University Life.
All you need to know about arriving and getting started.
Welcome to the University of Sheffield

Voted Number 1 for Student Experience

Times Higher Education Student Experience Survey 2014-15
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This booklet contains important information about your arrival and first days in Sheffield. It also gives you practical advice and guidance on many aspects of student life from health, safety and security, to the many opportunities open to you as a University of Sheffield student.

Our services are here to help you to deal with any problems should they arise, so it’s important that you know where to go and who can help. It’s all here in the booklet so keep this for reference once you arrive.

This will be a busy time as you’re preparing to move to Sheffield. Take some time now to read the information in this booklet and prepare as much as you can before you leave home. This will make the transition to student life in the UK much easier.

We look forward to welcoming you and hope that your University of Sheffield experience is all you expected and more.

www.sheffield.ac.uk/ssid/ourcommitment
Section 1: Arrival and your first few days

Arrival and your first few days

At the airport

Entering the UK

On arrival in Britain, everyone must pass through Immigration Control. There is one line for European Nationals and a second line for everyone else. Make sure you carry these documents in your hand luggage:

- Passport
- Bank statements, a sponsor’s letter (in English) or a bank draft to prove sufficient funds are available. (This applies to EU and Student Visitor students only – see Essential Guide Before You Leave Home 2015).
- Print out of your CAS statement (Non-EU students only see Essential Guide Before You Leave Home 2015) if you have one.
- Letter confirming your Tier 4 immigration permission (if entering under this route). You will receive this once your visa application is granted.
- Tuberculosis-free certificate, if required by UK immigration regulations.
- Immunisation documents
- This booklet so you can telephone the University if in difficulty.
- University campus map.
- Letter about University accommodation (if you have one).

If you want to attend any of the Orientation Week activities (see page 9) you will need to arrive in Sheffield at some point between 14-18 September.

We recommend you call home as soon as possible after your arrival. Family and friends will get anxious if they do not hear from you!
Immigration Officers

Immigration Officers have wide-ranging power and authority. They can search your baggage and ask difficult questions, the purpose of which may not always be clear to you. Remember that entry to the UK as a student is granted on condition that you DO NOT work full-time and DO NOT plan to stay in this country after completing studies. Letters or documents (in any language) that suggest reasons other than studying in the UK can lead to refusal of entry to the UK.

At all times, you must give complete, accurate and true information to Immigration Officers. Records are kept of all the information given. Any misunderstanding or discrepancy can lead to you being refused entry to the UK. Future Leave to Remain extensions may also be affected.

Prior entry clearance

If you have prior entry clearance, the Immigration Officer can request the documents (as listed opposite) and may ask questions about your student status. They can change or cancel your visa if they believe your circumstances have changed since your visa was issued. The Immigration Officer at the port of entry will stamp the date of your arrival in your passport. This section does not apply to those eligible for a Short-Term Student Route visa on entry (non visa-nationals on courses of less than six months – see Essential Guide Before You Leave Home pages 7-8).

Arriving in Dublin

Dublin Immigration Officers check papers on departure so an Immigration Officer may not be available at the UK airport. Ask to see an Immigration Officer at your arrival airport in the UK to get a stamp in your passport. This is important as documenting the date on which you entered the UK may be necessary in the future. You will also be asked to show this stamp in your passport when registering with the University.

Lost or damaged luggage

Every year, some students arrive at the airport in the UK before their luggage does. This can happen particularly after an international or national transfer. Luggage almost always arrives within 48 hours. If your luggage is lost:

- Contact the airline or service agent before leaving the luggage hall at the airport. You will be given an Irregularity Report form to complete with your Sheffield address. Give your residential address, not the department address.
- Give a phone number where messages can be left if at all possible and take the name of the official who assists you and a telephone number for enquiries. You should also retain your reference number.
- If you have booked on the Meet and Greet Programme, go out to the arrivals hall. Tell the Sheffield representatives that your luggage has been delayed and seek their help. If, after 48 hours, you have not received satisfactory service from the airline, contact Student Support and Guidance, Student Services: www.sheffield.ac.uk/ssid/international/email

If your luggage has been damaged, you should report this to the airline within seven days, in writing. If you do not do this the airline is not liable.

£££

You will need money for travel, food and other expenses immediately on arrival in the UK. It’s advisable to bring £150-£200 in £10 or £20 (NOT £50) notes/travellers’ cheques to cover immediate needs. A credit card and card to access cash from your home bank are also advisable.
**Travelling to Sheffield from an airport**

**We recommend that you book flights that arrive at Manchester Airport. This is the closest large airport to Sheffield.**

**Manchester Airport**

During the main arrivals period for the Autumn Semester (Sunday 13 to Sunday 20 September 2015), we run an airport ‘Meet and Greet’ pickup service from Manchester International Airport which you could use. If you do, our assistants will meet you at the arrivals gate at Manchester Airport and show you to our private coaches, which will transport you to Sheffield.

This service must be booked and paid for in advance. Full details including the cost, operating times and booking details can be found online at: [www.sheffield.ac.uk/ssid/international/before/meet-greet](http://www.sheffield.ac.uk/ssid/international/before/meet-greet)

**Independent travel to Sheffield**

If your flight arrives outside of the Meet and Greet service dates/times, there are several options for travelling to Sheffield independently.

You can easily travel to Sheffield from Manchester airport on public transport. More detailed information is available from: [www.manchesterairport.co.uk/to-and-from-the-airport](http://www.manchesterairport.co.uk/to-and-from-the-airport)

**Coach/bus:** There is a dedicated coach stop within the bus station serving Terminals 1 and 2. The National Express bus departs for Sheffield from 08:10 and the journey takes 2-4 hours. For further details see: [www.nationalexpress.com](http://www.nationalexpress.com)

**Rail:** A covered travellator links the rail station direct to all terminals. Direct trains to Sheffield depart every hour during the daytime and the journey time is approximately 1-2 hours. Trains are safe and comfortable. Travelling before 09:30 can be more expensive. For further details see: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**Taxi:** Arrow Cars provide the official independent private hire taxi service. Taxis can be booked in advance or at the rank by the terminal. For further details see: [www.manchesterairport.co.uk/manweb.nsf/content/taxi](http://www.manchesterairport.co.uk/manweb.nsf/content/taxi)

Manchester taxi drivers will not know locations in Sheffield. Make sure you have this book and the University campus map in your hand to help the driver. In case of difficulty locating your destination, ask the taxi driver to drive to Firth Court, Western Bank and to wait while you ask our porters for directions.

**Heathrow Airport**

We will not have any representatives at Heathrow Airport to assist you personally but you should find the following information useful. More detailed information is available from: [www.heathrowairport.com/transport-and-directions](http://www.heathrowairport.com/transport-and-directions)

**Plane:** A shuttle flight to Manchester departs from Terminal One (see above for travelling from Manchester Airport).

The central bus station and the underground station are all clearly signposted from the arrivals hall.
Coach/bus: A National Express bus direct to Sheffield departs from Heathrow’s central bus station. The buses run between 05:35-22:45 and the journey takes approximately 5-6 hours.

Rail: Go to the Heathrow Airport underground station and take the Piccadilly line (eastbound) tube to Kings Cross/St Pancras Station. The tube journey takes about an hour. You should not have to wait longer than ten minutes for a train, even off-peak. At St Pancras the trains depart for Sheffield every 20-30 minutes and the rail journey can take up to three and a half hours.

Gatwick Airport

We will not have any representatives at Gatwick Airport to assist you personally but you should find the following information useful. More detailed information is available from: www.gatwickairport.com/to-and-from

Coach: A National Express bus direct to Sheffield departs from Gatwick’s North and South Terminals. Fares are a lot cheaper the earlier you book them. The buses leave from 04:15-23:45 and the journey takes approximately 6-8 hours. Please refer to: www.gatwickairport.com/to-and-from/by-coach-or-bus/

Rail: Purchase a ticket at Gatwick airport for Sheffield. The journey takes approximately 3-4 hours. Please refer to: www.nationalrail.co.uk

Robin Hood Airport, Doncaster

A taxi from the airport to Sheffield will cost approximately £50-£55.

For further details see: www.robinhoodairport.com/airport-information/getting-to-and-from-airport/by-taxi

For further information on travelling to Sheffield from airports see: www.sheffield.ac.uk/ssid/newstudents/before-you-arrive/travel/airport

All details are correct at the time of printing but you must check near the time of travel.

Overnight accommodation near airports

An overnight stay may be necessary if arriving at Manchester, Heathrow or Gatwick at night or late in the evening. For further details see: www.airhotels.co.uk www.hotelscombined.co.uk

You will have to carry your own luggage up and down stairs for a long distance.
Travelling to the University from Sheffield coach/train station

Taxis

We recommend you take a taxi – taking a bus or the tram will mean you will probably have to walk some distance carrying all your luggage. A taxi costs approximately £7-£9 (cash only) to the University campus or most of the main residential areas.

There is a taxi ‘rank’ (a place where taxi cabs queue to wait for passengers) just outside the railway station. These taxis have meters which will show you the cost of the journey. There is a smaller taxi rank at the coach station – if there is no taxi there, you can walk the short distance to the railway station.

Taxi drivers are not familiar with all University buildings so make sure you have the street address of your destination with you!

Trams run from behind the railway station. A single tram ticket will cost under £2, but unless you are sure there is a tram stop very close to your end destination, it might not be a suitable option if you have lots of luggage to carry.

Travelling to Sheffield by car

Directions for travelling from the south and east (via M1 and M18, Sheffield Parkway) and from the west are available from the following webpage:

www.sheffield.ac.uk/ssid/newstudents/before-you-arrive/travel/car

Maps and landmarks

A-Z of Sheffield is a useful map or book with alphabetical index of all streets in the City. This can be bought at the Tourist Information Office and in most bookshops and newsagents in Sheffield.

Useful landmarks to look out for are:

- Arts Tower – a large, dark grey tower block (16 storeys) on the central campus, which can be seen from some distance.
- Royal Hallamshire Hospital – a large 18-storey building.
- Tram Lines – one route runs between Hillsborough and City Centre plus between City Centre and Meadowhall and passes by the University. (Other routes may take you away from the University.)
- There are many one-way and no-entry streets in the City Centre not marked on maps.
Parking
At the weekend and evenings, visitors can use any University car parks if the barriers are in the up position. There are also parking meters on the road by the Hicks Building; you have to pay to use these. These spaces are on our central campus, parking in the city centre is very difficult. Accommodation and Commercial Services will send you information about parking at University accommodation.

Orientation Week for new international students
Moving to a new country is an exciting experience, but we know it can also be challenging, particularly at the start. Our Orientation Week aims to make your first days in Sheffield as relaxed and enjoyable as possible, and to support your adjustment to life in the UK. The programme gives you the opportunity to find your way around Sheffield, learn more about the University and start meeting other students before the campus gets incredibly busy during Intro Week.

Orientation 2015 will run from Monday 14 to Friday 18 September – you can arrive and start taking part at any point during the week. All activities are optional, so you can choose what you want to attend. There is no overall cost for taking part in the programme; all information sessions and most activities are completely free to attend, though some social events will involve a small cost.

Activities include:
• Tours of the campus, the Students’ Union and local area.
• Talks from University services about the support available to students.
• A chance to find out how to open a bank account in the UK.
• Workshops to help with things like study skills, managing your money, and understanding British culture.
• Talks about immigration, banking and University registration procedures.
• Lots of social events where you can meet other new students, including quiz nights, BBQs, karaoke, games and crafts evenings, a club night, cinema, sports sessions and more!

If needed, accommodation for the week can be booked separately. Full details about the programme and how to book accommodation can be found on our website at: www.sheffield.ac.uk/ssid/newstudents/orientation-week

Arriving at a different time?
If you are going to arrive on a date outside of the main arrivals periods (this is often the case for Postgraduate Research students) then, although there will be no formal Orientation programme available, please feel free to contact orientation@sheffield.ac.uk in advance of your arrival. Our International Student Support office will be able to offer you advice and useful resources that should help you prepare for and adjust to life in Sheffield.
Here are a few suggestions to make sure your first few days run smoothly:

- Read through this booklet and the Essential Guide to Registration 2015.
- Your carry-on/hand baggage should include enough personal items to last for your first night in UK (clean underwear, warm jacket, toothbrush, and medication etc) as luggage is sometimes delayed in transit.
- Do not bring fresh food, preserved meats or fish. They are prohibited by UK Customs and your luggage will be destroyed if these are found or suspected.
- Make sure your luggage is clearly labelled in English.
- Insure all your belongings.
- Bring originals of your academic certificates.
- Dictionary and basic reference books in your own language relating to your subject can be very useful, but don’t bring too many books. Until the course begins it is impossible to know which books to buy and which to borrow from the library. Most books required will be available in Sheffield. Stationery is not expensive, particularly in the Students’ Union shop, so you do not need to bring it with you.
- An international driving licence is useful particularly if your licence is printed in a non-European alphabet or is not valid in the UK. It is not possible to obtain an international licence here.
- Laptops and other fragile valuables should be carried in hand luggage and not checked in... make sure they are insured!
- If you’re in University self-catering property remember that cutlery, crockery, cooking utensils, bed linen, duvets (warm bed covers) and pillows are not provided. Some basic items will be useful for the first day but do not bring very much. Bed linen, duvets and pillowcases will be available to buy in the Key Collection Centre or you can go into the city to buy.
- The UK climate can be unpredictable and you will need clothes for cold days and warmer days.
- You can bring national or traditional dress from home. There are often occasions when students wish to wear national costume for cultural evenings, social events and special occasions or even every day.
- Personal souvenirs like photographs or ornaments from home will help you decorate your room in Sheffield and make it feel like home.
Accommodation on arrival

To arrange accommodation before your arrival in Sheffield visit:
www.sheffield.ac.uk/accommodation

September arrivals

If you have applied for University accommodation and been allocated a room you should print your Residence Contract and bring it with you to Sheffield. Your Residence Contract will start on either Saturday 19 or Sunday 20 September 2015. The details of your specific start date are in your contract. You must arrive in Sheffield no later than Sunday 20 September 2015. If you will be arriving late, for example, due to flights, please inform the Accommodation Office as soon as possible. They will let you know how long they can hold your room and how to collect the keys.

Email: latearrivals@sheffield.ac.uk

You will be sent details by email during the summer of where and when to collect your keys. Key collection information will also be available on:
www.sheffield.ac.uk/accommodation/arriving

You will only be able to collect your keys if:
You have accepted your Residence Contract
AND paid a £150 deposit
AND set up a rent payment plan.
You can do all of these things online.
Early arrivals
If you have to arrive in Sheffield before your Residence Contract start date due to travel arrangements, we would advise that you book onto Orientation Week. You can book University accommodation for Orientation Week at £23 per night. Orientation is a full programme of activities to take part in and meet other students arriving early. Alternatively you can arrange your own temporary accommodation in a hotel or guesthouse (see opposite).

If you arrive in Sheffield without arranging accommodation for the academic year, contact the Accommodation Office as soon as possible. There is no guarantee that there will be a room available in University accommodation but the team will assist you in finding alternative private accommodation in Sheffield.

Accommodation Office staff are available Monday to Friday, 09:00-17:00.
The Accommodation Office
Tel: +44 (0)114 222 4488
Email: accommodationoffice@sheffield.ac.uk

Local hotels and guesthouses
If booking temporary accommodation in a hotel or guesthouse, we recommend that you book as soon as possible before you arrive in Sheffield; these are very busy during September. For a list of local hotels and guesthouses, see: www.sheffield.ac.uk/accommodation/temporary_accommodation

Sending luggage ahead
University accommodation will not be able to accept luggage prior to arrival. There are no storage facilities and such deliveries cannot be accepted. Please arrange for luggage to arrive at your Sheffield address, after you do.

Private accommodation
If you want to rent in the private sector, there is a wide range of accommodation available, we recommend you use the University’s propertywithUS service. propertywithUS can help you find accommodation in the private sector. You can use their online search facility to look for private sector housing at: www.sheffield.ac.uk/propertywithus
Rent payments

Your first University residence charge (rent) payment is due on 1 October 2015. When you accept your contract, you’ll be asked to set up a payment plan which means you will be contractually bound to pay by this date. If rent cannot be paid by 1 October 2015 (for example, because you are relying on loans or sponsorship which come after registration etc.), you must inform the Income Office before 1 October by emailing: residencefees@sheffield.ac.uk. For family accommodation please refer to your contract.

Want to move?

Settling into a new home and getting used to a new type of accommodation can take time. The first few weeks will be very busy with lots of new experiences. If you feel that University accommodation is unsuitable and would like to discuss moving, you should first talk to your Residence Mentor who will visit your accommodation in the first few weeks of term about your concerns – they will be able to offer you support and advice.

It will not be possible for you to move in the first four weeks, as during this period the Accommodation Office will be busy helping those who have no accommodation, helping with late arrivals and processing any vacancies. This also allows you the time to feel more settled and get to know your neighbours. If, after four weeks, you are sure you need to move, please pick up an application form from customer services at The Edge, The Ridge or propertywithUS in the Students’ Union. Please note transfers cannot be guaranteed and are subject to availability.
Intro Week
19–27 September 2015

You might have heard the term ‘Freshers’ Week’ – at Sheffield we call it Intro Week! Intro Week is an opportunity to settle into University life before lectures begin. There will be lots of social events and activities to get involved with, as well as important information sessions that you’ll be expected to go to.

You may have decided to attend Orientation Week which we know will give you a great foundation to have an even better experience during Intro Week.

Throughout Intro Week, including the first weekend, there will be information points around the campus staffed by current students. They’ll be able to help you with directions, answer any general questions and tell you what events are happening that day.

For more information about Intro Week, visit: www.sheffield.ac.uk/newstudents/introweek

Social events

There will be lots of events and activities taking place throughout the week run by the University, the Students’ Union and the University residences. To find out more information about our listed events visit: http://su.sheffield.ac.uk

It’s worth having a good look through the events listings before you arrive to note the events that you think you will want to go to. Once you arrive there will be an Intro Week booklet available from our Information Points, SSiD and at the main Welcome Event at the beginning of Intro Week.

The Students’ Union’s Give it a Go programme is an especially good way of trying out a new activity or learning a new skill. You can take part in these activities during Intro Week before deciding if you would like to sign up to societies and sports teams: www.sheffield.ac.uk/union/get-involved/give-it-a-go
Key things you will need to do in Intro Week:

- Go to the University Welcome Talk
- Go to registration (see Essential Guide to Registration 2015)
- If you are entering the UK on a Tier 4 student visa, you will need to collect your Biometric Immigration Document prior to registering with the University. More details on how to do this are available on www.sheffield.ac.uk/ssid/immigration/overseas/bid
  When applying for your visa, you can opt to collect your BID at the University. This will be the easiest method for you. The alternative is to collect at a local Post Office which can be some way from campus and are likely to be very busy. You should enter the University’s Alternative Collection Code 2HE237 when prompted in the Tier 4 application form.
- Register with the University Health Service (University doctor)
- Register for a computer account (see page 36)
- Attend the introductory meeting and induction activities with your academic department
- Register with the police if required (see page 47)

Getting the most out of Intro Week

It is important to remember that Intro Week is not a typical university week. For some students it is really exciting but for others it can be a little daunting. This is your chance to start exploring what university can offer you, socially as well as academically, and to begin to deal with new challenges independently. Don’t feel you have to go along with the crowd, or that you have to sign up for anything straight away.

Some people make their best friends during Intro Week, but many find it takes a bit longer to meet like-minded people. With so many things to get involved with while you are here, there are always new opportunities to meet people and to make new friends.
Sheffield Mentors

Many new students have questions about starting university and would like advice about what life in Sheffield is going to be like from someone who has already experienced it. Sheffield Mentors matches students who are coming to university with a student who already studies in their department.

If you choose to have a Sheffield Mentor they will be in email contact before you arrive in Sheffield to answer any queries you might have. They will also be available to meet with you once you’re here to show you around and to help you settle in.

Sheffield Mentors runs in all academic departments except medicine and dentistry who have their own schemes. You’ll be invited to apply for a Sheffield Mentor as part of the University’s online pre-registration process. For more information go to: www.sheffield.ac.uk/ssid/mentoring

Intro Fairs, Students’ Union

Visit these events to find out about the many student clubs and societies relating to hobbies, faith, nationality, politics and sports as well as student focussed information, freebies and volunteering/work opportunities.

Activities Fair
Thursday 24 September
11:00-16:00, Octagon Centre & across the Students’ Union

Discover over 300 societies and committees you can join, including dance, music, political, faith, and cultural groups.

Sports Fair
Friday 25 September
11:00-16:00, Octagon Centre

Find out about over 50 sports clubs, plus sports leagues, fitness opportunities and sports volunteering.

The Freshers’ Fair
Wednesday 30 September
From 10:00 to 15:00, Octagon Centre

Free giveaways, competitions and information from over 50 student-friendly companies and services.

Volunteering & Part-time Jobs Fair
Thursday 1 October
10:30-14:00, Octagon Centre

Showcasing volunteering projects and local employers offering part-time jobs.
Moving to a new city or country is an exciting and life-changing experience. Life in Sheffield will be different to life in your hometown and may well be different to what you expected. It is often the small differences that are the most difficult to prepare for.

**Things to remember**
- You are not the only one who is new to Sheffield.
- It is okay to ask for advice and information – University staff and other students are happy to offer assistance.
- Get involved with as many activities as you can both socially and in your department.
- Be prepared for things not always going to plan; make use of the University webpages, mentors and fellow students to help you find your way through.

During Intro Week your focus will be on registering, sorting out courses, settling into your room and meeting new people. You may not have classes during Intro Week although your department will have events for you to attend. Check with your department and see below.

For many students, Intro Week is also about socialising, drinking and partying. Drinking alcohol can be a big part of the experience for many students. Having a good time does not have to involve drinking and we encourage everyone to get involved in other activities taking place that don’t involve alcohol. Do what feels comfortable and right for you.

Your department(s) will need to meet you and help you prepare for academic work. Make sure that you don’t miss any of their events, particularly induction events during Intro Week. A lot of the people you will get to know best will be those in your department. Everyone is trying to find out how and where they will fit into the University community. Everyone wants to make contacts with people they can feel comfortable with.

You will not be the only one who isn’t sure where things are or what to do next. If anything isn’t clear, it is okay to ask.

Making friends always takes time but the range of events and activities taking place on campus will help you meet new people. Make sure you:
- Attend events listed in Orientation Week and Intro Week.
- Sign up for Sheffield Mentors [www.sheffield.ac.uk/ssid/mentoring](http://www.sheffield.ac.uk/ssid/mentoring)
- ‘Like’ the University of Sheffield Global Campus facebook page to keep up to date with activities happening throughout the year: [www.facebook.com/sheffieldglobalcampus](http://www.facebook.com/sheffieldglobalcampus)
- Join clubs or societies
- Read the International Bulletins (email) you will be sent after registration at least weekly. These will list events, meetings and news.

**Illness in the first few days**
If you need medical advice before you have registered with a doctor, you can visit the University Health Service, see page 18. If you do become unwell, please ensure that you inform a friend or residence mentor, so that they can keep in contact with you. See page 20 for more information online.
Student support services

The University of Sheffield’s support services for students aim to ensure that you are better able to deal with life’s challenges on graduation than you would have been able to on admission. Students are adults with rights, responsibilities and the ability to make informed choices.

The skills and experiences you can gain by overcoming challenges, living and working with diverse groups and individuals will equip you for the world of work and life beyond the University.

There are several teams in the Student Services Department that offer specific support. This section outlines some of the services you will be in contact with during your studies.

Health

For general information about health and your entitlements, visit: www.sheffield.ac.uk/ssid/international/living/health

University of Sheffield Health Service

The University Health Service (UHS) provides an outstanding National Health facility for students.

You can register with a General Practitioner (GP) through the University Health Service (UHS). Before you can be registered, you need to tell us about yourself. Every student must:

• Complete the online UHS pre-registration task during your University pre-registration process or visit: www.sheffield.ac.uk/health/newregistrations to complete the task. Please do this before you arrive in Sheffield.

• UHS may contact you with more information prior to Intro Week. Please check your emails.

• Attend medical registration with the UHS during Intro Week. Please refer to your Registration timetable.

• If you have not previously been registered with the National Health Service (NHS), please inform the UHS of the date you first arrived in the UK. If you have had a Doctor in the UK before, please bring details of this with you.

You will not be fully registered with the UHS until you have completed the online pre-registration task and submitted a signed GMS1 form with your Sheffield address. The GMS1 form may be sent to you via email, alternatively it will be available during medical registration in Intro Week.

You can get a PIN number from the University Health Centre to enable you to:

• access appointments online
• request repeat prescriptions
• change your address on UHS records.

Ask at the UHS reception for more details
Past or pre-existing conditions
Changes to your life such as starting university and leaving home can exacerbate some medical problems. It is important that you tell medical staff about any conditions such as mental ill health, diabetes or other medical issues. This information is confidential and only held in your medical records.

Females (students or dependants) aged 25 or over
If you are sexually active and have had a cervical smear (Pap test) in your own country, bring a report of this medical test when registering with the Health Service. This will allow us to follow up any abnormalities for you. It is routine to ask all women over the age of 25 to attend for a test but you can ask for it to be deferred. If you wish to have the test done, please make an appointment with a nurse.

University Health Centre
We have a purpose built, University Health Centre offering National Health primary care and medical services. We recommend that you choose to register with the University Health Service. Other centres or practices may charge for services which are free at the University Health Centre and do not always understand student life in the same way.

All students of the University can be seen for medical care at the University Health Centre. Details of medical services are on the UHS website and in the practice leaflet: www.sheffield.ac.uk/health

Dependants living within the practice boundary can register with the UHS. Dependants living outside the boundary should register with a local doctor. For the boundary map please see: www.sheffield.ac.uk/health/information/aboutus

Appointments
There are some same-day appointments available every day. You can access these on-line or by telephone (from 18:00 the previous day). If these appointments are full and your situation is really urgent please explain to the receptionist on the telephone (e.g. if you are very ill and/or have an exam that day). Advance appointments can be booked on-line, by telephone or at reception.

Academic support
The UHS is able to liaise with your department/tutor (with your permission) about health issues or special arrangements for exams if necessary. This does not include minor ailments such as colds, sore throats nor ailments not presented to a doctor at the time. As in the world of work, students are not expected to be absent or excused from deadlines due to minor illnesses. UHS can also liaise with other agencies within Student Services (i.e. the University Counselling Service, Disability and Dyslexia Support Service and Student Support and Guidance) on your behalf with your consent.
Immunisation

All students should be immunised against:
• Tuberculosis (students from some countries must do this to qualify for a visa).
• Tetanus
• Measles
• Polio
• Mumps
• Meningitis C
• Rubella/german measles

If you have an immunisation card or book, please bring this with you when you register. All students, on courses where there is clinical contact with patients, must be immunised against Hepatitis B. Antibody levels will be measured for Hepatitis B and MMR (measles, mumps and rubella), prior to the start of the course. This will be carried out by Sheffield Teaching Hospital Occupational Health Service.

If you have a child who has been immunised bring their certificates of immunisation with you.

Those going abroad are reminded that they should ensure that other necessary vaccinations are carried out in good time. Information and vaccination requirements may be obtained from the University Health Centre and via the UHS webpages, see: www.sheffield.ac.uk/health

Medical help when the University Health Centre is closed

Before deciding which service to contact, please read the leaflet Which Service is Best for you which can be found on the UHS website:
www.sheffield.ac.uk/health

If the University Health Centre is closed, you have the following options:
• Seek the advice of a pharmacist at any chemist/pharmacy shop, for remedies for coughs, colds, stomach upsets and skin irritation and other minor ailments.
• Telephone the UHS on +44 (0)114 222 2100, 24 hours to access appointments and information on out of hours services.
• Dial 111 if your medical need is urgent but does not require emergency 999 assistance.
• Go to the NHS Walk-In Centre located at the Sheffield City GP Health Centre on Broad Lane, Sheffield open from 08:00- 22:00.
• The Minor Injuries Unit is located at the Royal Hallamshire Hospital open from 08:00-20:00, seven days a week providing a nurse-led service for minor injuries.
• Hospitals are likely to charge if a student, dependant or visitor is not eligible for treatment under the NHS.
• **Do not go to the Accident and Emergency Department at the hospital unless it is an emergency that cannot wait until the following day for a GP to see to.**

Accidents and emergencies

In cases of accident but not minor illness, anyone may obtain help. Dial 111 and a trained adviser will direct you to the appropriate service. For serious accidents and illness requiring emergency transport to a hospital telephone 999.
Home visits
A doctor will make a home visit only if a patient is too ill to come to the Health Centre. If at all possible, patients are expected to visit the Health Centre. Call the Health Service before 11:00am, if possible, on +44 (0)114 222 2100.

Change of address
If you change your address, you must inform the UHS as well as the University.

Dental services
It’s advisable to have a check-up and any necessary treatment before you leave home. However, your dental care requirements may change while in the UK, therefore we recommend you register with a dentist. See the NHS Choices website at www.nhs.uk for a list of current NHS Dentists. An emergency dentist can be contacted via 111.

Short-term students
Please contact the University Health Centre if you require medical attention during your stay.

Medical insurance is necessary for:
• short-stay, non-EU students (six months or less).
• travel outside UK – all students.
• for all relatives or friends accompanying/visiting students from abroad.

Medical insurance is not necessary for:
• UK/EU nationals
• International students’ dependants (spouse or children under 18) who live with them in UK for more than six months.

Repatriation insurance
This is strongly recommended in case of death or serious illness while you’re away from home or in case a relative at home dies or is seriously ill where you’re in the UK. This may allow you to go home to be with a seriously ill (close) relative or to attend the funeral of a close relative. It may also allow a close relative to come to the UK to be with you should you become seriously ill.
Financial support

Money for fees
We recognise that tuition fees represent a high level of investment by you, your family and sponsors. In return for this investment the University provides:

- excellent teaching, supervision and research facilities
- superb library and information services
- computer access and services
- professional advice, information, support and guidance services
- an opportunity for you to work hard and take advantage of staff expertise
- ...and much more.

We know that not everyone is in a position to make the financial investment required. We provide as much information as possible pre-arrival so that you can assess your individual situation and decide whether or not you are in a position to make this investment. To assess your current financial position please use the University’s moneyplanner: www.sheffield.ac.uk/moneyplanner

Fees and Funding
You must have all the money for your fees in place before you come. You will not find funding after you arrive in the UK.

If you don’t pay your fees on time, you are in breach of the contract signed at registration. Your registration and access to services (e.g. library, computer accounts) will be cancelled and you will be required to leave the University. If your financial circumstances change in an unforeseeable way after you are fully registered contact the Student Fees Team to discuss your situation.

For fee payments and fee status, see the Essential Guide to Registration 2015.

Manage your money
The University’s online money tools will help you manage your money and give you a guide to the costs you will face when you come to University. They also help with information on money matters and tips on how best to make your money last. We have two main tools: our Money Timeline and our Money Planner.

Money Timeline
From the time you begin to plan your studies at university right through to your final year of study, the Money Timeline pinpoints when you can expect to receive money and how best to manage your cash. It features:

- Video interviews from former students offering advice from their own personal experience of university life. Whether it’s managing your money effectively, choosing the best accommodation or simply deciding on the best bank account, hear it from those who’ve been there before.
- Links to money-saving websites, which offer a great resource to cut your weekly outgoings.
- Dates to remember like when to start thinking about next year’s accommodation and the associated costs. These will help to keep you on track to budget effectively for the semester.

www.sheffield.ac.uk/moneyplanner
www.sheffield.ac.uk/moneytools
Money Planner

Money Planner is a budgeting tool tailored to your lifestyle. All suggested costs and earnings are included to enable you to get a clear understanding of what is coming in and what is going out. It features:

- Weekly, monthly and annual breakdowns to give you the capacity to plan for both the short and long term.
- Standard amounts for loans, rent and bills, which you can then edit according to your specific needs.
- A summary to show whether you’re in the red or in the black. It also has links to University services that could help you alleviate any shortfall in your finances.

The Student Advice Centre also produces Money Handbooks to help you plan your outgoings. These can be found on the Student Advice Centre website at: www.sheffield.ac.uk/union/student-advice-centre/money

Financial support for international students

A limited fund is available for international students who find themselves in hardship that they could not have predicted. However, students are expected to have adequate funds before they arrive in Sheffield for their tuition fees and living costs. The Financial Support Team administers the funds available to provide financial support to students experiencing exceptional financial difficulties or who face legitimate, higher than average financial demands. They can be contacted at: financialhelp@sheffield.ac.uk or by telephoning: +44 (0)114 222 1319.

Short-term loans are available in extreme cases or where emergencies arise. Further information is available at: www.sheffield.ac.uk/ssid/finance/shortterm or by visiting the SSiD office in the Students’ Union (see page 24).

Tips for saving money

You might be eligible for help with health costs e.g. prescriptions, sight tests etc. You’ll need form HC1 to apply for help available from the Student Advice Centre.

Many shops and services offer a student discount. If they don’t advertise this ask anyway.

You don’t have to buy all your textbooks brand new. Secondhand copies are often available from book fairs in the Students’ Union.

You can buy student tickets for public transport in Sheffield. There is also a young person’s railcard that all students are eligible for (regardless of age and despite the name!).

You need to go out and enjoy yourself as well as studying. Make allowances in your budget for this to avoid overspending.

Full-time students (except for those on short courses) do not have to pay council tax. You can print your own exemption certificate via MUSE (the University’s online portal) or SSiD can provide you with a copy (not required for University accommodation).

The Student Advice Centre is staffed by a team of professional and experienced money advisers. They are independent from the University and can assist you with problems you may be facing with managing your money or applying for student finance. They can be contacted at advice@sheffield.ac.uk or telephone +44 (0)114 222 8660.
Support Services

SSID (Student Services Information Desk)

Opening Times: 09:00-17:00 Monday to Friday all year round except Bank Holidays

Location: the Students’ Union building

If in doubt go to SSiD

SSID is the University’s award-winning student information service. It is the first place to go if you need information, help, guidance and advice and is staffed by a friendly, professional team who are trained to help deal with your questions and concerns.

The SSiD team provides a range of student services including change of address instructions, bank letters and council tax exemption certificates. The team can also help with directions, financial support applications and UCard replacements.

Online support

Along with the office in the Students’ Union, SSiD has an extensive range of services and information online. The SSiD website is available 24/7 365 days a year offering you support and guidance outside normal business hours, see:

www.sheffield.ac.uk/ssid

For answers to the most commonly asked questions about student-related issues you can use the Ask Sheffield FAQ (frequently asked questions) database which is filled with hundreds of frequently asked questions about the University and the city. You can find it at:

http://ask.sheffield.ac.uk

You can also follow SSiD on twitter @ssidsheffield. The SSiD twitter feed gives round the clock support as well as reminders, hints and tips for student life. You can use the feed to ask questions and get help wherever you are, whenever you need it.

Online Student Calendar

The University’s Online Student Calendar allows you to access lots of useful tips and reminders about key information and dates. To find out more and to add it to your personal Google Calendar go to:

www.sheffield.ac.uk/ssid/dates
Students’ Union

University of Sheffield students are automatically members of the University of Sheffield Students’ Union. The Students’ Union is run by students for students and is independent from the University, although the two organisations work closely together.

The Students’ Union exists to represent, support and enhance the lives of University of Sheffield students. It covers other important aspects of student life like activities, representation, entertainment, services and advice. It will help you grow new friendships and develop new skills.

The University of Sheffield UCard is also your membership card for the Students’ Union, and The National Union of Students (NUS). In addition to this you may wish to purchase an ‘NUS Extra’ card, which you can use to gain student discounts, from: www.nus.org.uk/en/nus-extra

University Counselling Service

University Counselling Service looks to enhance and develop the student’s ability to recognise and strengthen their inner resources. You can register online for a 30 minute Triage appointment and we can then suggest some appropriate options. Students often find this appointment is enough but may be offered the following:

- Student Self Help Group & Online Resources
- Stress and Relaxation Workshops
- Thematic Workshops (rotating roster)
- Groups
- One-to one counselling
- Support package for more complex cases.

To find out more you can contact us:
- In-person: 36 Wilkinson Street, Sheffield, S10 2GB
- By phone: 0114 222 4134
- Email: ucs@sheffield.ac.uk
- Twitter: @Sheff_UCS

Nightline

Nightline is an anonymous, confidential, non-judgemental listening service run for students, by students. Tel: 0114 222 8787 for listening / 0114 222 8788 for information (8am-8pm during termtime) or email nightlife@shef.ac.uk.
Your contract with the University

Every university has sets of rules and regulations. When you register, you enter into a contract, promising to obey the regulations. It is important that you read the regulations carefully. They help you to understand your rights and obligations. The full regulations are set out in the University Calendar, which is available for consultation in the Library and via the webpages: www.sheffield.ac.uk/calendar

A few points about registration and our regulations are highlighted below. They are not necessarily more important than other points but cover areas which have concerned some students in the past.

Registration

If you, or your sponsor owe money to the University for academic fees, you risk:

- not being allowed to register for the next session
- not being awarded a degree or diploma
- not being able to extend your visa (non-European students)
- exclusion from your course.

Tier 4 visas for UK (non-EEA students) must be for the University of Sheffield or you cannot register or attend classes. See: www.sheffield.ac.uk/ssid/international

Attendance

You are required to:

- Attend classes punctually and regularly.
- Be in residence from the beginning to the end of each semester (vacations excepted). This includes examination periods. If you fail exams you will also be expected to be available to resit in the summer examination period during August.

Reporting non-attendance

Universities are required by the UK Government to report any student who:

- Does not arrive and/or register.
- Applies for a visa and the application is refused.
- Does not attend regularly (misses expected contacts during course).
- Withdraws.
- Changes course.
- Commences a work placement or period of study abroad.
- Takes a break from their studies.
- Is excluded/expelled from the University.
If you cannot prove that you are registered, attending according to regulations and making academic progress:

- Your visa will become invalid.
- You will have to leave the UK.
- You may not be able to extend your visa or obtain another visa in future.

The Government requires universities to tell them if a student doesn’t arrive to register, takes time away from their studies, does not attend or leaves the University. Getting approval from your department is not sufficient. Contact Student Services if in any doubt.

**Examinations**

You should familiarise yourself with the University’s examination regulations as soon as possible:

www.sheffield.ac.uk/calendar

**Invigilated examinations (students on taught courses)**

Invigilated examinations are timetabled centrally by the Examinations Team, Registry Services.

www.shef.ac.uk/ssid/exams

Make a note of the examination periods and specific dates and times in your diary and prepare well in advance, ensuring that dictionaries and calculators are approved for use. Timetables are normally published three weeks before each exam period commences:

www.sheffield.ac.uk/ssid/exams/timetables

In order to request that examinations do not take place on days when your religious beliefs may prevent you from attending, you must complete a religious observance form, before publication of draft timetables:

www.sheffield.ac.uk/ssid/exams/observance

If you have a disability, specific learning difficulty or medical condition that may require that alternative exam arrangements are put in place to support you, you should contact the Disability and Dyslexia Support Service for advice as soon as possible following registration (see page 65).

www.sheffield.ac.uk/ssid/disability/exams

If you are unwell or experience serious personal problems (such as a bereavement) during an examination period, you must seek support from your department immediately.

www.sheffield.ac.uk/ssid/forms/special

Non-attendance at University can result in exclusion from examinations and may lead to immigration problems (see page 26).

www.sheffield.ac.uk/ssid/international/immigration/responsibilities/student
Non-invigilated examinations (all students)
Non-invigilated means coursework, projects, theses, dissertations and extended essays. You should revise the rules on plagiarism, collusion and the use of unfair means in the assessment process. Unfair means refers to cheating. If you cheat in some way the University may take action against you under the discipline regulations. This may result in exclusion, failure or other penalties, see: www.sheffield.ac.uk/ssid/exams/plagiarism – ask in your department for further information.

Your details on your record
Check that your personal details are correct and updated as necessary. These may be needed in an emergency. See www.sheffield.ac.uk/ssid/record/pin or ask SSiD for advice. These details include:

- Sheffield address and telephone number
- mobile telephone number, where applicable
- home address and telephone number
- correspondence address for vacations if you will not be at your home address
- number of children, where applicable
- next of kin or other person to be contacted if you are seriously ill.

Postal and email address
You must ensure that the University has your current postal address in Sheffield. This is a University regulation. University correspondence will be sent to this address. The email address we shall use is your University one. It is your responsibility to check this regularly. This is the only email address we will use to contact you.

Your email address can be found by anyone looking in the (externally available) directory. If you do not wish your address to be visible there, you will need to email CiCS staff at helpdesk@sheffield.ac.uk quoting your name and registration number.

We do not give addresses to other students or anyone (except University staff) without your permission. All student records are strictly confidential. This is in accordance with University regulations and UK law. If you change your local address at any time, you must update your record immediately at SSiD or online: www.sheffield.ac.uk/ssid/record/pin

Notify us immediately of any change of correspondence address by emailing: shefapply@sheffield.ac.uk.

Undergraduates should also inform UCAS. This is very important. If you’re attending the English Language Teaching Centre’s summer school, please notify us of your change of address by emailing: shefapply@sheffield.ac.uk.

Under the Points-Based Immigration System, the University is required to keep up to date contact details for students on a Tier 4 student visa. If your address changes, you must also immediately notify:

- The University Health Centre or your doctor
- Your dentist
- Your bank
- The Police, Foreign Nationals Department, Police Headquarters (if required) see page 47.
Registry Services

As part of the registration process you will be given a UCard which will be your student ID throughout your time at the University.

If you need further proof of your registration as a student, you can request this after registration from SSiD (see page 65 for contact details). The University's records are not updated instantly. Your registration status will be available to staff the day after you register. This means you will have to wait one day after registering before such documents can be provided.

Please only request proof of registration if you need such documents for a specific purpose.

Pre-registration requirements

You will receive an email from preregistration@sheffield.ac.uk in advance of your arrival at the University; this will outline the tasks you should undertake before you arrive in Sheffield. Please make sure that the University has your correct email address.

University policy statement on personal information

In order to carry out its statutory, academic and administrative functions the University needs to collect and process personal information relating to many categories of people, which include its students, staff, suppliers and people who are studied as part of a research project.

The University takes the confidentiality of all personal information very seriously and consequently takes all reasonable steps to comply with the principles of the Data Protection Act 1998.

To this end, the University aims to process personal information only in order to meet specific and necessary purposes, and to retain that information only for as long as those purposes remain valid.

Ordinarily, the University will not pass on details of data subjects to any third party, except where required by law or statutory obligations or to specific partner organisations.

Information may be passed to third parties, e.g. partner institutions and parents with the consent of the individual concerned, or where an agreed and specific data sharing agreement is in place.

Staff and students may access their own records. The University will, at regular intervals, provide current staff and students with information held within their own records; it is the responsibility of all data subjects to correct any factual inaccuracies contained therein.

Any questions regarding the University’s data protection policy should be addressed to the Data Protection Officer, Department of Corporate Information and Computing Services. For further information on personal information, please refer to the Personal Information Policy and the Guidelines for Staff Dealing with Personal Information.

Equality and diversity policy for students

The University of Sheffield is committed to the elimination of unlawful discrimination and to the promotion of equality, for students and prospective students, in all its functions.

For further information please visit: www.sheffield.ac.uk/ssid/equality-and-diversity/policy
Withdrawal

We sincerely hope that it will not be necessary for you to withdraw from the admissions process at any stage. However, we recognise that occasionally students do find that they are not able to join us in Sheffield. If you do have to withdraw notify us by emailing shefapply@sheffield.ac.uk.

Please include the following information:

- full name
- address
- UCAS ID or application number
- department and course to which you applied
- reasons for withdrawing
- the institution you will be joining, where applicable

Undergraduates should also notify UCAS directly. If you’ve applied for accommodation you also need to write to Accommodation and Commercial Services. They need to know that your accommodation is no longer required.

If you are in the UK on a Tier 4 student visa you must only study at the institution for which your visa was granted. If you wish to study at another institution seek immigration advice by contacting the International Student Support Team: www.sheffield.ac.uk/ssid/international/email

Learning and Teaching

Our teaching incorporates a variety of approaches, designed to help you achieve the skills and qualities of a ‘Sheffield Graduate’. Learning in a range of ways will challenge you to develop skills such as independent inquiry and research, teamwork, individual and group presentations, web-based knowledge and project management.

www.sheffield.ac.uk/sheffieldgraduate

An international learning environment

On many courses you will find yourself with students from a variety of backgrounds and cultures and this can be a rich source of learning. Other courses have mainly UK students, but here too we try to add an international element through inclusive curricula that offer examples from other contexts and cultures.

To give students an international experience, we try to provide as many students as possible with the opportunity to spend part of their time abroad as part of their studies and all students are encouraged to take a modern language or improve a second (or third) language they already know.

An international experience is on your doorstep at Sheffield. More than 20 per cent of our student population are international students. Enjoy the benefits of our multicultural community of learners.
**How will I learn?**

**Lectures**
In many courses you can expect to attend traditional lectures. Lectures provide a broad introduction to a subject where the lecturer lays the groundwork for your subject area.

**Tutorials**
A series of tutorials is linked to most lecture programmes. You will be placed in smaller groups to discuss the content of lectures and related readings in greater depth.

**Seminars**
Some programmes (often at higher levels) consist mainly or exclusively of seminars. These are run like tutorials but are generally not attached to lecture programmes and require greater independent inquiry from students. They may also include presentations from students.

**What is expected of me?**
In both seminars and tutorials you will be expected to contribute to discussions based on what you have read and prepared in advance. You may be asked to look at an issue on your own or with a small group of students. While your teacher may suggest key readings, most decisions about what to read and how to address discussion questions will be up to you.

In some cases, tutors may divide the tutorial or seminar group into groups of four to five students to discuss a particular issue. In others, the tutor may simply have a discussion with the whole group. Being prepared to participate is essential.

For some assignments, tutors may organise the class into small groups who work together towards a group presentation or on a written submission, website or other item to be assessed. You are expected to meet regularly outside of the classroom to develop your work.

**Independent Study**
During your course you will be expected to do research and other work you organise and carry out yourself, this includes further reading. This might include preparing for lectures and seminars so that you can gain the most from your time with your lecturer and fellow students. Where work is not specifically set for you, it will be expected that you are working consistently, reading extensively as you learn, and keeping up without needing to be told to or being constantly monitored.

**Is it the same for all subjects?**
Different departments at the University often have their own subject-specific approach to teaching and learning.

For example, in science and engineering subjects, laboratory-based practical sessions are very common, whereas in architecture and landscape, you will participate in design studio-based practice. There will be conversation classes and laboratory work for languages.

Fieldwork and practical classes, which are common in the sciences, are also used in subjects such as archaeology, architecture, engineering, geography and journalism. In some subjects you may work on real-life problems facing local or regional organisations, for example doing research for a local charity or community group.

Visit your academic department’s website to find out more about their approach and environment that you can expect. Your induction in the department during Intro Week is also a good time to ask questions.
How will I be assessed?

As with teaching and learning, we use a variety of assessment methods to help you show us what you have learned and how you have gained new skills.

Types of assessment

There are the traditional written examinations as well as continuous assessment of submitted work, multiple choice papers, open papers, long essays, dissertations and project work, assessed group work, poster presentations, online quizzes, peer assessment and reflective writing. How you are assessed will vary from module to module and from programme to programme, but most programmes will use a variety of methods.

Feedback

You will be offered a variety of feedback on your work during your time at University. It could be verbal, written or audio, in one-to-one discussions, during lectures and from your peers.

- Some feedback will be ‘formative’. This gives you feedback on a submitted or presented piece of work, e.g. a draft version of an essay, online quiz, or presentation, but does not count towards your final mark. This gives you a chance to think of ways to improve your grade or helps you identify areas where further work may be needed.

- Other feedback will be on work submitted for final assessment. You can reflect on what the feedback you receive tells you about what you have learned, whether you’ve learned the right things in the right way, and how you could have improved this learning.

- Details of how your department assesses your work and how it gives feedback are included in your departmental handbook.

Extending your Learning through inter-disciplinary challenges

Your tutors increasingly work in multidisciplinary settings in order to tackle some of the biggest challenges facing society; you too will have the opportunity to learn beyond your core discipline and work with students from different subject areas, to develop in-depth subject knowledge plus understanding of global issues and skills that will prepare you more fully for life beyond graduation.

All first-year students take part in a faculty-based challenge, either over the course of one week or spread across the semester. Working in small multi-disciplinary groups you will get the opportunity to tackle some of the biggest challenges facing society today such as social change, energy security or global health.

This will be followed by an interdisciplinary research-led challenge in your second year where you will work with students from right across the University on projects related to key inter-disciplinary research topics.

In addition to deepening your own subject knowledge whilst gaining an insight into the approaches and methods used by others, the challenges will help to develop your team working, communication and problem-solving skills.
Skills for your future

You have the chance to take advantage of a range of curricular and extra-curricular learning experiences to help you build your employability skills set. These are skills that employers may look for in their employees, such as problem-solving, teamwork, and communication skills.

Try to take part in activities in addition to your formal curriculum to develop additional skills. By participating in the Sheffield Graduate Award scheme, or other extra-curricular activities, you can improve your learning experience and may achieve recognition for these skills in your Higher Education Achievement Report (HEAR). For more details go to:

www.sheffield.ac.uk/thesheffieldgraduateaward

Taking modules such as those offered by the University of Sheffield Enterprise (USE) and the Careers Service will also help to develop your employability skills set.

When you complete your course, you will be provided with a HEAR which recognises your curricular and extra-curricular learning experiences whilst at Sheffield. To find out more about the HEAR go to:

www.sheffield.ac.uk/hear

Skills development and support

301 is the Student Skills and Development Centre, helping you achieve your potential as both a student and a future Sheffield Graduate. Services for students include Maths and Statistics Help (MASH), academic skills workshops, study skills tutorials, language learning and specialist 1:1 support. 301 also works in partnership with academic departments and other services such as the Students’ Union and the Careers Service to help you develop your skills.
Mathematics and Statistics Help (MASH)
Are you a little uncertain about your maths and statistics skills? Or do you need some help with a particular area? Many academic departments that include maths or statistics as part of their course offer tutorials in this area. You should go to these with your problems first, but if you find you need help beyond this, MASH is for you.
www.sheffield.ac.uk/mash

Academic Skills Workshops
Want to improve your critical thinking skills, increase your reading speed, develop your exam technique or understand how to perform well in seminars? The 301 academic skills workshop programme covers these topics and many more with workshops taking place every day throughout term time. Attendance at the workshop programme can also count towards your HEAR.
www.sheffield.ac.uk/ssid/301/services/workshops

Study Skills Sessions
The 301 study skills sessions provide an opportunity for you to have a quick one-on-one discussion with a tutor about research or study skills. They can cover things like planning a presentation, taking notes effectively, organising your time or structuring a piece of work. Sessions take place daily with a combination of bookable and drop in appointments available.
www.sheffield.ac.uk/ssid/301/services/studyskills

The Academic Skills Hub
The Academic Skills Hub (TASH) provides access to online resources for academic skills development and independent learning at all levels of University study. TASH covers areas such as being at University, everyday skills and learning, writing, communication and research skills, and points you towards existing resources at the appropriate level and in a relevant disciplinary context.
www.sheffield.ac.uk/ssid/301/tash

There will be many things for you to adjust to as a new student at Sheffield, but you can help yourself by taking action. To be fully prepared it is important to take part in all your departmental induction and skills development activities, as well as making time to meet with your personal tutor.

Opportunities to develop your skills
301 co-ordinates a number of projects which can enrich your learning experience and enhance your research and leadership skills.

SURE: Sheffield Undergraduate Research Experience
SURE offers funded research scholarships for undergraduate students to work in partnership with an academic on a dedicated piece of research. The scheme provides you the opportunity to become directly involved in the research activity of the University and take part in “real life” research projects. You can develop a deeper knowledge of a subject that you are passionate about, enhance your research skills and gain transferable skills in areas such as project management.
www.sheffield.ac.uk/sure

PASS: Peer Assisted Study Sessions
PASS is a fantastic opportunity to gain a wide range of skills and experience by supporting new students with their learning. Higher year students are trained as ‘Peer Assisted Study Session Leaders’. PASS Leaders learn how to use their knowledge and experience to facilitate study sessions for new students. PASS develops your study skills and develops personal and employability skills in leadership, communication, team work, presentation skills and time management.
www.sheffield.ac.uk/ssid/301/pass
Languages for All
The Languages for All programme offers you the opportunity to learn a new language or enhance existing language skills. If you are looking to improve your conversational skills, prepare for a year abroad or want to build language skills for your future career, Languages for All is for you. We offer one of the widest ranges of language choices in any UK university, with over 20 languages to choose from. For more detailed information visit the Languages Gateway website.

www.sheffield.ac.uk/languages
Computing facilities

Full details about all the facilities and services outlined below are available from: www.sheffield.ac.uk/cics/students

Internet access

All students have access to free, unlimited, high-speed internet access, both on campus and in University-owned accommodation. On campus in computer rooms, lecture theatres, cafes and other public spaces you can connect to secure wireless internet.

Social media websites are not blocked at the University; in fact many departments use Facebook and Twitter to help support students. You can follow the computing department, CiCS, on Twitter and Facebook to receive news and tips on using the IT facilities at Sheffield.

Computers and laptops

You can use your own computer in your accommodation and on campus. The majority of University services are web-based and will work on Windows PCs, Macintosh and Linux computers. In addition to desktop and laptop computers, University services work well on most tablets too.

Smartphones, tablets and other devices

Most smartphones and tablets can connect to eduroam, the University’s wireless network. Instructions for connecting devices and accessing your email and calendar are available on our website.

The University also provides two free mobile apps. iSheffield offers campus maps, shows locations of available computers, and gives you access to your course information and library reading lists. Blackboard Mobile Learn delivers your online learning materials direct to your mobile phone or tablet.

MUSE – your access to online University services

MUSE gives secure access to your email, your course materials, your library resources, your student record, your timetables and electronic journals. You can log into MUSE from any University webpage and use its apps to arrange the loan of a laptop, book a group study room, reserve a library book, download lecture notes and manage your printing account.

Printing

There is a comprehensive student printing service offering high quality, colour and monochrome laser printers, printing to A3 or A4 paper all distributed in rooms around campus. You can print from any computer, including your own laptop, in any room and later pick up the printout from any compatible printer anywhere around the University. You pay for printing using credit on your UCard.

Regulations and IT code of practice

Your computer account is provided to enable you to fulfil the requirements of your course and to meet your other needs as far as possible. It is your responsibility to be familiar with the Code of Practice for the Use of University Computing Facilities and the Regulations on the Use of Computing Facilities.

Need help?

First you must register for a computer account. You will receive a username, a password and a University email address, and you will be given information about getting started and connecting your own computer to the internet. You will be sent instructions on this via the Pre-registration email (see page 29) or at registration with the University. You can also get help:

- from any staff member in the Information Commons or the Diamond.
- telephoning the CiCS helpdesk on 0114 222 1111.
- by using the CiCS knowledgebase in the CiCS Helpdesk Self Service channel in MUSE.
- by posting questions to @cics on Twitter or on the CiCS Facebook page.
Section 3: Academic support

The Information Commons is a state-of-the-art learning environment, which provides a unique mix of library and computing services, library material, learning and teaching resources and flexible study spaces. It is open 24 hours a day, seven days a week.

Support staff are available until late evening every weekday and during the afternoon at weekends. You need your Ucard to enter the building.

There are over 500 PCs to use and over 50 laptops that you can borrow. There are 100,000 books and more than 1,300 study spaces configured to suit a variety of different learning styles. There are soft seating areas where you can work informally or relax and plenty of power points so you can charge your laptop or other device. There is also an internet cafe which is open 24/7 and staffed seven days a week.

The Diamond

The Diamond is our brand new academic development at the heart of the campus and builds on our design experience with the IC. It represents the largest single investment ever made by the University in teaching and learning and offers a full range of library and computing services, with nearly 1000 new study spaces and access to high demand textbooks.

Like the IC, it is open 24/7 and support staff are available until late evening every weekday and during the afternoon at weekends. As a showcase development, The Diamond is open to the public but you do need your UCard to access the study spaces.
Section 3: Academic support

Unauthorized copying and distribution of copyright material

The use of University facilities in breach of copyright law is against University Regulations and English Law. This refers to all forms of copyright material and includes music, videos and computer programs.

Any computer appearing to be used to illegally copy or distribute copyright material will be blocked from using the network and will only be unblocked once all unauthorized copyright material has been removed.

Any incident that is a repeated offence, or where circumstances warrant, may result in formal action being sought under the University’s Discipline Regulations.

The University firewall prevents the use of many applications used in the sharing of music and video files, so if you have existing file sharing programmes they may not work.

The University’s policy regarding the unauthorized copying and distribution of copyright material and information about the enforcement of this policy is available at: www.sheffield.ac.uk/cics/policies/copyright

University Library

Getting to Know Us

Student ambassadors are available at Library sites during Intro Week to provide guidance and answers to all your questions. Many departments also arrange Library sessions for new students. In addition, an online introduction to library and computing services is available at: http://sheffield.ac.uk/library/services/new

Guidance & Support

The library subject guides and Information Skills tutorials offer you online guidance to complement face-to-face sessions and help you gain the skills needed to complete your course successfully. The tutorials include guidance on searching effectively, referencing and avoiding plagiarism.

Library Catalogue

StarPlus, the library catalogue can be accessed from the myServices menu in MUSE and is available on and off campus. StarPlus includes the library’s extensive range of electronic books, journals and databases as well as physical items and specialised resources.

At a Glance

The Diamond, which opens in September 2015, will deliver a full range of library services with nearly 1000 new study spaces and access to high demand textbooks. The Information Commons also contains the main collection of textbooks to support taught courses for all subjects – these sites are open 24/7. There are three other library sites; Western Bank Library and two Health Sciences Libraries. The University library offer networked pcs, laptop loans and wi-fi.

Your UCard, issued at registration, is also your Library card, which you will need whenever you visit the Library. Our libraries all have customer service points ready and willing to help with your enquiries. In addition, the Library’s remote HelpDesk is available to help and support via library@sheffield.ac.uk, 0114 222-7200 or @UniSheffieldLib

To discover more about the University Library visit: http://sheffield.ac.uk/library

Keep up to date with the Library on twitter: @UniSheffieldLib
English Language Teaching Centre
eltc@sheffield.ac.uk
www.sheffield.ac.uk/eltc

The English Language Teaching Centre (ELTC) is one of the central support services of the University. ELTC’s staff have experience of teaching international students in a wide range of locations and situations, both in the UK and overseas. They are therefore well prepared to give you all the help you may need to improve your English both before and during your studies.

Facilities at the ELTC include modern classrooms and well-equipped computer suites, as well as advanced audio-visual equipment and learning resources. There are different full-time courses you can take to improve your English before you join your University department:

- The International Summer School Programme (May-September).
- The University English Course (September-June).
- The Management English Course (September-June).

A fee is payable for these three courses. Further information can be found on: www.sheffield.ac.uk/eltc/courses

International students studying on degree programmes at the University are welcome to make maximum use of the free services and facilities offered by the ELTC. These include:

English Language Support classes
A range of free part-time courses for all students who wish to focus on certain language skills. These courses take place in the early evenings and on Wednesday afternoons. Registration is online. (Some courses are ‘General’ e.g. Grammar, while others are ‘Faculty specific’, e.g. Academic Speaking for Science and Technology. The actual range of courses offered may change.) For further information see: www.sheffield.ac.uk/els

Writing Advisory Service
- Individual help sessions for students who feel that they need help with writing assignments, reports, dissertations or theses
- five days a week during semesters and vacations
- free to all students on degree programmes, advance booking is necessary.

For further information see: www.sheffield.ac.uk/writingadvisory

Part-time classes within departments
ELTC offers English courses in collaboration with many departments of the University aimed at students studying specific subjects. These classes are held in the departments concerned and are timetabled to fit in with your other courses. For further information see: www.sheffield.ac.uk/deptclasses

Partners’ English
These classes are available free to partners of international students who are on full-time degree programmes. Classes are offered twice a week and limited places are available for an accompanying crèche. There are female-only classes at advanced, intermediate and beginner levels, as well as a mixed-level male only class. For further details see: www.sheffield.ac.uk/eltc/languagesupport/partnersenglish

Credit-bearing modules
The ELTC offers a range of modules and programmes that give credits for international students, see: www.sheffield.ac.uk/eltc/credit

Part-time exam preparation
Classes are offered by the ELTC at various times of the year and you can take a University of Cambridge English for Speakers of Other Languages (ESOL) exam at the ELTC, see: www.sheffield.ac.uk/eltc/part-time
Cambridge English Language Assessment exams
The ELTC is a test centre for these exams including Cambridge English First (FCE), Advanced (CAE) and Proficiency (CPE). We also offer the International English Language Testing System (IELTS) test, see: www.sheffield.ac.uk/eltc/englishtests

Teacher training and development
The centre delivers various courses for Teaching English as Foreign Language (TEFL) from TEFL tasters to the Cambridge CELTA/DLTMA and bespoke programmes for overseas English teachers. To find out more and the entrance requirements see: www.sheffield.ac.uk/tesol

To register or for further information on all the above courses, email: eltc@sheffield.ac.uk or visit: www.sheffield.ac.uk/eltc

At the time of writing, international students registered for the International Summer School, one semester or other short courses and living in privately-owned accommodation, may not be exempt from council tax.

Languages for all
The University of Sheffield believes in languages for all and offers 20 languages, from absolute beginners to advanced levels. Languages can be taken as major or minor parts of your degree or you can also take additional not-for-credit classes or experience taster sessions. Language learning activities are offered by the Modern Languages Teaching Centre, a range of academic departments and the Students’ Union. Some students are also eligible for a fee waiver for additional not-for-credit language classes under our Languages for All scheme, which aims to provide students not taking language degrees with the opportunity to develop language skills and increase their cultural agility. Find out more at: www.sheffield.ac.uk/languages

Careers Service
The Careers Service is there to help with your career plans and provides help and support during your time at the University, and for up to three years afterwards. This support includes:
- Meeting Employers
- Searching for Jobs and Work Experience
- Improving CVs and Applications
- Careers Advice
- Developing Employability Skills

This is delivered via Employer Presentations, Careers Fairs, Group Sessions, Information Resources, and One-to-One discussions.

International students can access all of the general services and in addition there are sessions specifically tailored to the needs of international students.

The Careers Service runs the Student Jobshop based in the thriving Students’ Union. This dedicated service of friendly and experienced staff is there to help you with all aspects of finding a part-time job, internship, placement, holiday work and more. The service advertises local, national and international vacancies across all industry sectors with employers ranging in size from small enterprises to large multinational companies. This includes part-time jobs within the University itself and our Students’ Union.

The Student Jobshop has an online vacancy service updated on a daily basis, offers help with writing CVs and applications and stocks useful resources and information about skills development. Make sure you call in and take advantage of the support available to assist you with your job search and don’t miss the Part-time Jobs and Volunteering fair at the start of term.

For further details please refer to: www.sheffield.ac.uk/careers
Please see page 65 for contact details
Global opportunities

You could spend part of your degree studying, working or teaching in another country. You get to experience another culture and a new way of looking at your subject. You can make new friends and grow as a person. And it’s not like taking a year out – it won’t extend the length of your course. The work that you do and the grades you achieve count towards your degree.

Alternatively, you could participate in a summer school for a few weeks to get a taste of what study and life abroad is like.

For more information, see:
www.sheffield.ac.uk/sheffieldinternational/experiences-for-students

Sheffield Graduate Award

The Sheffield Graduate Award is an additional award you can earn during your time at University. The Award is a flagship ‘degree PLUS’ programme that represents exceptional achievement by self-motivated students prepared to put in additional effort.

A University certificate is provided to students who gain the Award upon graduation. This provides University of Sheffield acknowledgment of individual development by your participation in extra-curricular activities in addition to your academic achievements. Gaining the Award allows employers to see that you stand out from the crowd because you have acquired real examples and evidence of your skills, which can put you ahead of many other graduates in the employment market.

Eligible activities for the Award are grouped into the sections below:

- Enterprise
- Student jobs and work experience
- Volunteering
- Cultural and social activities
- Internationalisation
- The University and its community.

To find out more about this opportunity please see our webpages:
www.sheffield.ac.uk/thesheffieldgraduateaward
or ask at the Careers Service.

Skills for Work Certificate

The Skills for Work Certificate (SfWC) helps you to recognise the transferable skills that you are developing through your work experience (part-time jobs, vacation and volunteering work) and how you can demonstrate these to future employers.

The SfWC can also count towards the Sheffield Graduate Award (SGA) and your HEAR.
www.sheffield.ac.uk/careers/students/advice/sfwc

Higher Education Achievement Report (HEAR)

The HEAR is a new type of transcript that the University is now giving to all its undergraduate students, so that they have a full record of their university achievements. You have access to your HEAR from Day 1 via My Services in MUSE.

This means that you can use it to help you review your progress – e.g. with a personal tutor or Careers Advisor – and plan what you would like to achieve by the end of your course. Don’t forget that in addition to your academic achievements, lots of extra-curricular activities (including the Sheffield Graduate Award and the Skills for Work Certificate) can also be included, to provide you with a broader record of your university experience. To find out which activities we can verify, visit:
www.sheffield.ac.uk/hear-search

For more information about the HEAR in general, go to:
www.sheffield.ac.uk/ssid/hear
Student Support and Guidance

Some international student matters are dealt with at SSiD (see page 24). Student Support & Guidance deal with matters relating to immigration, welfare and provision for international students within the University.

If you have problems getting permission to enter the UK, please see the Essential Guide Before You Leave Home 2015 or contact us as below.

All international students are registered with the University’s international student mailing list which provides up to date news, information and advice. If you do not start receiving emails after the first two weeks of the semester, please contact us:

www.sheffield.ac.uk/ssid/international/email
www.sheffield.ac.uk/ssd/international
www.facebook.com/sheffieldglobalcampus
**International Students’ Officer**

**Students’ Officer:** Peggy Lim  
**email:** international.officer@sheffield.ac.uk  
**Tel:** +44 (0)114 222 8531  
**Level 4, Students’ Union Building**

The Students’ Union makes every effort to reflect the views and interests of international students. Sheffield Students’ Union is one of the few Students’ Unions in the country that has a full-time International Students’ Officer, and the only Students’ Union to have both an International Students’ Committee (ISC) and welfare support dedicated to international students.

ISc is a representative committee working alongside the International Students’ Officer to develop events, activities and campaigns that bring international students’ issues to the attention of the Students’ Union and the University. They also work on bringing home and international students together.

The Students’ Union’s International Students’ Officer and ISC members are elected by fellow students every year. Peggy Lim is the Students’ Union’s International Students’ Officer for this year. She will take a year away from her studies and work full-time for all international matters at the University of Sheffield.

All Students’ Union Officers operate an open door policy – this means you can contact Peggy at any time to discuss your ideas and thoughts with regards to international students and internationalisation. If you wish to get in touch please use the email or phone provided above. The ISC plans many activities to highlight the contribution of international students.

If you would like to learn more or would like to get involved with the committee please email: isc@sheffield.ac.uk

Details of all activities are publicised throughout the year around campus

For more information see:  
www.sheffield.ac.uk/union

The ISC has three seats on the University’s International Student Support Forum. The ISC can and do bring matters to the attention of the Students’ Union and the University.

**Student Advice Centre**

The Student Advice Centre is a free and confidential service that is independent of the University. Highly trained staff advisers offer help on problems such as managing money, housing, academic, employment, immigration and welfare matters.

If you have children, the Students’ Union has highly rated nursery facilities and a playscheme during school holidays.

For further information see:  
www.sheffieldsu.com/advice
**Particular issues and problems you may encounter**

**Academic issues**

You may find that the way you are taught and assessed in the UK is quite different from what you are used to. In addition to lectures, you will probably be expected to discuss ideas in seminars, tutorials and group work situations. You will also be expected to spend a lot of time doing independent study. For more details about how you will learn, be taught and assessed, as well as support for skills development see the information on pages 31-35 about your learning experience.

[www.sheffield.ac.uk/calendar/regs](http://www.sheffield.ac.uk/calendar/regs)

**Organising yourself and your study**

Within your schedule be flexible about when you study and when you relax. If you do not relax and enjoy yourself sufficiently, your studies may suffer and you could miss out on many experiences which form an important part of life in Britain and of your development as an individual.

You should not undertake too many hours of paid or voluntary employment per week (see page 46).

**Language barriers**

If your first language is not English, don’t allow a lack of confidence in speaking English to stop you from contributing to classes and group work. If you do not feel confident to speak up, think of other ways to make your ideas known, for example contributing ideas online through a discussion group or emailing ideas to the group. See Academic Services section for more information on support provided by the English Language Teaching Centre, and also feel free to discuss these issues with your tutor.

**Breaks in study/leave of absence**

You should make an appointment to speak to an immigration adviser before absence begins. If you remain in the UK whilst not fully registered and attending a full-time course, you are likely to be in breach of the conditions of your student visa. Contact us by email for an appointment:

[www.sheffield.ac.uk/ssid/international/email](http://www.sheffield.ac.uk/ssid/international/email)

**Welfare benefits**

**NHS surcharge**

For any visa applications submitted on or after 6th April 2015, visa applicants will be required to pay a charge to the NHS. The key points you need to know are:

- It will apply to applications where payment is made on or after the 6 April.

- It will be paid by non-EEA nationals who apply to come to the UK to work, study or join family for a period of more than 6 months.

- You will need to pay this in full at the time of your visa application. The charge will usually be paid online.

- The charge is £150 a year for students (this will be for each year you will study on your course). If you are applying with dependants, each of your dependants will need to pay the charge too.

- The amount payable will be based on the maximum period of time for which permission could be granted based on the course dates confirmed on your CAS, i.e the length of your course plus the wrap up period – for more information please see: [www.shef.ac.uk/ssid/international/immigration/overseas/duration](http://www.shef.ac.uk/ssid/international/immigration/overseas/duration)

- Where the maximum period includes part of a year, a pro-rata payment will be paid. Where this is for six months or less, the amount payable will be half the annual surcharge. Where the period is for more than six months, the full surcharge will be payable.
Further information is available from:
www.gov.uk/healthcare-immigration-application

For information on Welfare benefits, please visit:

Once in the UK you are eligible for free National Health Service (NHS) treatment if you are registered at the University on a course lasting six months or more or you come from an EEA country or from a country with reciprocal agreements. See pages 18 and 21 for more details.

Dental treatment is available on the NHS for a minimum charge (if a dentist is willing to treat you under the NHS and you are registered with a doctor). Help with the cost of treatment is available if you are on low income. Dental treatment is free if you are under 19 and in full-time education. See page 21 for more details.

**Immigration and employment**

**Immigration advice**

The UK Government requires us to have in place policies, structures and procedures to comply with legislation about providing immigration advice. The following information is in line with this code:

**Designated individuals**

- Only designated individuals and those working under their supervision may give immigration advice within the University of Sheffield or its Students’ Union.

- David Barrott, Mark Collier, Tamara Francis, Jennifer Knapp-Wood and Fang Zheng in the Student Support and Guidance section (SSG) of Student Services, are the nominated individuals responsible for giving immigration advice in the University of Sheffield. Other staff work under their supervision.

- Jo Holliday and Sarah Woods are the nominated individuals responsible within the University of Sheffield’s Students’ Union.

- Information (as opposed to advice) may be provided through a range of media and staff.

- Please note the police are not immigration advisers nor are the people who staff public telephone lines at the Home Office. You should seek advice only from nominated individuals. There have been occasional misunderstandings when police or Home Office staff have given advice which has not been helpful.

**Visa or leave to enter/remain extensions**

Check your passport, when does your visa expire? It is illegal to stay after this date.

The length of your visa will depend on the type of course you are studying. To find out your visa entitlement visit:
www.sheffield.ac.uk/ssid/international/immigration/overseas/duration

If you have not been given your full Leave entitlement, please obtain a “visa correction scheme” pack from SSiD. It is your responsibility to ensure that your visa does not expire while you are in the UK. You cannot study at the University if your visa has expired.

Keep your bank statements and your balance above required amounts at all times. See:
www.sheffield.ac.uk/ssid/international/immigration/overseas

**Travelling abroad**

Travel abroad may be necessary (for field trips, conferences, research) or required (for holidays). Appropriate travel insurance (for health, luggage, etc) is strongly recommended. National Health cover is not valid outside UK. The Student Advice Centre has some information on ‘Best Buys’ for travel insurance policies.
Employment

It is possible for most international students to take a part-time job, but it cannot be guaranteed. Do not start a course in Sheffield hoping to be able to earn money for maintenance while in Britain. You should also be aware that finding a part-time job/work experience in your chosen field cannot be guaranteed. Work experience is not ordinarily a part of the academic programme. If you wish to discuss the possibility of work experience, you will need to speak to staff in the appropriate academic department. European Nationals can now turn to page 47.

Please see page 40 for information relating to Student Job Shop.

Permission to work

Students with a Tier 4 visa studying at degree level or above (i.e. not those at the ELTC nor those with student visitor visas) are allowed to work part-time while studying:

- Up to 20 hours per week during the academic year (the University recommends no more than 15 hours per week.)
- Full-time in vacations. (this means University vacations only for registered students.)
- Masters students are not permitted to work full-time during their dissertation period/summer vacation.
- PhD students must ask their supervisor for a vacation.

Students on courses below degree level (English Language, Foundation programmes) can only work ten hours per week in term time. You are NOT ALLOWED to take leave from your studies in order to work. (The only exemption is if you are on a degree with employment.)

Penalties for working illegally are severe and include possible imprisonment and deportation. Employers are also liable to prosecution and a fine of up to £5,000. You risk having to leave Britain before graduating and being unable to return.

Things to remember

- The regulations can change quickly. Previous information might be out of date.
- Don’t listen to what friends tell you about immigration – their situation may be different.
- If you have a question about immigration, ask the University’s experts.
- You must register and attend your course.
- If you need to take a break from studies, speak to your department first.
- The University has a legal duty to tell the immigration authorities if you fail to register or attend.
Police registration

Only certain nationalities are required to register with the police; check if your visa is endorsed with ‘Register with the Police’. You should only need to register if you will be in the UK for longer than six months. If you are in the UK for less than 6 months and your visa is endorsed with the requirement to register with the police, please contact International Student Support so that this error can be rectified.

Students (and dependants) who need to register are usually informed by the immigration officers at their port of arrival, or they are informed upon issue of their visa at the British Embassy. Please go to the following website for the appropriate application form: www.southyorks.police.uk/overseasvisitors

Please read the instructions, filling in all sections on the first page and then answering question number 1 (Sheffield University details), question number 2 (who is paying for your course) and question number 5 (what you have been doing in your home country). If you have any questions email: overseas.visitors@southyorks.pnn.police.uk

Please download and fill this form in before you register with the police, it will save you time. Bringing copies of the documents asked for will also save time (see front of form).

When you register you will need to provide a photocopy of your passport and other documents. Police will be in the University to assist with registration see the following webpage for information on police registration dates:
www.sheffield.ac.uk/ssid/international/immigration/police-registration

Spouse and children

All foreign nationals aged sixteen years or over normally have to register. Inform the police of any children under 16 years old, including any born after your initial registration. If in any doubt, email: overseas.visitors@southyorks.pnn.police.uk

Things not going right?

Life doesn’t always go to plan. Whilst you are a student here you may find yourself trying to study whilst dealing with a difficult situation.

The Central Welfare and Guidance team offer support to those students who are experiencing significant difficulties and need help in finding and accessing the wealth of support services on offer at the University.

Here are a few examples of the kind of situation we can help with:

- serious ill health/hospitalisation
- bereavement
- victims of crime
- mental health problems
- housing/relationship issues

Webpages:
www.sheffield.ac.uk/ssid/sos

Email: support@sheffield.ac.uk
Telephone: +44 (0)114 222 4321
Visit: SSiD, Level 3, Students’ Union
Harassment and Bullying
If you believe you or someone else is being harassed, please go to our harassment webpages:
www.sheffield.ac.uk/ssid/sos/harassment

Emergencies out of hours
If you need to contact Central Welfare and Guidance staff in an emergency outside of office hours, telephone: +44 (0)114 222 4085.

Chaplains and faith representatives
Full details of chaplains and faith contacts are available on webpages:
www.sheffield.ac.uk/ssid/chaplaincy

You can also contact the Chaplaincy reception on 0114 222 8923 (email: chaplaincy@sheffield.ac.uk)

Religious holidays/observance during Intro Week and early days
Muslim and Jewish students who cannot attend classes/exams on specific days or times for religious holidays or observance, see:
www.sheffield.ac.uk/ssid/chaplaincy/activities/absence

Culture
Join our Culture Compass sessions to discuss British culture and cultural differences:
www.sheffield.ac.uk/ssid/international/globalcampus/cc

Invitations, socialising and visiting
Invitations to parties, social events, dinner or to visit someone’s home pose problems for some international students. Like many of the issues discussed above, invitations are surrounded by a multitude of cultural assumptions.

Parties in the Students’ Union
In general, no student societies fund social events. Participants are asked to contribute by paying an entrance fee and buying drinks consumed. This is to fund the party. British student culture has developed this method of enabling like-minded groups to get together. It is worth spending a relatively small amount of money in order to mix with other students.
Parties in a private home

It is customary in Britain to take something to your host if you are invited to a party. In many circles, it is usual to take a bottle of wine or some other kind of drink (soft drinks are fine, particularly if you do not wish to drink alcohol yourself). In other cultures, hosts might be offended if you brought 'your own' refreshments, but in Britain it is quite acceptable and often expected.

If your lecturer/supervisor/Head of Department holds a party in their own home for students, it may not be appropriate to contribute alcohol. A small gift such as flowers, chocolates or something from your home country will always be appreciated and appropriate.

If you are invited to dinner or to lunch, particularly if it is the first time you are visiting someone's home, it is usual to take a small gift. Again, flowers, a plant, chocolates, wine or a souvenir from your country would be welcomed. It is not necessary to spend a great deal of money; in fact, to do so might embarrass your host.

If you have been invited to someone's home and you are not sure whether everyone is expected to contribute to the refreshments, don't be shy – ask! 'Can I bring something?' will never offend and may give your host an opportunity to request something specific. Please do not be offended if you are expected to contribute in some way; the British culture around hospitality may be different to yours but it isn't intended to be mean or unwelcoming.

When is an invitation not an invitation?

In many cultures, suggesting that friends join you for a meal or a drink means the same as offering to host the party or gathering. In Britain it very often does not. 'Do you want to come to the pub/Chinese restaurant/coffee bar with me?" does not mean 'Can I buy you a drink/meal/coffee?' Not only among students but among many other groups, it is usual to divide the bill between the group.

In a pub or bar, it is quite common for everyone to buy a 'round'. In other words, one person offers to buy the drinks for a group at first and then someone else will offer to buy the drinks when the glasses are empty. 'It's my round,' means 'it is my turn to buy the drinks'.

In a restaurant, individuals may either work out what their own meal has cost and pay just that or, if money is not so short in the
group, pay an equal share with everyone else, dividing the final bill by the number of people in the group.

If you are invited to join a group going to a pub or restaurant and are worried about the cost, it is acceptable to say 'I cannot afford to come today' or 'do you mind if I just pay for my own drinks/meal because I am short of cash today.'

**Time**

People tend to be very time conscious in the UK. Lateness (more than five minutes for work/study appointments, more than 10 minutes for social) is considered rude. **Tutors, doctors and other professionals may refuse to see you if you arrive late.** Shops and office closing times are strictly adhered to. These are not generally the times at which the last student/customer will be admitted. They are the times at which business ceases. If you need 15 minutes to complete a transaction, the service is likely to ask you to ‘come back tomorrow’ if you arrive five minutes before closing time.

**Communicating**

When communicating with people from other countries or regions, you need to think:

- That your accent may be unfamiliar to them, so try not to speak too quickly.
- Slang or colloquial language may be unfamiliar. If this is the case, try using a different word or phrase rather than repeating the unfamiliar one.
- References to popular culture may only be familiar to people from your own country.
- If you don’t get on with the first people you meet from another culture, it doesn’t mean that you won’t get on with others.

**Living and working together**

The diverse backgrounds of your fellow students provide wonderful opportunities. It can also present some challenges. Don’t be afraid to ask questions and do take advantage of the opportunities to meet people different to yourself. The cultural and international opportunities available to you at University can lead to great experiences for you to put on your CV.

Join Global Campus on facebook to keep up with news and events: [www.facebook.com/sheffieldglobalcampus](http://www.facebook.com/sheffieldglobalcampus)

**Personal space and privacy**

British people like a lot of space around them. They tend not to make physical contact of any kind with strangers and feel very uncomfortable if anyone stands too close to them. They will instinctively draw away if anyone comes too close. The British may seem to talk about many personal things but are, in fact, very private people. Privacy is regarded as a right and people do not like to share possessions without being asked.
‘Please’ and ‘thank you’
Probably the three most important words in the British-English vocabulary. British people are easily offended if these words are not used. In many languages and cultures such fundamental importance is not attached to these words; you can be perfectly polite without saying them. In Britain almost the first words children are taught are ‘please’ and ‘thank-you’ (or ‘thanks’ or ‘ta’).

Greetings
In Sheffield people may greet each other by smiling or saying hello/hi/are you all right?, nodding or raising their eyebrows or, if they are close friends, hugging or kissing each other on the cheek(s). (Heterosexual British males usually do not hug, hold hands with or kiss other men.) Some students say that British people smile a lot, compared to many national groups – often for no particular reason.

All over Britain, people say, ‘I’ll see you later,’ when leaving. This can be confusing since it often does not mean that the speaker expects to see you later. It is simply a colloquial way of saying goodbye.

Humour
Every culture has its own sense of humour, jokes and rules for establishing friendly communications. It is not possible to learn these quickly or easily. British jokes and good humour rely heavily on a shared knowledge of British culture, politics, colloquial language, media and other areas which are unfamiliar to newcomers or even to some people who have been here for several years. British humour also relies heavily on teasing. This can take the form of picking on aspects of an individual’s personality and exaggerating them in jest.

Topics of conversation
It is usually not considered polite to ask someone what their age or their income is. Otherwise, most topics can be discussed openly and frankly. Some cultures will find that the British are prepared to discuss issues which they might consider to be private or not to be widely disclosed. The rules about what is suitable for public disclosure and what is not vary from one culture to another.

Friendship
International students often comment how difficult it is to make friends with UK students. Every group (including British groups) will naturally feel more comfortable with others of the same culture. Remember:

- friendship takes time in any culture
- international students come to university expecting an international experience; most British students don’t – they chose a university in their home country.
- do not confuse “friendliness” with “friendship”.

Section 4: International Student Services
Language and communication

Accent and dialect

Each region has its own accent and dialect. These may be quite different from anything you have heard in your own country. International students are often surprised at how difficult it can be at first to get used to local accents. Don’t worry! You will get used to the local accent. Don’t be afraid to ask people to speak slowly or to explain things again. Remind them that you are new to the country and are not yet familiar with the many different accents and dialects.

Your accent may be new to some British people as well. Please do not be offended if others sometimes ask you to repeat things or speak more slowly.

Sheffield English

When you first arrive in Sheffield, you will notice that the local dialect, accent and vocabulary is quite different from anywhere else in the country. There are many other aspects of Sheffield English. It may be difficult to understand at first but you will get used to it within a surprisingly short time.

One characteristic of language in Sheffield (and many other areas of Britain) is the affectionate names people use. You may find yourself being called ‘love’, ‘duck’, ‘darling’, ‘angel’, ‘sweetheart’ or ‘flower’ by total strangers. There is no need to be alarmed; this is quite usual and does not mean anything more than everyday courtesy and friendliness.

Helpful further reading: ‘Watching the English’ by Kate Fox and ‘Sorry, I’m British – An insiders guide to Britain from A-Z’ by Ben Crystal and Adam Russ.

Join our Global Conversation sessions for an opportunity to learn and practice colloquial English:
www.sheffield.ac.uk/ssid/international/globalcampus/conversation

Food and drink

Ingredients

In Britain, manufacturers are obliged by law to list all the ingredients in food on the packaging. If you are concerned about avoiding particular products, you should read lists of ingredients carefully.

Here are just a few points which are worth bearing in mind:

- Animal fat, animal oil, animal shortening, lard, ham, pork, bacon, gelatin(e) and glycerol are all meat products, mostly derived from pigs or cattle.
- Non-milk fat and marine oil may be derived from whale oil.
- Biscuits, pastry, some cakes and breads, some sweets, jelly, yoghurt and many other products often contain meat products. It is always worth checking the list of ingredients if you wish to avoid eating meat products.
- Some shops and manufacturers label food as ‘suitable for vegetarians’.
- Beef and other meat products, such as sausages and pates, often contain pork in small quantities. Check the ingredients.

Drinking water

In Britain nearly everyone drinks water from the cold tap in the kitchen or from any tap labelled ‘drinking water’ without boiling it. This water will come directly from the mains supply and will have been treated to produce a very high standard of purity. There are newly installed water fountains in various places around the Students’ Union.
**Alcohol, pubs and bars**

Many international students are surprised by the significant role alcohol seems to play in social activities for UK students. Some feel pressured into drinking alcohol where they would otherwise choose not to for reasons of religion, culture or personal preference. Some students – home and international – take advantage of the easy availability of alcohol and at times drink to excess.

Visiting a pub is a great way of observing the British as they relax in social settings. Remember, pubs do sell non-alcoholic drinks if you do not want to drink alcohol. You may find it helpful to think about the following points:

- **Anyone aged 18 years or over is allowed to buy alcoholic drinks in shops, pubs or bars.**
- **Soft drinks are always available in pubs and bars. It is quite acceptable to ask for these rather than alcoholic beverages.**
- **It is usual and acceptable for women to use pubs, bars and restaurants without male companions.**
- **You go to the bar to pay for and collect your own drinks in British pubs and bars. It is usual and acceptable for women to do this as well as men.**
- **In Britain, students (and some other people) will often pay for their own drink and not offer to pay for their friends’ drinks. Please do not be offended if this happens. It is quite normal.**
- **If someone invites you to join them for a drink (or a meal, concert etc) this does not necessarily mean that they are offering to pay for you.**
- **Doctors in the UK regularly express concern about the damage to health caused by heavy drinking.**

**Toilets**

It may seem petty or even insulting to give information on something so basic as toilet facilities. However, the different expectations of different cultures can lead to so many difficulties, it may be useful.

You can offend others and those who have to clean the toilets if a toilet is not left in the condition they expect. In Britain people expect to find a toilet almost as clean as if it were new: clean dry seat; flushed; clean bowl; nothing on the floor. Very often, brushes are kept at the side of the toilet. It is expected that you will clean the bowl after use if necessary.

Drains are efficient and used toilet paper must be flushed away. Do not put it in bins or on the floor. Paper towels (for drying hands) must not be put in the toilet bowl; they block the pipes and cause mess.

**Muslim ablutions**

You can buy wipes which are designed to use on the skin and to flush down the toilet. These are sold in supermarkets near toilet paper. You can carry a bottle for water for washing. Get water from the washbasin taps. You must leave the seat and floor clean and dry for the next person. Never put paper towels (for drying hands) in the toilet. The Students’ Union has Prayer Rooms for Muslim students.

**Sanitary waste**

In general, sanitary waste should not be flushed down any toilet in the University or University-owned accommodation. Special rectangular bins are provided in women’s toilets and used sanitary towels/tampons must be placed in these. People are offended if other people’s sanitary waste is left where it can be seen.
Money matters

How to choose a bank

Most students need to open a bank account as soon as possible after arrival in Sheffield. Do this even if you are still waiting for the bulk of funds to arrive. For more information on how to open a bank account, come to our Banking Talks during Orientation Week.

The six major (‘high street‘) banks in Britain are: Barclays, HSBC, Lloyds, TSB, Nat West and Santander. All of these banks have branches within five minutes’ walk of the main campus. Santander has a branch in the Students’ Union. Other well-known banks in the area include the Royal Bank of Scotland and Yorkshire Bank. Many building societies (savings and loans banks) offer the same services as banks.

These are too numerous to mention here but it may be worth looking at what they offer.

Ask banks in your home country if you can open an account that would provide:

• An online bank to access your funds while in UK.
• Access to cash via ATM machines in the UK.
• If you have held a bank account in your home country for at least two years.

British banks may be prepared to issue a cheque guarantee card. Bring details of your home bank account with you to the UK.
Banks are generally open from 09:00 to 16:00 Monday to Friday (check with individual branches). Some have more extensive opening hours. Only a few open on Saturday mornings and they are all closed on Sundays and public holidays. Therefore, banks are open when students are likely to be at the University rather than at home. So it is probably useful to open an account with a bank near to your place of study.

Documents you will need to open a bank account include:
- Passport – the bank will need to take a copy for their records.
- Any bank statements from home.
- Student status/bank letter – SSiD in the Students’ Union Building can provide this.
- You will need to have your Biometric Immigration Document if you are a Tier 4 student.

Checklist of information you need before you open an account:
- Can you reach the bank easily at lunch times or between lectures?
- Will the bank let you open a current account – preferably a student account?
- Will the bank give you a cheque guarantee card and/or a debit card?
- Will the bank give you a cash card?
- What are the opening hours? Do these suit you?
- What overdraft facilities will be available?
- Does the bank have a student adviser?
- Can you pay by Standing Order/Direct Debit from the account?
- What incentives does the bank offer new international students to open accounts? (It is worth asking this even if you come to Sheffield after September.)
- Are the counter staff friendly and helpful?
- Have you got all the documents required?
- Does the account allow you to send and receive international bank transfers if you need to?

Credit cards
If you have credit card(s) at home or are thinking of obtaining one in your home country, check with the credit card company where you can use this card to obtain cash in the UK. Some credit cards can be used as cash cards in certain banks.

Investments
Students with large sums of money often open a second account at a bank or building society, which pays interest at a higher rate. Many investment accounts only pay high rates of interest on condition that notice is given, usually 30-90 days before withdrawing funds. Withdrawal of funds without this notice loses interest. If money from such an account is intended to pay fees at the beginning of the year, or by instalments, it is your responsibility to give adequate notice of withdrawal to your bank or building society. The University authorities will not wait 30-90 days to avoid loss of interest on your part.

UK currency
Can be obtained in the following denominations:
- Notes: £50, £20, £10, £5
- Coins: £2, £1, 50p, 20p, 10p, 5p, 2p, 1p.

£50 notes are rarely used and people may refuse to accept them. £20 and £10 notes may be checked for forgeries. Please do not be offended; this is a common occurrence.

Rates of exchange
The University’s tuition fees will not be adjusted in line with any devaluation or strengthening of the currency of your (or your sponsor’s) country of residence.


Section 5: Practical guidance and advice

Relationships with Staff

Relationships with academic staff
An important aspect of a student’s life is the relationship with members of staff. It is not possible to give a list of dos and don’ts on how to behave with academic staff.

Expectations and rules vary so much from department to department and even from individual to individual. The relationship with some lecturers/tutors/supervisors will be very formal with titles and surnames used at all times. Other members of staff like to be called by their first names and may socialise with their students on a very informal basis.

If you are not sure how to address a member of academic staff you can either ask them, what should I call you? Or, if you feel too shy to do this, you can ask the departmental secretary or your classmates how most students address this particular lecturer. Alternatively, just listen to the other students talking to him/her and do as they do. ‘Lady’ or ‘Ma’am’ are not used.

Discussion and disagreement is acceptable (and even expected) as long as you can back up your opinions and ideas. A good lecturer/supervisor does not want students to agree with him/her all the time. Equally these staff do have experience with many students. You should seek and value their opinions on your work.

Relationships with other staff
Students from all countries talk to academic staff with respect and courtesy. Non-academic staff, however, often comment that some students have inappropriate expectations of them and do not always use the same courtesies that they would with academic staff. Of course, some students come from societies where the person who cleans, serves food, deals with security, etc is a servant. It can be difficult to adjust to a society where domestic assistants, catering staff and porters are valued members of staff who expect to be treated with respect. There are definitely no servants in the University!
Clerical and technical staff also hold responsible jobs, where they often have to tell a student what s/he can or cannot do. To those coming from other cultures where only the ‘boss’ really has any authority, this can be confusing and result in behaviour which the British can interpret as rude. It takes some time to learn what behaviour is expected and acceptable.

It is important to realise that British culture judges people as polite or otherwise according to how they treat cleaners, porters, secretaries, caterers as well as how they treat professors.

Their relationship with you
It is hoped that all students are treated with respect by all members of staff. Some international students may be very wealthy or hold very senior positions in their own country – bank managers, university lecturers, doctors, senior civil servants.

In many countries, such a position would entitle an individual to a special kind of respect and deference from those around him/her. Some students with such backgrounds find it difficult to adjust to being just another student. They might expect members of staff to treat them in a more formal and humble way. However, your position and rank in your home country is unlikely to have this effect on your life in the UK. This is not meant as a sign of disrespect but it can be hard to adjust to nevertheless.
Health

National Health Service (NHS)

Through the NHS, you should register with a general practitioner (GP). A GP is a general physician or family doctor who is an expert at diagnosing and treating a wide range of illnesses and conditions. GPs send patients for tests if they need more information. If a patient needs to see a specialist the GP will also refer them. (This is the only way to see a specialist within the NHS).

For more information, see the NHS choices website: www.nhs.uk

The NHS provides registration and consultation with an NHS Doctor (GP) or nurse free of charge.

There is a standard charge for each prescribed item of medication from the pharmacy. We strongly advise those with long term medical conditions to have medical insurance prior to coming to the UK. Anyone ordinarily resident in the UK, i.e. here for a settled purpose is entitled to use the NHS. This includes:

- International students registered on a full time course of six months or more.
- Dependants of the above, if classed as a resident (for six months or more) in the UK.

Students registered on a course of less than six months may be asked to pay for treatment for any condition (including accidents or illness occurring on the journey to UK) which existed before arrival in the UK. Your visitors from overseas, including non-dependent relatives (such as parents or siblings) are not entitled to NHS treatment. They should take out medical insurance to avoid the risk of gaining very large bills.

We recommend that you register with the University Health Service for all-round, integrated, medical support, see page 18. Short-term insurance to cover the period between departure from your home country and arrival in Sheffield is recommended. Doctors in this country are not permitted to supply a patient with drugs or prescriptions for medicines for use by relatives in a home country, even if these medicines are not available in that country. Desensitisation is not routinely available on the NHS. If you have started a desensitisation programme in your home country you should not expect to be able to continue with this on arrival in Sheffield.

NHS Surcharge – for any visa applications submitted on or after 6th April 2015, visa applicants will be required to pay a charge to the NHS. Please refer to page 44 for further information.

Contraception and sexual health

Contraception and sexual health advice is free and confidential from the University Health Centre. The emergency contraceptive pill can be obtained through an appointment with a practice nurse free of charge. It is also available from the NHS Walk in Centre or bought from pharmacies.

Travelling abroad

The NHS does not cover travel abroad. Provision of care varies from country to country and medical insurance is strongly recommended. EU nationals travelling in Europe should take the European Health Insurance Card to make a claim for any medical treatment on return to the UK. Applications for this are obtainable from post offices. Non-EU nationals should take out private medical insurance when travelling in Europe or beyond.

Families

Students coming to the UK with dependants (spouse and children) should ideally register themselves and their family with the same GP practice. Your dependants would be eligible to the same amount of care. If you are planning to register your dependants with the UHS please check our website: www.sheffield.ac.uk/health
If you or your spouse are pregnant or planning to become pregnant, please visit the UHS as soon as possible for your care. Please visit our webpages about antenatal care in the UK.

Please bring all your child health and immunisation records. Please visit the following websites to find out about healthcare in the UK and for an explanation of local NHS services:

www.sheffield.ac.uk/health
www.newbornphysical.screening.nhs.uk
www.sheffield.ac.uk/health/healthzone/meningitis

Students with children of school age

Under UK law children must be in full-time education from the beginning of the school term following their 5th birthday. Children are allowed to start school in the first class, which is called “reception”, in the September after their 4th birthday. Parents may also defer the admission of 5 year old children into reception until the January or April of the school year, depending on their date of birth. Applications for school places can be made online, through the Sheffield City Council web link below, or in person at Howden House in Sheffield city centre.

It is important to be aware that the academic year for schools, and school holidays, do not correspond exactly with the dates of the University’s semesters and vacations. The school year runs from early September to late July and there are one-week breaks in the middle of the three terms as well as longer holidays at Christmas and Easter. You can find information about the dates of school holidays at the Sheffield City Council web link below. In the UK, parents do not have the automatic right to take their children out of school during term time and can be prosecuted if their children fail to attend school. If you need to take children out of school, for example to travel abroad, this should be discussed with the school as soon as possible.
**Transport**

**Local**
Most of you will use public transport. The city of Sheffield and surrounding district are well served by an extensive network of bus services and the Supertram. All purpose-built accommodation is either on a main bus route or within walking or cycling distance, as are most University-owned and privately-owned approved houses.

**Bus**
Buses stop at fixed points. Bus stops normally indicate which number buses stop there. You must signal for the bus to stop by holding out your hand. Pay the driver as you enter the bus and take your ticket; drivers can refuse passengers who offer notes, so always have some coins available. Daily or weekly tickets can save money.

A reasonable distance before your stop, ring the bell to indicate that you wish to get off.

Most bus stops have names on them BUT most people in Sheffield will refer to the bus stop by what building, pub or road is nearby. There is no map with bus stop names on. For timetables please see: [www.travelsouthyorkshire.com/timetables/sheffield](http://www.travelsouthyorkshire.com/timetables/sheffield)

**Tram**
Sheffield has a tram system which passes the University. Tickets can be bought on the tram. Trams stop at tram stops if passengers are waiting there. To get off the tram, ring the bell some distance before your stop (indicated on the electronic noticeboard on the tram).

For University of Sheffield students, Unirider is a heavily discounted, term time travel ticket that gives unlimited travel on any Stagecoach tram or bus in Sheffield. The ticket is only available for sale online, see: [www.supertram.com/unirider.html](http://www.supertram.com/unirider.html)

**Taxis**
There are taxi ranks at:
- The railway station (until midnight only)
- Barkers Pool in the city centre
- Ecclesall Road (between Hunter’s Bar and the city)
- At night, at the entrance to the Students’ Union Bar One and at Western Bank in front of the Octagon Centre.
- Endcliffe (University accommodation)

A taxi from the railway station to the University will cost around £7.50-8.50. Taxis are generally more expensive after 10pm or if you are travelling outside the city boundaries. You can sometimes wait an hour or more for taxis at busy times (especially late at night). A wait of 10-15 minutes is more common. Other taxis – ‘minicabs’ – break the law if they pick up passengers who have not made a telephone booking.

Traditional taxi cabs (usually black but sometimes other colours) have meters and are allowed to stop and pick up passengers in the street. If a taxi is showing its orange illuminated ‘taxi’ sign, you can hail it by holding out your arm or waving.

Do not accept lifts from cars whose drivers say they are taxis or minicab drivers unless you have telephoned for a taxi. You should check that the taxi comes from the company you called. Most companies have a sign on their cars to indicate this.

All licensed taxis have a small licence numberplate (black figures on a white background) on the back of the car. If you are in any doubt as to whether or not a taxi is genuine, ask to see the driver’s identification (which should include a photograph) or ask them to radio the taxi office so that you can hear their controller.

**Cars and driving licences**
In Sheffield most students do not own or run a car, but live within a 20 minute walk of the campus or use the very frequent and reliable bus and tram services.
National travel

Coach
Travel by coach is probably the cheaper form of national transport. A National Coach Service operates from the Transport Interchange, Pond Street to all the major cities in the UK. There is an enquiry and booking office there, see: www.nationalexpress.com

Coach tickets can be purchased from the University’s Student Union Welcome Desk, Level 3, Students’ Union.

Rail
Train services run from Sheffield station to all the major towns and cities in the UK.

STA Travel can provide an ISIC student discount card for discounted train travel but do not sell train tickets: www.statravel.co.uk/ISIC-card.htm

There are a number of other saver tickets. In all cases, where you are travelling on a student fare, ensure that you keep your student card with you and always check (before you board the train) where cheaper fares are involved, since there are many restrictions on the times or trains on which you can travel. For fares and timetables see: www.thetrainline.com/buytickets

Student travelcards
These will reduce fares by approximately one-third on every journey and are valid for one year. They are for people who are under 26 or all those who are full-time students. A 16-25 railcard costs £30 for the year or £70 for three years, see: www.16-25railcard.co.uk

A Young Persons Coachcard costs £10 for the year or £25 for three years, see: www.nationalexpress.com/waystosave/young-persons-coachcard.aspx

All prices are correct at the time of printing.
Safety

Sheffield is the safest major city in the UK. As it is a large city though, it’s always sensible to take precautions and don’t put yourself in vulnerable situations. Here’s a few hints and tips. Please also see: www.shef.ac.uk/ssid/international/living/safety

Out and about

• Avoid walking on your own and using underpasses late at night.
• Don’t accept lifts from strangers.
• Make sure your friends know where you are.
• Keep laptops, iPods and iPads discreet and avoid using openly in the street.
• Do not trust strangers who offer to help you in financial matters or sell you a cheap computers.
• Keep to areas and streets that are well lit, avoid alleyways and shortcuts.
• Stay sober and in control if you’re out late at night.
• Try to use cash points (ATMs) during the day rather than at night.
• Use the Women’s Night Safety Bus (women only): www.shef.ac.uk/union/safety/minibus.php
• Travel by public transport or taxi. Check the safe taxi scheme: www.shef.ac.uk/union/safety/taxi.php

Safety at home

• Lock your doors and windows when leaving your room, even for a short while.
• Never leave valuable items where they can be seen from outside.
• Do not keep large sums of cash in your room.
• Never give cash or your PIN to new friends, even if they are from your home country or they seem to be offering help.
• It is your responsibility to insure your property and your valuables.
• Be careful when answering the door. Don’t allow anyone in unless you are sure who they are.
• Never leave your property unattended outside your room.

For important hints on safety please see: www.sheffield.ac.uk/union/advice/safety-and-security
www.southyorks.police.uk/content/personal-safety-0
www.sheffield.ac.uk/security

Safety on the roads

Pedestrians do not have right of way when crossing roads except at pedestrian crossings. Do not step out in front of cars on roads, driveways etc. Traffic drives on the left. You may not get used to this quickly so take extra care when walking or driving. Think carefully before driving on the left. Your reactions may not be as quick if you are used to driving on right and your driving could be dangerous.

Information on cycling safety can be found at: www.sheffield.ac.uk/cycleforum/safecycling
Post and telephones

The nearest post offices are in Broomhill and the city centre. Postage stamps for UK/EU are available from the Union Shop in the Union Building, all post offices and some shops. Other items for posting should be taken to the post office.

You can telephone most overseas destinations directly. If you need advice you should ring the relevant international direct dialling operator. The international code for dialling the UK from overseas is +44 (0) (the + being the international access code, usually 00). If you are called in Sheffield from overseas the caller should dial +44 (0)114 then the local number here in Sheffield. For example if your number is 0114 234 5678 overseas callers should dial +44 (0)114 234 5678.

If calling another Sheffield number from a landline within Sheffield there is no need to dial 0114 before the local number.

Your neighbours

Whether your neighbours are students or not you must treat them with respect. In residential areas, students, working people, families with young children and older people all live alongside each other. All have the right to peaceful enjoyment of their homes.

Noise deprives people of sleep and relaxation. Please be considerate about the noise in your accommodation and any noise you make on walking home at night. Loud, boisterous behaviour in public and blocking pavements can intimidate and annoy people. Please be respectful of their feelings. Litter and rubbish on streets and in gardens is antisocial.

If you live near non-students, it can make for good relationships if you introduce yourself. Remember, they may have had inconsiderate student neighbours in the past and be feeling anxious.

The needs of neighbours (of private sector and University-owned residences) must be respected. Your neighbours have the right to contact authorities (such as the University or the police) about antisocial behaviour. The University can and does take disciplinary action. The police can and do issue on-the-spot fines, arrest and charge people breaking the law.

City of Sheffield – civic information

The Sheffield Community Information Service can help with any query relating to the city. The service will answer any enquiries or comments by email: scis@sheffield.gov.uk. They are also responsible for Sheffield Help Yourself, which provides up to date information on voluntary organisations, clubs, community groups and related statutory services.

The Visitor Services is at Unit 1, Winter Garden, Surrey Street, Sheffield, S1 2LH (Mon to Fri 09:30-13:00 and 13:30-17:00, Saturday 09:30-13:00 and 13:30-16:00).

To utilise the expertise of the staff to plan your visit before you arrive, give them a call on + 44 (0)114 221 1900.

www.welcometosheffield.co.uk/visit/useful-info/maps-and-guides
Essential services

If you have any other queries before registration, you can visit ask.sheffield.ac.uk. In all cases it is helpful if you can quote your UCAS or Graduate Application Number.

Here are a list of other useful services and contacts.

301
301 Student Skills and Development Centre
301 Glossop Road
Sheffield S10 2HL
Tel: +44 (0)114 222 9744
Email: 301@sheffield.ac.uk

Student Services Information Desk (SSID)
Level 3, Students’ Union Building
Western Bank
Sheffield S10 2TG
Tel: +44 (0)114 222 1299

Accommodation and Commercial Services
The Edge, Endcliffe
34 Endcliffe Crescent
Sheffield S10 3ED
Tel: +44 (0)114 222 8800
Email: acs-customerservices@sheffield.ac.uk

Admissions Service – Applicant Information Desk (AiD)
Tel: +44 (0)114 222 8030
Email: shefapply@sheffield.ac.uk
www.sheffield.ac.uk/aid

Careers Service
388 Glossop Road
Sheffield S10 2JA
Tel: +44 (0)114 222 0900
Email: careers@sheffield.ac.uk

Disability and Dyslexia Support Service
The Hillsborough Centre
Alfred Denny Building
Western Bank
Sheffield S10 2TN
Tel: +44 (0)114 222 1303
Email: disability.info@sheffield.ac.uk

Counselling Service
36 Wilkinson Street
Sheffield S10 2GB
Tel: +44 (0)114 222 4134
Email: UCS@sheffield.ac.uk

English Language Teaching Centre
78 Hoyle Street
Sheffield S3 7LG
Tel: +44 (0)114 222 1780
Fax: +44 (0)114 222 1788
Email: eltc@sheffield.ac.uk

International Student Support
Level 6, Students’ Union
Western Bank
Sheffield S10 2TG
Tel: +44 (0)114 222 1267 or 222 1269
Email: international.students@sheffield.ac.uk

Nightline
Tel: +44 (0)114 222 8787 for listening
Tel: +44 (0)114 222 8788 for information
http://nightline.union.shef.ac.uk

Registration
Tel: +44 (0)114 222 1288
Email: student.registration@sheffield.ac.uk

Sport Sheffield
Goodwin Sports Centre
Northumberland Road
Sheffield S10 2TY
Tel: +44 (0)114 222 6999
Email: info@sport-sheffield.com
Notes

Use this section to make notes about important locations, dates and times you’ll need to remember. For example, what date and time do you register? Where do you collect your keys?
SPORT SHEFFIELD STILL ROCKS

STUDENT EARLY BIRD GYM PROMOTION
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Email membership.enquiries@sport-sheffield.co.uk

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Annual Off Peak £187
9 Month Off Peak £165
7am – 5pm, weekdays (last entry 4pm)
9am – 5pm, weekends

Annual Peak £247
9 Month Peak £218
7am – 10pm, weekdays
9am – 5pm, weekends

There are no joining fees on these offers

Offer Ends 12/10/2015

Last entry times apply. Members must be 16 years and over.
All information correct at time of going to press.
S10 health reserves the right to amend prices and withdraw products.
Goodwin Sports Centre, 132 Northumberland Road, S10 2TY

www.sport-sheffield.com
You should have received and read the first two guides, *Living in Sheffield* and *Before You Leave Home* already. If you haven’t got these, you can download them here:

www.sheffield.ac.uk/international/welcome

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