



Welcome!

You will soon be joining us at the University of Surrey International Study Centre, where you will have a wonderful opportunity to study in the UK, at one of Britain's excellent universities. The University has a long history of welcoming international students from all around the world, and we currently have students from over 130 different countries so you will be certain to gain a truly international education and diverse student experience.

You will now be preparing to leave your country and travel to the UK and all the staff at the International Study Centre are looking forward to welcoming you to the University of Surrey. You may feel slightly nervous right now but don't worry, there are plenty of people in the centre to help you settle in. This is an exciting time for you when you will meet new people, have new experiences and fulfil your dreams.

We look forward to being part of it!

Angela McLean  
Head of Centre  
University of Surrey International Study Centre

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## Key Facts

Head of ISC:	Angela McLean
Address of ISC:	International Study Centre First Floor Philip Marchant Building University of Surrey Guildford GU2 7XH England
Telephone Number of ISC:	+44 (0)1483 689951
Fax Number:	+44 (0)1483 689952
Emergency Contact Number:	+44 (0)7824 590698

## Useful Websites

If you would like to learn more about life at the ISC, The University of Surrey, the local area and other information, the following websites may be useful.

Visit Britain	<a href="http://www.visitbritain.com">www.visitbritain.com</a>
UK Maps	<a href="http://www.streetmap.co.uk">www.streetmap.co.uk</a>
BBC Weather Centre	<a href="http://www.bbc.co.uk/weather">www.bbc.co.uk/weather</a>
Surrey ISC 'Frequently Asked Questions' link	<a href="http://www.studygroup.com/isc/surrey/faqs.aspx">www.studygroup.com/isc/surrey/faqs.aspx</a>
Visit Surrey	<a href="http://www.visit-surrey.com/">www.visit-surrey.com/</a>

### Join us on Facebook

The ISC is now on Facebook. Connect with other new and current students at The University of Surrey ISC - see photos, ask questions, leave messages.

#### *Not a member of Facebook?*

It's free to join but you will need to click the "Sign up for Facebook" link:

[www.facebook.com/r.php?](http://www.facebook.com/r.php?)

Follow the instructions on screen, and register your details.

You will then need to check your email and click on the link confirming your email address.

Once you are registered go to:

[www.facebook.com/iscsurrey](http://www.facebook.com/iscsurrey)

To join, simply click 'Join this Group'.

### What to pack/bring

Essential items to bring with you include: your passport and visa, your enrolment and accommodation documents, passport sized photographs, photographs of friends and family to brighten up your new room, a towel, essential toiletries and medications and an alarm clock – for those early starts!

### Arriving in the UK

Please ensure you ring home to inform your parents or agent that you have arrived safely – they will be worried about you and want to know you have arrived safely.

Please ensure the International Admissions Centre (IAC) have been advised of your expected arrival details in good time, on Telephone +44 (0)1273 339333 or Fax +44 (0)1273 339334.

Students are advised to check with the Head of Centre before booking their travel back home at the end of each term. In particular it is advised that you check with the Head of Centre before booking travel home at the end of the course in case it is necessary to remain in order to receive results and be advised of next steps in your study plan.

### *By plane*

Most international students fly and are met by a taxi, which will transfer them from the airport to the University. If you are being collected by taxi, it will be waiting for you in the arrivals hall.

The taxi driver should know which accommodation you are staying in, but it is a good idea to have the details of where you are staying to hand.

### Making your own way

#### *By train*

The best way to get to Guildford from Central London is by train from Waterloo station. The fastest trains take 35 minutes, via Woking. The single fare is about £10. You can get a taxi from the train station to campus which should cost about £6 or there is a bus every 10 minutes during the day, and every 30 minutes in the evening from Guildford centre and railway station to the University campus.

#### *By car*

If you are arriving by car, you should be able to drive to the residences and unload, but then should park in one of the visitor car parks for the day.

### Accommodation

Your accommodation should be available 24 to 48 hours prior to the start of your course. Please see the Accommodation Guide included with this pack for information about the University residences.

### Induction

During your first week of term we will help you settle into life in Britain, and at the University. Your first week will include: registration at the University, registration with our local/on-campus health services, setting up a bank account, and police registration.

Please be aware that all students are given an English test on arrival, and study plans may be changed on the basis of this test.

### *Medical Information*

There are medical facilities located on or near to campus. Staff will ensure you are registered at the local Health Centre, and will show you where the closest pharmacy is located, where you can receive medicines on prescription.

### *Opening a bank account*

You must open and start using a UK bank account within the first month of arriving in the UK, in order to renew your visa at a later date. Before opening an account, you should check whether money can be transferred into it from outside of the UK. To open a UK bank account you will need a letter from the ISC for the bank confirming that you are a full time student. Our staff will help you with this in your first week.

Warning: DO NOT carry large amounts of cash with you or keep large amounts of cash in your accommodation.

### *Police registration*

If on entering the UK your visa is stamped with the words "Register with UK police on arrival" this must be done shortly after arrival. Staff at the ISC will help you with this. You will have the opportunity to register with the police during your first few weeks with us. You will need your passport and a sum of money, currently in the region of £34. You will be given further information on registering with the police during the induction programme.

### The cost of being a student

Whilst in the UK, you will need to budget carefully to cover all of your living costs, which include accommodation, clothes, transport, books, food and entertainment.

It is very difficult to estimate how much money you will need over a year as this depends on individual lifestyles and circumstances, although you should budget approximately £50 per term for books.

Remember, you will spend more money at the beginning of the course as you may need to buy one-off items such as kitchen equipment, books that will last for two or more terms, and special equipment for your course. Small charges may also be made by some departments to cover supplementary materials or services. More information about how to budget for your living expenses will be discussed during your first week of term.

### **Living in the UK**

#### *Social attitudes*

Life in Britain will almost certainly be different from what you are used to. It is difficult to define exactly what the 'British' way of life is as attitude and outlooks vary considerably according to where you are in the country. As home to residents from many different parts of the world and a variety of ethnic backgrounds, Britain has a vibrant, cosmopolitan feel.

When you first arrive you may notice differences in the way people behave compared to your own country, however, it won't take you long before you are accustomed to your new life here and are able to adapt to a whole variety of situations; everything from understanding British etiquette and mannerisms to cooking your own food and running your own bank account.

#### *Drinking*

Alcohol is available to anyone aged over 18. It's perfectly acceptable for adults to drink alcohol in moderate amounts. For many British people, drinking is an established part of social life – 'going out for a drink' is how they relax or spend time with friends. This doesn't mean that you have to drink alcohol. If you don't want to you can always ask for a non-alcoholic drink instead.

#### *Smoking*

Many people in Britain smoke. However, in some ways smoking is less acceptable than drinking, and since Summer 2007, smoking has been banned in all pubs, clubs and restaurants in England. Smoking is banned in many public places including buses and the London Underground. If you smoke in these places, you have to pay a fine. Some non-smokers find smoke unpleasant and uncomfortable. If you are eating or drinking with friends – especially at someone else's house – it is polite to ask before you light your cigarette.

#### *Homesickness*

To start with everything is new, exciting and different, but as time goes by you may start to wish that things were the way they were back home. Don't despair as this stage will pass – and much more quickly if you talk to someone about how you are feeling.

#### *Racism*

Racism is a global problem and no society is perfect. Britain isn't free from racism and while you may meet a little of it in your day to day life, it is hoped that it is very rare in the University. The ISC and the University are committed to equality and to ensuring that you do not face discrimination whilst you are studying.

#### *Specialist and international foods*

There are many shops and restaurants in the area which sell these types of foods. You may also find that some of the larger supermarkets stock some of the products that you require.



Thank you for deciding to take your course at the University of Surrey and for selecting residential accommodation.

The university offers 4 different types of accommodation, all of which are university managed. All accommodation prices include a fast, unlimited broadband internet service. Below is an outline of each type of accommodation available.

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**Band A:**

Band A rooms are normally shared rooms on campus. These rooms do not have private washbasins.

**Band B:**

Band B consists of single rooms, on campus, with private washbasins.

**Band C:**

Band C rooms are modernised, single rooms on campus, most with private washbasins.

**Band D:**

Band D rooms are modernised, ensuite rooms, mostly on campus.

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**Please note: Accommodation will be allocated according to availability. This means that you may not necessarily be given the type of room you originally requested on your booking form. Please be aware that the prices quoted to you in your offer letter from Study Group may be subject to change, in line with university accommodation price increases.**

**Accommodation facilities**

When you arrive we aim to help you to settle in as quickly and as smoothly as possible. We know that when you arrive at Surrey you may feel anxious that you do not know anyone. But everyone feels the same, and living in university accommodation you soon get to meet your neighbours.

All university accommodation is self-catering, with cooking facilities in communal kitchens, which is a great place to meet your neighbours. All bedrooms have broadband internet access and an optional direct dial telephone service, so keeping in touch with family and friends is easy. There is a launderette on campus, along with shops, health services and other essential facilities.

**Arrival**

Please do not arrive more than 2 days before your course is due to start as your room may not be available.

**We expect to see you arrive on Saturday 26<sup>th</sup> June 2010**

Please ensure the International Admissions Centre have been advised of your expected arrival details in good time, on Telephone +44 (0)1273 339333 or Fax +44 (0)1273 339334.

**The first day of term and induction will take place on Monday 28<sup>th</sup> June 2010.  
Please report to the ISC, in the Philip Marchant Building at 10am.**

**Please take your room confirmation letter with you. This will be emailed to you shortly before the start of the course.  
Take note of the court which you are staying in, so that you know which reception to collect your keys from.  
You will also need your Surrey student ID during your Induction Week, so please record it and take it with you to the ISC.**

You should collect your keys from your court receptions unless your court reception is closed, in which case you should collect your keys from security. Manor Park reception is open 24 hours.

<b>Your Court:</b>	<b>Collect Keys from:</b>
Cathedral Court	Cathedral Court
Guildford Court	
Twyford Court	
International House	
Battersea Court	Battersea Court
Surrey Court	
Stag Hill Court	Stag Hill Court
University Court	
Millennium House	
Manor Park	Manor Park

On Saturdays all Court Receptions are open from 0800 to 1200 and Battersea Court Reception is open from 1800 - 2300. On Sunday Battersea Court is open from 1800 – 2300.

Should you be arriving outside of the reception opening hours, please inform the International Admissions Centre - IAC (+44 (0)1273 339333) of your arrival time. Please note that we cannot guarantee that your key will be issued if you fail to inform the IAC of this.

Please note that dependant on your study plan, you may be required to move rooms during your course, and may have to sign separate contracts for each tenancy period.

### **Settling In**

Please note that all areas of residence across the university are non-smoking.

When you arrive in your room you will find a bedding pack including a duvet, a pillow and bed sheets.

There is free broadband internet in all rooms. User instruction packs and free virus protection software will be issued to you when you collect your keys.

You can set up and activate your university email account before you arrive. To activate your university email account, go to <https://magic.surrey.ac.uk/userquery> . You will need your university number, and you will be able to locate your University of Surrey IT account username, and create your initial password.

All rooms have a Freewire telephone handset. For more details go to:  
<http://portal.surrey.ac.uk/accom/ug/phones>

If you will be under 18 on arrival at the ISC, please ensure that your guardian has signed a policy which states that both you, and they are aware that under UK law you are considered a minor until you turn 18, and to confirm that you are aware of what steps the University of Surrey will take regarding a resident under the age of 18.

Please be aware that tap water in Britain is safe to drink. If you feel wary of this, water filters are readily available at most supermarkets, which you could buy on arrival.

There are shops both on campus and very close to campus, which sell most things you'll initially need. Before flying, please check with your airline what you are allowed to bring on to the flight, particularly in reference to food products.

Surrey accommodation 'Policy and Rules' information can be found at the link below:  
[http://portal.surrey.ac.uk/portal/page?\\_pageid=909,336752&\\_dad=portal&\\_schema=PORTAL](http://portal.surrey.ac.uk/portal/page?_pageid=909,336752&_dad=portal&_schema=PORTAL)

Please see the ISC Frequently Asked Questions Page to answer any other queries you may have -  
<http://www.studygroup.com/isc/surrey/faqs.aspx>

**Key Buildings**

Advanced Technology Institute	3
Austin Pearce Building	22
Duke of Kent Building	19
Lecture Theatre Block	12
Nodus Building	2
Oak House	17
Performing Arts Technology Studios (PATS)	6
School of Management Building	23
Senate House	14
Teaching Block	7

**Academic Departments: Enquiry Offices**

Faculty of Arts and Human Sciences	
Culture, Media and Communication	AC
Dance and Theatre Studies	2/6
Economics	AD
English	AC
Humanities	AC
Language and Translation Studies	22
Music and Sound Recording	6
Psychology	AD
Political, International and Policy Studies	AC
Sociology	AD
Faculty of Engineering and Physical Sciences	AA
Faculty of Health and Medical Sciences	
Biomedical and Chemical Sciences	AY
Nursing, Midwifery and ODP	19
School of Management	23
School of Law	23

**Other Departments and Facilities**

Accommodation Office	13
Administration (Registry)	14/16
Advanced Technology Institute	3
Bank (NatWest)	4
Bookshop	10
Careers Service	13
Continuing Education Centre	14
Health Centre	21
International Office	13
Launderette	11
Lewis Elton Art Gallery and Arts Office	9
Library	9
Post Office	11
Quiet Centre	5
Reception	14
Registry Student Centre	16
Research and Enterprise Support (RES)	14
Security Office (open 24 hours)	14
Shop (One Stop)	11
Sports Centre (UniSport)	1
Student Advice and Information Service	15
Student Counselling Centre	20
Students' Union	18
Surrey Design and Print	10

**Restaurants, Cafés and Bars**

Chancellors Bar and Restaurant	18
Lakeside Restaurant	23
Roots Café Bar	17
Rushes Restaurant	11
Seasons Restaurant	17
Sorrento Coffee Shop	23
Starbucks Coffee Shop	17
Wates House	8

**At Our Manor Park Site**

- Clinical Research Centre
- Manor Park Accommodation
- Postgraduate Medical School
- Varsity Centre

