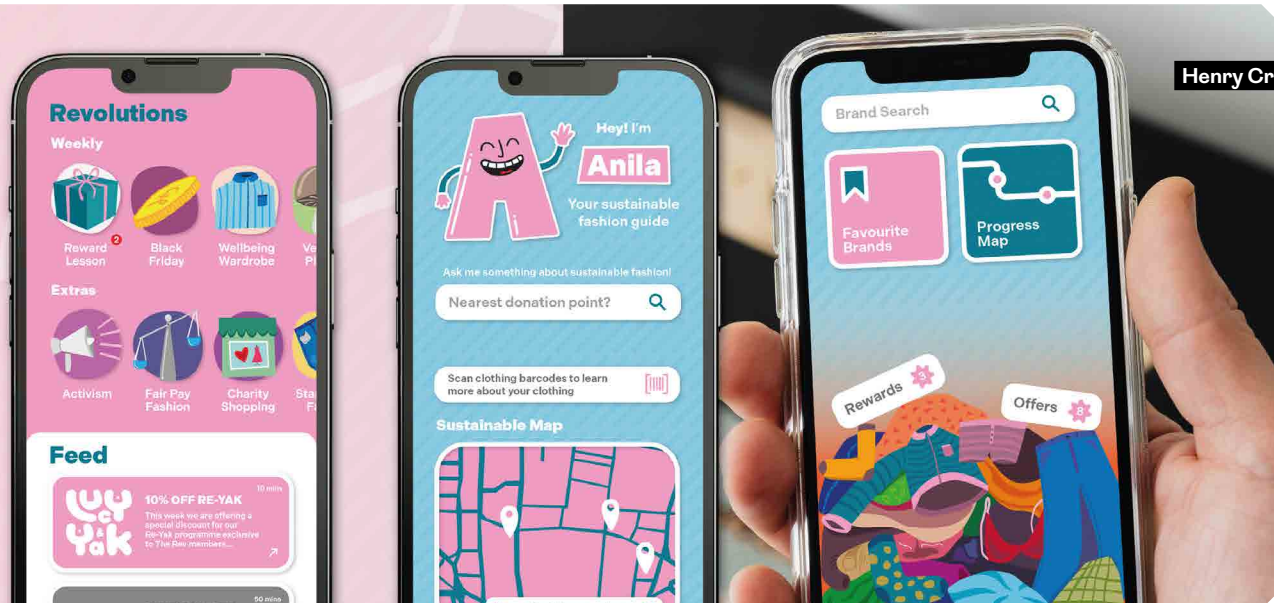
If you are ill for less than seven days, contact your Programme Administrator to explain your absence.

If you are ill for more than seven days, or if you have to miss an assessment, you must request a letter from a doctor in the UK during your illness. Letters issued after the illness won't be accepted. This letter will prove to the University and UK Visas & Immigration that you have health circumstances which should be taken into account when assessing your progress.

Mental well-being

It's normal to feel down or stressed at times, but if these feelings don't go away quickly, or if you find it hard to cope with the normal stresses of life, it is important to seek help. If you feel depressed, stressed, anxious or lonely for whatever reason, you can seek confidential help by:

- Talking to a counsellor from the university's Student Advice and Wellbeing team
- Visiting Leeds Student Medical Practice or your local doctor



SHOPPING

You can find food from all over the world in Leeds, plus a great choice of shops for food, bedding, kitchen equipment, electrical items and a range of household products.

Morrisons

43 Merrion Shopping Centre

A large supermarket near the Vernon Street site. The store sells a wide-range of food and household items. (see next pages for online grocery delivery).

Sainsburys

A supermarket with branches in the city centre and Headingley.

Kirkgate Market

One of the largest covered markets in Europe selling a wide-range of groceries, meat, fish, and global cuisine from all across the globe, fashion, jewellery, flowers, and fabrics.

Argos

22-26 The Headrow

Choose household and electrical items and have them delivered to the store for pick-up.

Taste the Orient

117 Vicar Lane

Nong Fern Thai Supermarket

97-99 Vicar Lane

Mahmood Halal Butchers

23 Alexandra Road, Hyde Park

Abu Bakar International Supermarket (Halal)

37 Queens Road, Hyde Park

Gourmet Butchers and Deli (Kosher)

584 Harrogate Road

Chapeltown Road area

This area has many shops specialising in Afro-Caribbean food.

Sing Kee Oriental Supermarket

Merrion Centre, Leeds City.

ONLINE FOOD DELIVERIES

Pack some dry goods or some of your favourite dry snacks - such as noodles, crisps, crackers, granola bars, or tins of food to ensure you have something to eat when you first arrive in the UK. You may also want to place an order for an online grocery delivery.

There are a number of grocery stores who deliver directly to your door:

Iceland

Free next day delivery on orders over £40

Morrisons

Minimum spend of £25 - delivery charges vary depending on your delivery address, the day & time of your chosen slot and the value of your order. All delivery charges will be shown to you before you place your order.

Asda

Minimum order of £40. Charges range between £3 and £5.50

Sainsbury's

Minimum order: £25 - delivery charges may vary

Ocado

The delivery charge for your order depends on the day and time of your slot, and the value of your order. If your order is less than £75, there's a minimum charge of £2.99 and a maximum of £6.99. For standard orders of £75 or more, you may be offered free delivery.

Tesco

Minimum order of £50 (otherwise charged £5 'small basket fee', delivery between £3-4.50)

Food Delivery Apps

If you're looking just to order a single meal, or takeaway food – there are a number of great apps that will deliver to your door, including Uber Eats, Just Eat and Deliveroo.

Frank Lewis



MOBILE PHONES

Getting Started

A SIM card is the small chip that goes into mobile phones allowing the phone to connect to the local network. Making calls in the UK using your own international SIM card is likely to be expensive so you might want to buy a new SIM or buy another mobile phone with a SIM included. The University will also provide you with a SIM card with credit included as part of your 'Welcome Pack'. It can sometimes be cheaper to buy an international calling card that will let you make calls home from a landline, mobile phone or phone box. Since January 2021, UK operators have been allowed to reintroduce so-called roaming charges because the UK's Brexit trade deal with the EU, signed at the end of 2020, did not rule them out - so please check with your provider if you are planning to use your mobile phone throughout Europe.

Where to buy a mobile phone

Start by going to a shop that offers products from a range of different suppliers so you can compare the different offers. Shops in the city centre that sell mobiles on different networks include Carphone Warehouse. Alternatively you could go to a shop that only deals with one network to see if they have a better offer. Shops in the city centre that sell mobile phones on their own network include: O2, EE, Vodafone and 3. A useful comparison site for both SIM only and contract mobile phone deals is: www.uswitch.com/mobiles

There are two different ways to buy a mobile phone: **pay-as-you-go** or **contract**:

Pay-as-you-go

You can get a pay-as-you-go mobile phone or SIM card very quickly and it is easy to keep track of how much you are spending on calls. You can buy credit online, in supermarkets, newsagents, petrol stations and at some ATMs.

You may be able to buy a SIM card in the UK and use it in your own phone from home. If you want to do this you might need to have your phone "unlocked" as it may be "locked" to your home network. You may be able to get this done at Kirkgate market in the city centre. Some smartphones cannot be unlocked. Most big companies such as 3, EE, O2 and Vodafone offer pay-as-you-go contracts. Other companies popular with many international students are GiffGaff, Lebara and Lycamobile.

THINGS TO LOOK OUT FOR

- How much the SIM card costs
- How much calls cost - this can vary depending on the type of call you are making (to a UK landline, mobile phone, international or non-geographic such as 0845 or 0870)
- If you want to use the internet on your phone how much it will cost
- If there are any "bundles" ie offers - for example spending £10 and getting unlimited texts

Contract

With a contract, you pay a set fee per month and have an allowance of minutes and text messages. Contracts are either sim-only, or offer you an (often free) mobile phone handset as part of your tariff. Some packages may include international calls at a cheap rate or for free. It is mostly the main phone companies that offer contracts, for example, EE, Vodafone, 3 and O2.

In order to set up a contract, you will need to have a UK bank account registered to your UK address. Often you will need to show proof of your UK address - usually in the form of a bank statement, credit card statement or utility bill (electricity, gas, water, telephone).

Some companies may accept a letter from the University. Many companies will also require a credit check, and may require you to have a credit history with a UK bank for the past few years: for example, GiffGaff and Vodafone request this with their contracts that include phone handsets but not for their SIM-only deals.

When buying a contract phone you also need to spend time comparing the different packages on offer. If you don't get the right amount of inclusive calls and data you could find that your monthly phone bills are very expensive.

THINGS TO LOOK OUT FOR

- Check the length of your contract. Most contracts are normally either 12 or 24 months minimum and cancelling contracts before the end date can be very expensive, so they are not ideal if you are staying in Leeds for under 6 months. However, EE and Vodafone offer 30-day rolling contracts for people that want shorter-term contracts that can be cancelled anytime.
- If the contract includes any internet access or downloads and how much this costs to use if not.
- How much calls, texts and data cost once you have used up your allowance for the month - again check the price for landlines, different networks and if the price changes at different times of day.
- What type of phone you can get cheaply or for free as part of the contract.
- How good the network coverage is with different companies – network levels vary in different parts of the UK.
- How to give notice that you wish to cancel your contract when it expires – most require at least 30 days' notice.

OPENING A BANK ACCOUNT

If possible, it's always best to carry a small amount of British Pounds (£) with you when arriving into the UK. This can be beneficial if your credit or debit card experiences any problems or difficulties.

To open a bank account, you'll need:

- Proof of your identity: this should preferably be your passport, but your chosen bank may accept other forms of ID, banks usually provide a list of acceptable documents.
- Proof that you are a student: this could be your offer letter or a bank letter from the University.
- Proof of your address: some banks will require proof of your UK address and/or your overseas address. This could be your contract, a utility bill or a bank letter from the University.

Fraud and Cyber Crime

Some criminals specifically target international students to scam them. It is important to be aware of common types of scams that international students can fall victim to. Recent scams have included threatening international students with fines or arrest for made up immigration issues. To protect yourself from scams, it is essential to make sure that the person or organisation who is contacting you is genuine before sharing any personal details.

Details of local banks offering student accounts and/or cash accounts:

- Bank of China Ltd
Nearest branch: Manchester
bankofchina.com/uk
- Co-operative
Leeds Commercial Street
co-operativebank.co.uk
- Halifax
Leeds Commercial Street
halifax.co.uk
- HSBC
Leeds Park Row
hsbc.co.uk
- Lloyds
Leeds Briggate
lloydsbank.com
- Nationwide
Leeds Albion Street
nationwide.co.uk
- NatWest
Leeds Park Row
personal.natwest.com
- Santander
Leeds Briggate
santander.co.uk
- TSB
Leeds The Headrow
tsb.co.uk



ENGLISH LANGUAGE SUPPORT

English language support is provided free of charge to all our international students. Rob Hutchinson, our EAL tutor, offers support with writing, conversational English, pronunciation, presentations and many other aspects of English.

Further Education Students (Vernon Street)

Rob will email out details of how to book a session once you have been enrolled.

Higher Education Students (Blenheim Walk)

You can contact Rob directly via email to book a session:

robert.hutchinson@leeds-art.ac.uk

Sessions are usually in groups and by level. Please note that proofreading is not a service offered by the university.



www.leeds-art.ac.uk/international