



University of
Central Lancashire
UCLan

Arrival guide for new International Students 2020/21

Westlakes Campus

uclan.ac.uk/welcome

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Westlakes

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Welcome to the University of Central Lancashire

Congratulations on joining UCLan. You are about to begin an exciting chapter of your life and there is so much to look forward to.

This is a very special institution which inspires its students to think big, achieve their ambitions and make their mark on the world. You will benefit from an outstanding teaching and learning experience, studying alongside academics whose research is having a positive impact on a global scale.

Although our University was founded in Lancashire, we retain a strong commitment to West Cumbria through our Westlakes Campus which offers innovative and vocational courses at undergraduate and postgraduate level that meet the needs of the local community whilst maintaining national and international appeal.

For example, by combining our academic provision at Westlakes with the neighbouring clinical facilities at the West Cumberland Hospital in Whitehaven, we are now playing a major role in helping to produce the next generation of West Cumbria's clinical workforce by training and developing leading-edge doctors, medical students and physician associates.

Whatever course you are interested in we have a reputation and a long history of creating new possibilities and transforming the lives of many thousands of our graduates. We will help you to realise your potential and give you the best possible preparation for a successful future career. We'll encourage you to be creative, innovative and entrepreneurial because you are the leaders of tomorrow.

I believe passionately in the importance of multicultural communities and our students constantly tell us that UCLan is a really friendly and supportive University. I think a big reason for this is because our classes are made up of students from a variety of nationalities, cultures and different backgrounds.

Life won't always be plain sailing but during your studies here you will acquire the skills to navigate choppy waters. Our exceptional academic staff and student support teams are always available to offer you professional advice and help you get back on track whenever you need information, support or just someone to talk to.

University life is about much more than just your academic studies. Make sure you take advantage of the huge range of opportunities on offer to meet new people, have fun and enjoy new experiences. Get involved in as many social, sporting, cultural and professional development activities as you can.

This Arrival Guide has been created to help you prepare for student life. It's filled with essential information and top tips to ensure you can get the most out of your first few weeks here.

May I wish you a very happy and successful time at UCLan.

Professor Graham Baldwin Vice-Chancellor



Before You Arrive

Visa information

If you will be coming to UCLan from outside the European Economic Area (EEA), you will need a visa to enter the UK as a student. If you are an EU Student, please see page 5 for information about the EU Settlement scheme. **Check if you need a visa.**

You can apply for a Tier 4 visa or a Short Term Study visa online. You must ensure you allow plenty of time to apply and it is very important that you have all of the correct documents ready.

To apply for your visa you will need:

- **Your Confirmation of Acceptance for Studies (CAS):** You should have already received your CAS letter either with this guide or prior to receiving it. There is a reference number in your CAS letter from UCLan. Please note that once you apply for your visa you are committed to joining UCLan. UK Visas and Immigration (UKVI) rules mean that you are not allowed to switch to another institution.
- **Your academic qualifications:** you will need to provide originals of all the documents listed in your CAS letter. Please also ensure you bring these with you when you travel to the UK as you will need them for enrolment.
- **Your English language qualifications:** you will need to provide originals of all the documents listed in your CAS letter. Please also ensure you bring these with you when you travel to the UK as you will need them for enrolment.
- **Your bank statements:** these must show that you are able to pay for both your programme of study, as well as the living costs as set by UKVI. They must also show that you have held these funds for at least 28 days before making your visa application. Bank statements can be in your name or the name of your parent/s. If in the name of your parent/s you must also provide evidence of your relationship, eg birth certificate and a letter from your parent/s giving you permission to use their funds.
- **If you are financially sponsored:** a letter confirming your sponsorship details on official letterhead. This should include whether your sponsor is paying all of your tuition fees and living costs.
- **Your current passport or travel document**
- **A bank card** in order to pay the application fee and **Immigration Health Surcharge.**
- **Details of the Post Office** you wish to collect your Biometric Residence Permit from. Currently UCLan are unable to take delivery of BRPs so you will need to request delivery of your BRP to a suitable Post Office. For more advice on this please email **internationalstudent@uclan.ac.uk**.

After submitting your online application, you will be asked to provide your fingerprints. You may be asked to take part in a telephone or face-to-face interview with UKVI staff to find out more about your planned study and why you have chosen to study at UCLan.

EU Settlement Scheme

If you are from a European Union country, you can apply to the EU settlement scheme up to 31 December 2020. Once you have applied you will gain Pre-settled or Settled status and will be able to remain resident in the UK for a minimum of five years. If you do not have Pre-settled or Settled status, from 1 January 2021 you will be subject to normal immigration regulations for non-UK nationals and so may be required to apply for a visa in order to return to the UK if you were to leave for any reason.

For more information and to apply please see the EU Settlement Scheme pages of the [Home Office Website](#).

Useful resources

There are several websites which may help you when applying for your visa and organising your travel to the UK.

- The [Home Office website](#) is the first place to start. It gives a general overview on the types of visas and how to apply for them.
- The British Council's [Study UK](#) website gives further practical information and insight on UK Education for International Students.
- [UKCISA \(UK Council for International Student Affairs\)](#) is an organisation which supports International Students and all who work with them. They offer a range of [Information and Advice](#) for students preparing to study in the UK in a very easy to understand format.
- [Blackbullion](#) is an online learning platform which helps students to gain confidence in dealing with their finances. They offer modules specifically tailored to international students, as well as on a range of more general topics including budgeting, digital banking and saving money. To register you should use your personal email address and once you enrol with the University, you can add your UCLan network details to access the full Blackbullion site.

Our Pre-Arrival call centres

We run a number of pre-arrival call centres to help all new international students through the various stages of applying to and arriving at UCLan to begin their courses.

The International Admissions team may have already been in contact with you to help you through the process of applying for your course at UCLan.

After you receive your CAS letter, the Student Services team will contact you to give you more information that will help you prepare for your arrival in the UK. Due to the current COVID-19 pandemic, the information which we would usually provide as part of the call centre will be sent to you in an email.

Should you wish to discuss any of the information we send to you, please let us know by replying to the email and we will arrange a convenient time to carry out a telephone appointment.

Planning your journey to Whitehaven

Due to the ongoing COVID-19 Pandemic situation we understand travel may be more difficult at the moment. You will be contacted a little closer to the time by your course teams to discuss how teaching will commence for your course.

Please do not apply for your visa until you know if you should be in the UK to begin your studies or if they will commence remotely.

You should also be sure that you will be able to safely travel to the UK before applying for your visa and so should keep an eye on the latest situation regarding travelling to the UK by visiting the [UK Government website](#).

Be sure to also check what travel information is being given by authorities in your own country to be sure you are able to travel before applying for your UK visa.

Once you know you are able to travel and have had your visa granted, please consider booking onto a flight which arrives into Manchester Airport since there are a number of travel options available for your onward journey to Whitehaven.

You will be required to wear a face covering during your flight or if you are travelling independently on UK public transport, so please come equipped with your own face covering or mask. Two face coverings will also be provided to you as part of your welcome induction to University.

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Travel options to Whitehaven

Airport Transfer Service

The University offers an Airport Transfer Service for all new overseas UCLan students, arriving into Manchester Airport to assist with their onward travel to Whitehaven via Preston, regardless of which country they travel from.

Whilst the COVID-19 pandemic is ongoing, the Airport Transfer Service is dependent on the restrictions imposed by the UK government. As such we may be unable to confirm your booking, and any details of the transfer until closer to your arrival date.

Please express your interest in booking a UCLan Airport Transfer by completing the [online booking form](#). We will contact you closer to the start of term with more specific details about the service we are able to offer.

Alternative Travel Options

There are also regular train services which run directly from Manchester Airport and this would be your cheapest option for travel. Upon arrival at the airport, follow signs to the station and then look for the ticket office.



Please use the [National Rail Website](#) to search for suitable train services that you could take.

Alternatively you could take a taxi from the terminal direct to Whitehaven. For your safety if you are going to take a taxi, please book this from the StreetCars desk in the terminal rather than booking via a taxi rank. This way you can ensure you will be taking a fully licensed taxi. Please also be aware that this option could cost between £200-£250 so you may wish to ask for a quote before booking.

Be sure to check when, where and how you need to collect keys for your Accommodation so you can ask the taxi driver to take you directly to that location.

Please take a look at the [University's travel webpages](#) for more information about travelling to and around the campus and local area.

You should ensure that you have travel insurance for your journey to Whitehaven which covers your flight and baggage. You should also ensure that you have completed details of emergency contacts in your passport (if there is a page for this in your passport).

We strongly urge you to book our accommodation before travelling to the UK since the University will not have any temporary accommodation you can stay in and due to social distancing and other lockdown measures, hotel availability may be limited.

Accommodation

We strongly advise you to book your accommodation before you arrive in the UK so you have somewhere to go as soon as you arrive. It is also highly advisable that you choose somewhere local to **Westlakes Campus** to ensure you have easy access to the University and its facilities.

One option is Summergrove Halls which is privately run and provides accommodation for international students who are studying at the Westlakes Campus in Whitehaven, Cumbria. Information is available on the [Summergrove Halls Website](#). There are approximately 26 rooms available at Summergrove Halls which are allocated by them on a first come first served basis.

Once these rooms are fully booked, you may find the following accommodation websites helpful.

Rightmove - where you can find private rental properties currently available in the area local to Whitehaven.

Spare Room - where you can look for rooms in shared houses that are currently available to rent in and near Whitehaven.

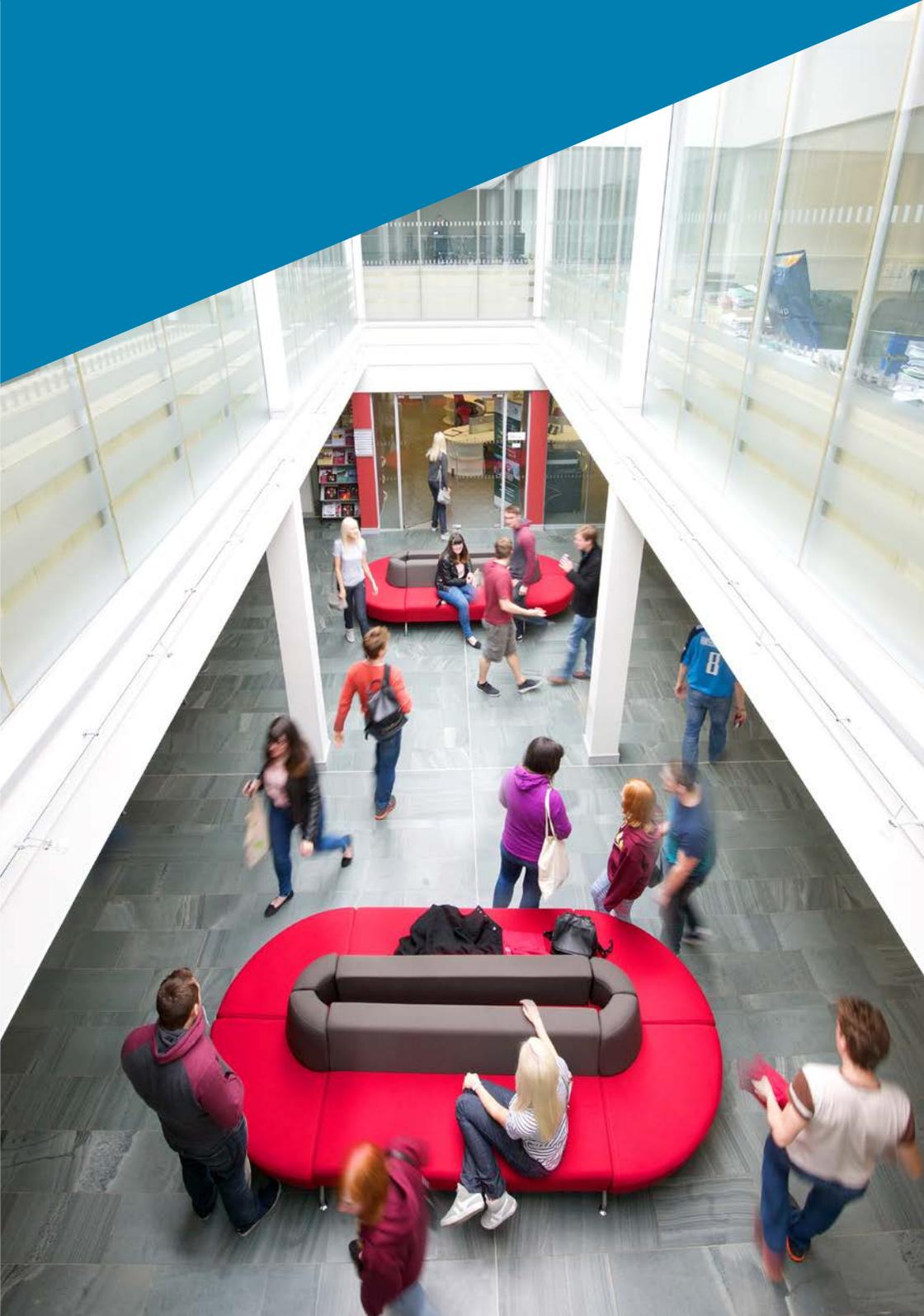
Please note: UCLan does not have any links with private landlords in Cumbria, and so does not endorse any particular private accommodation. You need to make thorough checks before signing any contracts. If you would like any further advice, please contact the [SU Advice and Representation centre](#) who can help you check Rental and Tenancy Agreements.

Student Services at the Westlakes Campus can also provide documentation to help when looking for Private Accommodation. Please contact them by email on thewestlakes@uclan.ac.uk or by telephone on **+44 (0)1946 517200**.

The UK Government currently require those arriving from certain international destinations to quarantine for 14 days. We are closely monitoring government advice and our planning will be responsive to changing public health requirements.

Please check with your accommodation provider when you will be able to access your accommodation and if your accommodation can be accessed early. We are making plans so you can study online for the two weeks of quarantine so you only need to arrive ready for your term start date. If you are living in University Halls of Residence, we will assist you with daily living needs, dropping off equipment and course materials.

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Paying your tuition fees

You **must** pay your tuition fees before your registration is complete. You will not be fully enrolled with the University until you have paid at least 50% of your total tuition fees for the year.

To set up a payment plan to pay in two instalments, please see the dedicated **[International Student Tuition Fees](#)** web page which also includes information on scholarships and bursaries available to International Students.

If you wish to pay all your tuition fees to complete registration, you can do so by making a secure **[online payment](#)** prior to the start of your course.

Health checks

We recommend that you have a dental check-up and eye examination before you leave your home country, as well as ensuring your Meningitis ACWY and MMR (Mumps, Measles, and Rubella) vaccinations are up to date. If you have an existing medical condition you should also discuss your condition with medical practitioners in your home country and ask them for documentation (in English) about your condition. Ideally you should notify the University of this existing medical condition and bring the documentation with you to the UK. You should also seek advice about any medication you may need to bring with you.

Students from some countries need to have a [TB check](#) before they can apply for a Tier 4 visa.

Preparing for life in the UK

Whilst coming to the UK to study is very exciting, it can also be rather daunting. Preparing yourself in advance can be a great help and you may find it useful to access the British Council's '[Prepare for Success](#)' online resource.

What to bring with you:

- Some photographs and postcards to remind you of home and to show new friends.
- Details of any medication you usually take; please check with your airline before packing any medication in your baggage.
- Your CAS/offer letter, visa letter (if applicable), **original English language and academic qualification certificates**.

What NOT to bring with you:

- Please do not bring too much with you. You will have to carry your own luggage and may be charged excess baggage by your airline if you bring too much.
- Whitehaven has a good range of shops so you should be able to buy most of what you need here. We recommend you buy warm clothes, bedding, towels, crockery and cutlery once you are here. They are all readily available and are fairly cheap. The <i> staff can give you further information on where you could buy these items. [The Welcome information](#) on our website will provide you with further information on where you can buy these items or you can ask the Welcome Team or UCLan staff for advice.

When you arrive in the UK you should ensure that you have enough money to pay for your accommodation and buy food for the first few days, while you are waiting to open your bank account. We advise you not to bring large amounts of cash with you. You should bring no more than £500 and carry it in your hand luggage.

What to leave with family

We recommend that you leave a copy of your passport, visa and travel insurance documents with your family.



Once you arrive in Westlakes

The first few days at University can be daunting for any new student, but when you're also arriving in a new country, we know it can be even more overwhelming. So please don't worry, there will be plenty of help available for you when you first begin your course.

Whilst the current COVID-19 situation is ongoing, UCLan Welcome will largely be an online festival of activities and information designed to help you get used to life at UCLan as well as life in the UK.

You will be invited to a range of online social activities where you can meet new friends both from the UK and from other countries around the world. There will also be an opportunity for you to meet staff from all the different support services across UCLan. Please keep a close eye on your UCLan email address for the invites to this and do log in to as many as you possibly can.

You will also be sent an electronic welcome pack closer to the start of term which will tell you more about other shops and services that are around campus.

[View a campus map](#)

If you have booked accommodation in private halls of residence, you will need to check the arrangements for picking up your keys with the relevant private hall sector manager.

Register on your course

Before you can begin your studies, you must register on your course. To do this you must complete your **Course Enrolment** in full and pay at least 50% of your first year's tuition fees. Please note you will be unable to access the course enrolment until you have received your UCLan Username and password. If you have not yet received these details, please wait a little longer as it can take a few weeks to update your student record and create your network account. Be sure to keep an eye on your personal email address as we will send all details there.

After you have received your UCLan username and password by email you will be sent a link to the Online Enrolment system which is the start of your course enrolment. During this process you will be asked to upload clear, colour copies of your immigration and qualification documents in order for us to verify your identity and previous study. You will also be required to read and electronically sign the Overseas Student - Terms and Conditions, which outlines your responsibilities under Tier 4 and the University's duties.

You must ensure you bring all these documents and any others in the list below with you when you do travel to the UK as you may be asked to show the original versions in person after arrival.

You need to have **originals** of all of the documents listed on this checklist when you come to register.

Immigration Document Checklist

- Passport
- Visa Letter from UK Home Office
- BRP (If you already have it)
- Offer Letter/CAS Letter
- Original Academic Qualifications
- Original English Language Qualifications
- ATAS Certificate (If applicable)

Registering with the police

If you are required to **register with the police**, Student Services at the Westlakes Campus will arrange for Cumbria police to come on to the campus for a registration day.

You must remember to take your passport, BRP, 2 x passport photographs and police registration fee of £34 in cash with you to your appointment.

Healthcare

It is very important that you take good care of your health so that you are able to make the most of your studies. Find out more about **keeping healthy**.

(i) Registering with a doctor

When you arrive at the Westlakes Campus we will ensure that you register with a General Practitioner (GP) doctor as soon as possible after your arrival. To help with this, Student Services at the Westlakes Campus will organise registration with a local practice called Mansion House.

Registration forms can be collected from the *desk* in the reception area and returned as soon as you have completed all the details. The *team* will send these to the GP practice on your behalf. If you have any problems with completing any of the details on the form, please ask one of the *team* who will be happy to help.

If you have an existing medical condition you should bring any documentation (in English) from medical practitioners in your home country, along with sufficient medication. It is then important that you book an appointment with a GP in the UK as soon as possible after your arrival.

If you are studying for more than six months, you will have paid a health charge as part of your Tier 4 visa application to access the National Health Service (NHS) in the UK. If you are studying for fewer than six months you should ensure you have adequate medical insurance to cover you.

The UK Council for International Student Affairs webpages has more advice and information about **health and healthcare advice**.

If you have an appointment at the hospital for non-emergency treatment please contact the Overseas Visitors team at the hospital beforehand. You will need to contact them to confirm the documentation you will be required to provide (eg passport, visa, and proof of attendance on a qualifying course of study). You can contact the Overseas Visitors team on: +44 (0)1772 522563.

European Health Insurance Cards (EHIC) will only be valid in the UK up to and including 31 December 2020. Please be sure to take your EHIC card with you to any medical appointments.

If you are an EU National arriving in the UK before 31 December 2020 you can apply to the EU Settlement scheme which once granted will entitle you to primary health care whilst in the UK. (See page 5 for more information on the EU Settlement scheme)

EU Nationals arriving in the UK from 1st January 2021 onward will be required to pay the Immigration Health Surcharge when applying for a Student Route Visa. This will entitle you to access basic health care on the National Health Service for the duration of your visa.

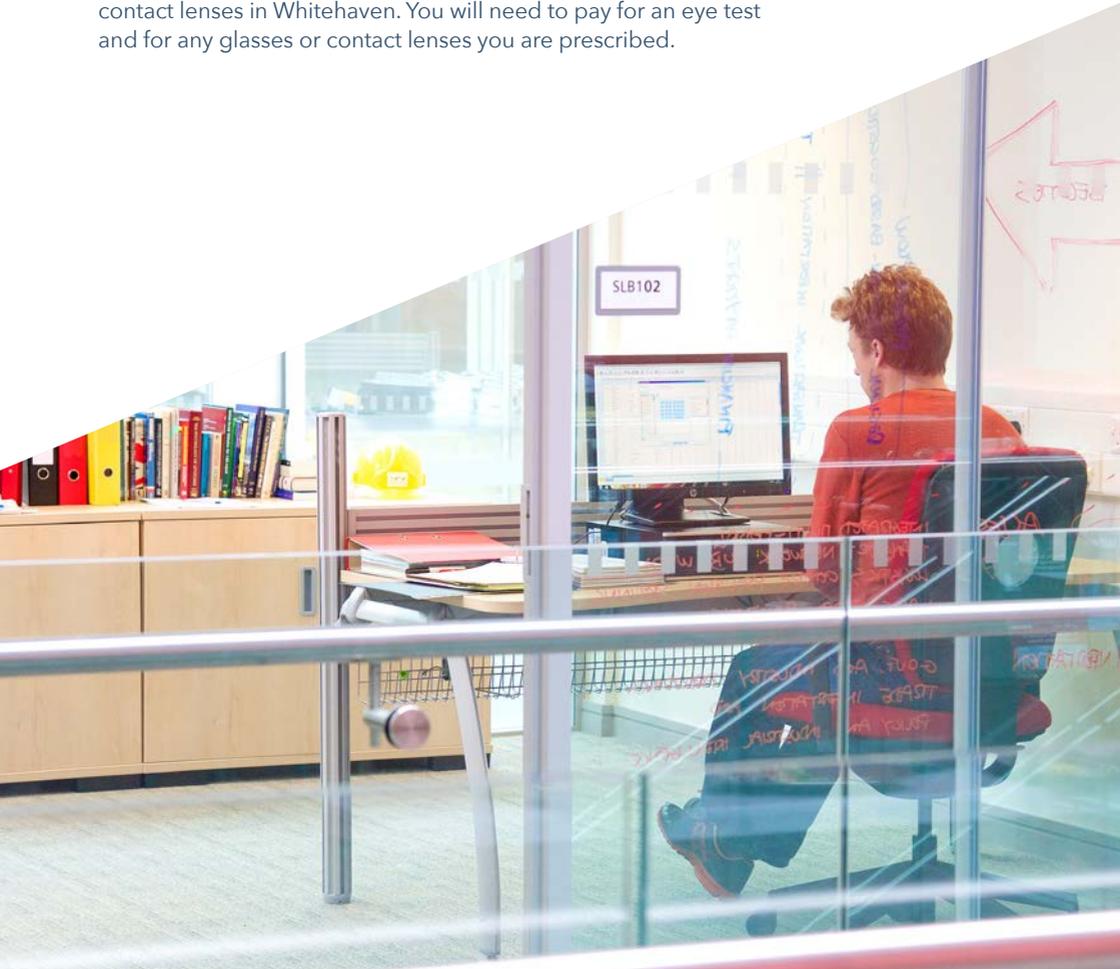
Please see the UKCISA website for information on [Healthcare in the UK](#) and details about the [EU Settlement Scheme](#).

(ii) Dental services

You should note that many dentists in the UK no longer offer treatment under the NHS and only offer private treatment, which can be very expensive. You should ensure you ask for and understand the price of your dental treatment before you go ahead with it.

(iii) Eye care

There is a wide range of opticians offering eye tests, glasses and contact lenses in Whitehaven. You will need to pay for an eye test and for any glasses or contact lenses you are prescribed.



Throughout the year

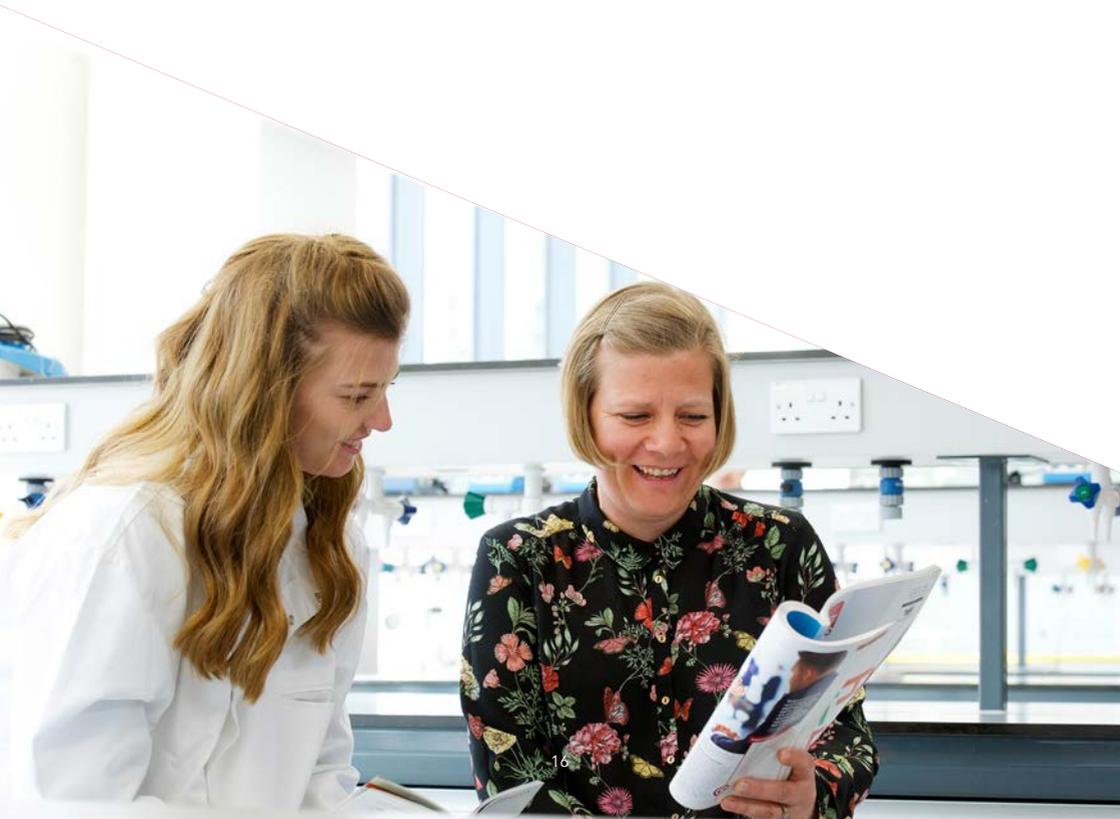
The <i> Student Information and Support Centre

The <i> Student Information and Support Centre is the first point of contact to call for advice and support on all aspects of University life.

We can assist you with a range of queries including:

- Letters confirming your student status
- International Student Support (including visa extensions and travel advice)
- Library Services and Support
- Student Support and Wellbeing
- Car Parking
- Student Finance

If you have any questions or concerns and don't know who to speak to, you can visit The <i> which is located in the Samuel Lindow Building where we will assist as best we can or put you in touch with a specialist service for further advice.



Starfish

Starfish is our online system which pulls together information about you and your UCLan journey in order to help you get the best support throughout your studies. All UCLan Preston, Burnley and Westlakes Campus students are set up with a Starfish record automatically once they have completed their course registration, which they can access via Blackboard Virtual Learning Environment. On there you will be able to access your own personal dashboard which displays your achievements, any upcoming appointments you have booked as well as additional support documents to help your progress through University.

Starfish can also help you access a wide range of additional support services, whether it's Academic, Social, or Wellbeing support that you require.

Course Administration Service (CAS)

The Student Services staff provide CAS support at Westlakes and are best placed to deal with a wide range of queries including:

- Enrolment and registration
- Course contact advice - who, where and how to contact an academic member of staff or support service
- Change of Circumstance requests such as Interruption to study/Withdrawal/Transfer of course
- Timetable queries
- Module registration and progression
- Exams and assessments
- Placements
- Extenuating Circumstances and Extensions

The opening times for Student Services are:

- Monday-Thursday: 8.30am - 4.30pm
- Friday: 8.45am - 3.30pm

Academic support

We aim to provide you with the best possible academic support to help you succeed in your studies. You will be allocated a **Year Tutor** for the duration of your course, who is responsible for providing general academic guidance at particularly important times of the year. Your Year Tutor will support your progress and give advice on issues such as module options available on your degree programme. They can provide you with guidance in academic matters, as well as information about where to go for any additional and specialist help you might need.

Library

The medical library is situated on the first floor of the Samuel Lindow Building and an induction to library services will take place early in the term.

IT services

Once you have enrolled and have your UCLan card, you will have full use of [computing facilities](#) on campus and a range of off-campus services. Take a look at how to [Access the University Network](#).

The [LIS Self Service Portal](#) contains FAQs about all of our IT services and allows you to log requests and issues to LIS Customer Support. You will need your UCLan Username and Password to use this service.

If you need help using the network, you can contact the [LIS Customer Support team](#) by email on licustomersupport@uclan.ac.uk or by telephone on [+44 \(0\)1772 895355](tel:+44(0)1772895355).

Inclusive Support Service

We have a dedicated team who are committed to ensuring you get the support you need in relation to a disability, mental health problem, specific learning difficulty or long-term health condition. Telling us about your disability won't affect your application or the way you are treated by the University and you might be surprised at the amount of support available, which could include:

- Individual Study Skills support to help you with time management and organisation, reading strategies, research techniques, structuring assignments, exam and revision strategies, presentation skills and memory techniques.
- Specialist equipment and learning software.
- Support whilst on campus, including: mobility support, library support, help in finding your way around the campus, notetaking, support with technology or help attending student societies.
- You may be eligible for reasonable adjustments to assist with your studies.

You're advised to tell us about your disability when you apply, but you can let us know at any time during your studies. Once you've done that, we'll contact you to discuss potential support and adjustments. You can get in touch with the team by emailing inclusivesupport@uclan.ac.uk or calling [+44 \(0\)1772 892593](tel:+44(0)1772892593).

We understand that telling us about a disability will involve sensitive information; we'll discuss all issues relating to consent and information sharing with you.

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Wellbeing Service

Starting university is an exciting time, but with so many new experiences, you may benefit from some extra support, be that in the first few days and weeks, or at key times throughout the year. Through the provision of guided self-help, online resources, group workshops, drop-in support, solution focused therapy, individualised face to face and telephone assessments, referrals to external services, awareness-raising events and a range of other support services, the University's Wellbeing Team is here to support you to stay on track.

Our team of professionally trained and experienced Wellbeing Advisors, Mental Health Advisors and Counsellors offer a year-round service to promote and support your positive mental health and wellbeing. Our Wellbeing Team will ensure you receive the right support when you need it most, so you can enjoy the best possible student experience. All you need to do is ask!

For more information about our service, please visit the [Wellbeing Service website](#) where you will find lots of useful information, including our online support request form. Alternatively, you can contact the Westlakes Wellbeing Service by emailing TheiWestlakes@uclan.ac.uk or calling +44 (0)1946 517200.

Student Immigration and Compliance Team

The Student Immigration Compliance Team provide advice and guidance to students from outside the UK and can give immigration advice, in particular for Tier 4 visa extensions and Doctorate Extension Scheme applicants. [Visit the Student Immigration and Compliance webpages for more information.](#)

Opportunities to travel

While studying in the UK, you will have plenty of opportunities to visit the many different towns and cities, as well as various tourist and cultural attractions.

While you are studying at the University, we can assist you in applying for a Schengen visa to visit a further 26 EEA countries. Please note that you should only travel on holiday to a Schengen or EEA country during an official university vacation period. For undergraduate students this will be Christmas, Easter and the summer holiday, but for taught master's students this will be the Christmas and Easter holidays only. If you have any doubts as to whether your planned trip is during an official university vacation please consult the [academic calendar](#).

When planning your trip you should make sure that you apply for your Schengen/EEA visa at least four weeks in advance of your journey. You should obtain a 'confirmation of study' [letter](#) from The <i> letter request page in plenty of time and make certain you have at least three-six months left on both your UK visa and passport. Always check the embassy website of the country you plan to visit in order to confirm that your visa and passport are valid and if there are any other documents you need to provide.

Further information on Schengen visas is available on the [Student Immigration and Compliance Team webpages](#).

Students' Union

Hello and welcome to your Students' Union.

As soon as you enrol onto a UCLan course, you're automatically a member of your Students' Union which means you'll be able to access our services. It doesn't matter if you're not based at the UCLan Preston Campus because you're still one of us.

We're a not-for-profit organisation which is run independently from the University and our mission is to 'make life better for students.' At the heart of our work are four key aims which is to represent, support, inspire and connect you, to ensure you get the most out of your student adventure!

Supporting You

We're **here to support you** and during your time at University, there may be moments where you need support and advice.

The Students' Union Advice Centre is a free, confidential and independent service available to UCLan students. So, whether it's an academic issue like plagiarism, collusion or a disciplinary, or you need advice for any welfare benefits, housing, financial or employment issues, we're here for you.

As we're independent from the University, we are able to represent you without any conflict of interest. All enquiries are dealt with the strictest confidence, which means that we do not disclose anything you have told us.

The Advice Centre is based on the Preston Campus, but you can still access their support via email suadvice@uclan.ac.uk, by phone **01772 89 4880** or on our website at uclansu.co.uk/supporting



Creating Positive Change

Do you have an idea for something you think would make positive change for students at the Westlakes Campus or in the local community?

Well, submitting your suggestions to 'Your Big Ideas' could see you become a change maker and make life better for your fellow students. It's simple, just head to uclansu.co.uk/yourbigideas to check out how it works, see other submitted ideas and to have your say by voting on them.

You can find more information about your Students' Union on our website at uclansu.co.uk





**University of
Central Lancashire**
UCLan

Where opportunity creates success

Get organised for January

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#TheUCLanExperience

The information in this booklet was compiled in December 2020 and all reasonable care has been taken to ensure its accuracy at that time. We hope that you are happy with your UCLan experience, if not please tell us! We have a complaints procedure in place. Please visit uclan.ac.uk/studentcontract for further details.

Photographs were taken before the COVID-19 pandemic.