

There are many exciting events that take place in York throughout the year. Lots of them will be advertised around town, but you can take a look at the [What's On in York](#) website for further information.

York is home to many independent retailers, as well as larger chains, making it a great city for shopping. The York designer outlet also has many discounted designer brands, providing a variety of shopping options to suit different budgets.

York is extremely well connected by rail with the rest of the country. You can easily get to London, Edinburgh, Manchester, Newcastle and many other cities from York station. To save money on train fares, you can buy a [railcard](#) which discounts your fares by 1/3.

Scams: don't fall for them!

Unfortunately, every year international students lose money to scammers. Here are the most common scams to look out for:



- **Virtual kidnapping:** a student is told that they are implicated in a serious crime, and persuaded to cut off all contact with their family and 'kidnap' themselves. Money is extorted from their family.
- **Fake UK Visa/ Home Office/ police/bank scam:** a fake 'official' contacts the student and tell them there is a problem and they must pay a fine or risk being deported. Other scams involve callers pretending to be the police or demanding students pay taxes.
- **Tuition payment scams:** students are offered discounts or 'help' to pay their tuition fees if they supply their bank details.
- **Foreign exchange scams:** students looking for favourable exchange rates may unwittingly be laundering money and could end up losing their money.
- **Romance scams:** students are tricked into fake relationships by criminals who try to steal their money, by threatening to share embarrassing photos of them or by claiming to need money for something urgent.
- **Fake landlords on Facebook:** students on accommodation search pages are offered a room in a shared house and asked to pay a deposit. The room turns out not to exist.

Remember - if an offer looks too good to be true, it is probably not genuine!

International Student Welcome Booklet

2023/24



Welcome!

Welcome to the University of York! We are absolutely thrilled to have you here and can't wait to share your exciting journey. As you take your first steps on British soil, we want you to know that you're about to embark on an incredible adventure that will shape your future and create memories to last a lifetime. The UK is known for its top-notch universities, fascinating history, and lively cities. You're joining a vibrant community where cultures from all around the world come together. Get ready to embrace diversity, make lifelong friends, and broaden your horizons.

While you settle into your new home, remember that we're here to support you every step of the way. The University of York has fantastic services to help you with academics, personal challenges, and adjusting to life in the UK. Don't hesitate to contact us whenever you need assistance or just want a friendly chat. Beyond the classroom, the UK is brimming with incredible experiences. From iconic landmarks like Stonehenge to breathtaking landscapes in places like the Lake District and the Scottish Highlands, there's so much to explore. Make sure to savour a traditional afternoon tea, join in local festivals, and dive into the vibrant arts, music, and sports scene.

We truly hope your time in the United Kingdom will be absolutely amazing, filled with growth, adventure, and unforgettable moments. Make the most of this opportunity by connecting with fellow students, joining societies and activities, and embracing the wonderful cultural tapestry that surrounds you.

Once again, welcome to the UK! Get ready to learn, grow, and create memories that will last a lifetime. Enjoy your stay and make the most of the wealth of opportunities that awaits you!

This booklet will go over some really important topics that we think you'll find helpful. We'll be covering:

- Airport collection survey
- Meet the International Student Support Team
- Welcome Week information
- International Student Support Welcome Talk Schedule
- Things to do in the first few weeks!
- Key services on campus
- Supermarkets and other useful shops in York
- Important information you need to know about your visa
- Information about BRP collection and Registration events

Airport Collection Survey

We're always looking for ways to improve our service, and we value your input. If you used our airport collection service, we'd be very grateful if you could complete our [Airport Collection Survey](#) by scanning the QR code that we've provided. Thank you so much!



Meet the International Student Support Team



Louise Saunderson



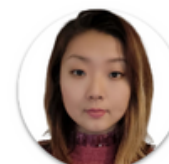
Alison Learwood



Jessica Adler



Monica Randall



Cici Xiao

International Student Support

Student Hub, Market Square
+44(0)1904 324140

Office Hours: Monday-Friday 10am-4pm

For further information please visit the [International Support Website](#)

Contact us

For any queries, please complete our self-referral form. We aim to respond within three working days



Welcome week in-person drop-in: Student Hub

Come along and meet the International Student Support team! This is an informal drop-in for international students, and a chance to ask any questions about your visa, or life in York. We'll also have some of our welcome team on hand to answer any questions you might have about settling into student life. No need to book, just come along!

12-1 pm on Tuesday 19th (SLB/001) & 26th (SLB/003) September

Online drop-in: from 18th September.

Speak directly to a member of the International Student Support team via our weekly online drop-in sessions, using Zoom.

These sessions are ideal for quick, informal queries.

Tuesdays: 4pm - 5pm

Fridays: 12pm - 1pm



Follow us on:



Facebook: University of York - International Student Support



Facebook Group: [YorWorld Community](#)

Instagram: issatyork

Culture shock and tips for life in the UK

British etiquette

- Politeness: You may notice that Brits use "please," "thank you" and "sorry" more than people do in your home country! It's usual to say "please" and "thank you" when asking for or receiving something. It's also considered perfectly normal and friendly to make eye contact in conversation.
- Punctuality: Timekeeping is highly valued in the UK, including for lectures, appointments, or classes. Arriving on time is essential to avoid interrupting scheduled sessions.
- Queuing: Queuing is a polite practice that applies in cafes, banks, shops, and other service-oriented settings. Patience is expected as you wait for your turn.
- Smoking: Smoking is strictly prohibited in public buildings, including restaurants, bars, and public transport. It's important to note that smoking is not permitted anywhere on university campuses, and violations may result in fines.
- Gender and relationships: Be prepared for potential differences in public displays of affection, clothing choices (especially for women), attitudes towards sexual orientation, and interpersonal dynamics between men and women. Cultural variations may exist.

Meeting other students

- It's natural to seek out students from your own country, but it's beneficial to meet British and other international students too.
- British students socialise over coffee, tea, or drinks at cafes or pubs.
- Joining societies and clubs is a fun way to meet other students, pursue hobbies, and develop skills.
- Join [our International Student Buddy Scheme!](#)

UK weather

Another aspect of UK life which could be different, confusing or surprising is the UK weather - and British people love to talk about it! Weather in the UK is famously difficult to predict, as it is always changing. For the most up to date weather forecast, see the [York BBC Weather website](#).

Studying in the UK

Studying in the UK could be different to studying at home. From teaching styles to class sizes to exams, it can take some getting used to. Just remember, you are not alone! UKCISA offers a good [introduction to studying in the UK](#). This explains key terms and gives useful information. They also have lots of tips to help you [prepare for success](#).



International Student Support Welcome Talk Schedule

09:45 - Students arrive

10:00 - Welcome / Nic Streatfield, Director of Student Life & Wellbeing

10:05 - Meet the International Student Support Team / Louise Saunderson, Monica Randall, Jessica Adler, Alison Learwod & Cici Xiao, Student Life and Wellbeing

10:25 - York, the city, and its history / Barry Crump, Wentworth College, College Administrator

10:35 - Careers and Placements / Tom Coward, Careers and Placements Team

10:45 - The Library / Roisin Astell & Mahdi Ziaei

10:55 - International Ambassador Programme/ International Recruitment Team
Life in the UK as an International Student / International Ambassadors

11.25 - Student Wellbeing / Jo Hardy

11.40 - Icebreaker activity / Human Bingo

12:30 - Free Lunch

Other ISS activities during welcome week

The events listed below are run by the International Student Support Team. You can find detailed information for all events and booking links in the MyJoY APP. To download it, please scan the QR code.



BRP Collections:

For details, see the 'BRP collection' section on page 10

City Tour:

Sunday 17th & 24th September at 10am and 2pm

ISS in-person drop-in:

12-1 pm on Tuesday 19th September, Spring Lane Building - SLB/001

12-1 pm on Tuesday 26th September, Spring Lane Building - SLB/003

International Student Buddy Scheme Meet and Greet:

11am-1pm 18th September, James Hall.

11am-1pm 27th September, Piazza Building - PZA/012

Important! This is only for students enrolled on this programme.

If you are interested in requesting a buddy, please scan the QR code.



ISS Campus West tour:

Monday 25th September, 1pm (Info Centre)

ISS Campus East tour:

Tuesday 26th September, 1pm (Piazza Building)

Things to do in the first few weeks!

Collect your BRP card. If you are a Student Visa holder, it is essential that you collect this as soon as possible. We have organised BRP collection sessions in which our friendly Welcome Team will take you to York Post Office to collect your BRP. Have you booked it yet? If not, please take a look at page 10.

Attend a Registration Event. It is a UK Visas and Immigration (UKVI) requirement that all students provide the University with evidence of their right to study in the UK. If you are an international student, you must attend a registration event within the first three weeks of Semester 1, where your documents will be verified. Please make sure you attend as failure to do so could result in you being withdrawn from your studies. For dates, times and more information, please take a look at page 10.

Sign up for the International Buddying scheme. The International Student Buddying Scheme is for new full-time undergraduate international students. Your International Student Buddy will share their own university experiences with you and be on hand with friendly advice, whether it's telling you where a certain room is on campus, reassuring you that juggling the demands of university life is possible, or telling you where to get the best cup of coffee on campus! Scan the QR on page 4 to find out more.

Check your university IT account. Your university IT account should be up and running now. Have you logged in yet? Once you start your journey with us, all communication will be sent to your university email. Please make sure you know how to log in to your account and if you have any issues with your IT account, contact itsupport@york.ac.uk.

Find your academic timetable. You should check out your timetable early on e:vision, so you know where you need to be and when. You should also sign in and get to know the VLE, where you can access your course materials and other university information. Your academic induction session will provide you with information on how to access your timetable and the VLE. Make sure you don't miss your academic induction session!

Open a bank account. If you are studying with us for more than 6 months, you will probably want to open a UK bank account for your time in the UK. You can find out more about how to do this on our [webpage](#). Scan the QR code for a link to the page.

Register with a Doctor (NHS). You will need to register with a doctor, in case you are ill while you are here. You can find out all about the NHS (National Health Service) on our webpage. We have an on-campus doctor (known as a GP, or General Practitioner, in the UK): **Unity Health**. You can find more information on our [healthcare page](#).

Complete your tuition fee payment. For more information, take a look at our [Tuition Fee page](#).

Download the MyUoY APP. MyUoY is a mobile app specifically developed to support the everyday lives of University of York students. You can also see all personalised welcome activities schedules there! You can download it on your Apple or Android smartphone. To download the app, scan the QR code on page 4.

Download the Safezone APP. Get 24/7 access to the Campus Safety team on campus through the SafeZone app.

Follow us on Social media. Stay up to date by following our social media accounts. You can find details on page 2.

Key services on campus

SafeZone - The University offers the Safezone app, which allows students to make emergency calls, first aid calls and access the help desk.

Student Hub - This is located in the basement of the Information Centre in Market Square on Campus West. Members of the team are available on campus and you can also access all services remotely. The team can offer general support as well as guidance on the immigration process including visa queries and lost documents, plus accommodation and financial advice.

Catering on Campus - There are [numerous places](#) to buy food and drink across both campuses, offering a variety of choices. Additionally, some colleges are catered, meaning their students have breakfast and dinner included in their fees.

Library - The York University Library is open from 8am - 12am daily. The King's Manor Library, in town, is open 9am - 5pm, Monday to Friday, and 11am - 5pm on Saturday.

Open door - [Open Door](#) is a team of Mental Health Practitioners and Student Wellbeing Officers providing support to registered students experiencing psychological and mental health difficulties. They also have emotional support, such as culture shock, homesickness, and exam stress.

Buses - The 68 and 69 buses run between both campuses for free. The 66 and 67 buses run from campuses to York City Centre for a fixed fare.

Campus map - If you feel lost on campus, consult [the map on the University website](#).

Visit UoY: The self-guided campus tour app

Get to know our campus and city with the Visit UoY app. Accompanied by our student audio guides, you can take a tour in-person or from the comfort of your own home.

 Download on Google Play Store 

 Download on Apple App Store 

 Visit UoY The self-guided campus tour app [Download now](#)

Supermarkets in York

Approximate price guide: £: relatively inexpensive / ££: average price/ £££: more expensive

* Offers online shopping and delivery

Aldi (£)

Fulford Rd, York YO10 4PA
www.aldi.co.uk

Bus: Catch the 66 or the 67. Get off at the end of Heslington Road and turn left down Cemetery Road which leads onto Fulford Road.

Asda (£)*

77 Layerthorpe, York YO31 7UZ
www.asda.com

Bus: Catch the 66 or the 67 to Green Dykes Lane. Get off the bus and walk down Melrosegate. Turn right on Alcuin Avenue and take the 6, getting off at Layerthorpe.

Nisa (Campus West) (££)

University Rd, Vanbrugh Way, Heslington, York YO10 5DD
www.nisalocally.co.uk

Nisa (Campus East) (££)

Unit 5 Kimberlow Hill Retail Park, Kimberlow Rise, York YO10 5LA
www.nisalocally.co.uk

Co-op (££)

103-104 Hull Road, YO10 3LQ (Plus numerous smaller stores around York)
www.co-operativefood.co.uk
Bus: Catch the 66 or the 67. Get off at Green Dykes Lane. Turn right down Hull Road and keep walking until you see the Co-op on your right.

Tesco (££)*

Numerous small stores around the city centre
www.tesco.com

Lidl (£)

James Street, YO10 3DW
www.lidl.co.uk

Bus: Catch the 66 or the 67. Get off at Belle Vue Terrace and walk to James Street. Alternatively, walk to Windmill Lane and catch the 8 to James Street.

Morrisons (££)*

Foss Islands Rd, YO31 7UL

groceries.morrisons.com

Bus: Catch the 66 or 67 and get off at Huby Court. Walk through the archway and turn left onto Foss Islands road. Continue until you see Morrisons on your right.

Marks & Spencer (£££)

www.marksandspencer.com
9 The Pavement, York YO1 8NB

Food Warehouse (£)

Foss Islands Retail Park, Foss Islands Rd, York YO31 7UL

www.thefoodwarehouse.com
Bus: Catch the 66 or 67 and get off at Huby Court. Walk through the archway and turn left onto Foss Islands road. Continue until you see the Food Warehouse on your right.

Sainsbury's (££)*

Foss Bank, York YO31 7JB (Plus numerous smaller stores around the city centre)
www.sainsburys.co.uk
Bus: Catch the 66 or 67 to the Huby Court bus stop. Walk along Foss Islands road and continue along Fossbank until you arrive at Sainsbury's.

Waitrose (£££)*

Foss Islands Rd, York YO31 7UL
waitrose.com

Bus Route: Catch the 66 or 67 and get off at Huby Court. Walk through the archway and turn left onto Foss Islands road. Continue until you see Waitrose on your right.

International Food Shops

Makkah International Foods

Middle Eastern and South Asian food; also halal meat.
27-29 Hull Rd, York YO10 3JW
makkahyork.co.uk

Red Chilli Chinese supermarket

East and South East Asian food
25 George Hudson St, York YO1 6JL
www.redchillyork.com/supermarket

Oriental Express

Chinese, Japanese, Thai, Malaysian, Singaporean and Korean food
Matmer House, 6B Hull Rd, York YO10 3JW
yorkorientalexpress.webs.com

Ammas Oven

Mainly Indian and African (especially Nigerian) food
14 Lowther Street, York YO31 7NB
ammass-oven.business.site

Regency Chinese Supermarket

East and South East Asian food
4 George Hudson St, York YO1 6LP
shop.ukregency.com

ZamZam Supermarket

Middle Eastern, South Asian and African food
33-37 Layerthorpe, York YO31 7UZ
www.facebook.com/zamzam.foodst
ore.york

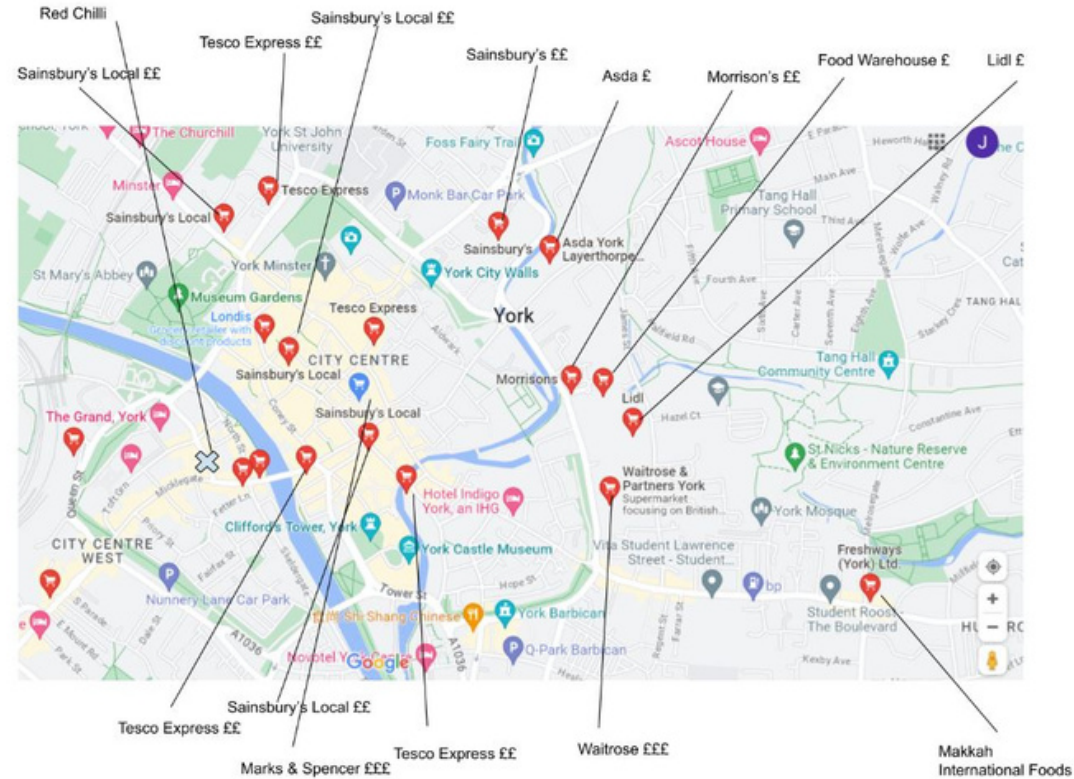
International Finest Foods (Polski Sklep IZA)

Mainly Polish but other Eastern European foods too
93 Walmgate, York YO1 9UA

Rafi's Spicebox

Indian food (mainly spices)
17 Goodramgate, York YO1 7LW
www.spicebox.co.uk

Map of supermarkets in York



Where to buy inexpensive household goods

- Larger branches of the supermarkets listed on the left (Asda, Morrison's) sell cheap household goods (laundry baskets, duvets etc)
- Argos (www.argos.co.uk) is an inexpensive online retailer selling all sorts of household goods and offers a click-and-collect service in most branches of Sainsbury's.
- B&M (www.bmstores.co.uk) and Home Bargains (home.bargains) are discount retailers of household items. They are located in the same retail park as Food Warehouse (see left for address and directions).
- Primark (www.primark.com) is an inexpensive retailer selling cheap household goods and clothes: 19-20 Coppergate Shopping Centre, York YO1 9NT
- Poundland (www.poundshop.com) is a discount shop in the city centre: 70 Low Petergate, York YO1 7HZ
- Freecycle (freecycle.org), the Community Furniture Store (communityfurniturestore.co.uk), the Recycle Project (therecycleprojectcic.com), and York's many charity shops are great places to pick up a cheap or free second-hand bargain.

Important information about your visa

BRP: Once you receive your BRP card, it's very important to check that all the information is correct. Your visa duration should be for the length of your course plus an additional 4 months (for courses of 12 months or longer). If you notice any errors on your BRP card, please contact the International Student Support Team immediately. You can find the ISS referral form QR code on page 2. Also, please note that a BRP expiry date of 31st December 2024 is not an error, as a digital BRP is expected to replace it after that date.

eVisa: Some Student visa holders will be given physical documents to prove they have been granted a Student visa, such as a visa vignette and/or BRP. Others will only be given a virtual status called an eVisa. Students in both of these situations can prove their immigration status online for various purposes such as studying, working, and renting. For more information, please see the [Immigration status \(Share codes\) page](#).

Visa advice: It's important to avoid taking advice from friends or people who are not part of the International Student Support Team (including other members of University staff). This is because everyone's situation may differ in some way, and it's crucial to get the correct advice from the experts. You can find our contact information on page 2. We aim to respond to all referral forms within 3 working days, so please be patient and rest assured that we will get back to you as soon as possible.

Working in the UK during your studies: If you are on a course of six months or longer, you are entitled to work (paid and unpaid) during your studies, as long as the wording on your visa (visa vignette and/or BRP) does not prohibit it. [Contact us](#) if this does not appear on your visa.

If your visa allows you to work, you must abide by the hour limit written on your visa.

Not all types of work are permitted, including self-employment and freelance work, or working as a professional sports person or entertainer. It is important that you abide by the hour restrictions and other work restrictions of your visa. Not doing so may result in your visa being cancelled.

If prospective employers have questions about what work you can do on your visa, you can refer them to the [UKCISA information on working in the UK](#) or the Work, Volunteering and Careers [International Talent webpage](#). For more information, please visit our [work in the UK during your studies page](#). If you need help looking for a job during or after your time in York, get in touch with our [Careers and Placements team](#).

Change course or take a break from your studies: While we hope that you enjoy your studies, we understand that there may be circumstances that require you to change your course or take a break from your studies. If you are considering this, it's crucial to discuss your options with your supervisor first. Afterwards, please contact the International Student Support Team to discuss the implications for your visa.

BRP Collection

You can collect your BRP card from the Post Office located in WHSmith on Coney Street yourself. Make sure you bring your passport, UKVI email confirming your visa details, and your UK address. If you are an eVisa holder, you won't have a BRP to collect.

BRP collection sessions:

Our lovely welcome team members can take you to collect your BRP. Please find the times below:

Tuesday 12th September @ 2pm

Thursday 14th September @ 2pm

Mon 18th September @ 2pm

Fri 22nd September @ 10am

Sat 30th September @ 10am

To book a place, scan the QR code to download the MyUoY APP.



The Post Office address is:
WHSmith
39-41 Coney Street,
York, YO1 9QL

Registration events

International Students must attend a Registration Event so the Visa Compliance Team can check you have the right to study in the UK.

Where? Ground floor at Grimston House on Campus West (follow the footprints from the Student Hub!)

When? Weekdays between Monday 18th September and Monday 23rd October, 10:00am until 4:30pm

How? Please make an appointment before coming along to the event by scanning the QR code



Deadlines:

Undergraduate/Postgraduate Taught students who have a course start date of 18th September must upload and have their documents verified by 4.30pm on **10th October**.

Postgraduate Research students who have a course start date of 1st October must upload and have their documents verified by 4.30pm on **23rd October**.

Failure to upload your documents and attend a registration event before the deadlines given above could result in you being withdrawn from your course.