Bank letters
There are a number of different banks and building societies in the UK offering banking facilities to international students. To open a bank account a ‘Letter of Introduction’ is required, confirming your studies and addressed to the bank you are interested in. To order the letter use your e:Vision account and select ‘Bank Letter Request’. Please note that Santander in Market Square only requires a University card.

English courses
You are entitled to points which allow you to take free English courses. This includes a series of lessons, workshops and one-to-one consultations. To find out more and to book a course please visit york.ac.uk/celt or email celt@york.ac.uk

Equality and Diversity
There are laws which ensure that all citizens in the UK are treated fairly and with dignity and respect, regardless of culture, race, religious beliefs, gender or sexuality. For more information contact the Equality and Diversity Office at equality@york.ac.uk or visit york.ac.uk/admin/eo

Graduate Students’ Association (GSA)
The GSA represents all postgraduate students and is responsible for postgraduate Welcome Week, regular events, trips and free sport. They represent postgraduate views on university committees and provide academic and welfare support on postgraduate matters. Go to yorkgsa.org for more information.

Information Centre
The Information Centre is situated next to Market Square and provides information 24 hours a day, replacement student cards and bus tickets.

International Students’ Association (ISA)
The International Students’ Association plan trips, both in the UK and Europe, and social events. For more info please see yusu.org and facebook.com/yusuisa

International Student Support
The International Student Support team provide advice and guidance to International students including immigration advice. For further information visit york.ac.uk/internationalsupport

Alternatively, call into the Student Hub in Market Square.

IT Services
For any IT problems such as connecting to the internet or printing see york.ac.uk/it-services

Police
The police in the UK are generally friendly and rarely carry firearms. In the event of an emergency on campus, please call Security on 3333 and they will call the appropriate emergency service. If you need to ring the emergency services off campus call 999 or 112.

To contact the local police at Fulford Road when it is not an emergency the phone number is 101.

Police Registration
Police registration is for students with Tier 4 Visas from certain countries. If you are required to register with the police the UKVI letter which accompanies the temporary visa in your passport will say, ‘Police registration’ or ‘Pol registration’ or ‘Must register with the police’. The application is online and we will assist you with this in workshops during Welcome Week. See york.ac.uk/international-students/orientation for a timetable. When you attend a workshop please make sure you have a smartphone, tablet or laptop, a debit or credit card (not American Express) to pay the £34 fee, and either the original copy or photograph of the following on your device:
A passport style photo of yourself
Your passport details page
An offer letter
Document confirming your address
Either your BRP visa card or UKVI letter

For more information about police registration, please see the international support webpages: [york.ac.uk/international-students/policy-registration](http://york.ac.uk/international-students/policy-registration)

**Post**

Receiving Post - letters are delivered to your mailbox or to your college mailroom. Parcels and registered items are delivered to your college reception or, on Campus East, to the Ron Cooke Hub. Residents on Campus East will receive an email when a parcel has arrived for them.

Sending Post - you’ll find red Royal Mail post boxes on or near campus and a Post Office in Heslington village. You can also post letters and parcels to any destination in the world, at greatly discounted prices, from the University Mail Room, Goodricke College or the YUSU shop in Market Square.

**Religious and spiritual support**
The University has a number of chaplains who will see any student regardless of their faith or beliefs. The University also maintains a range of multi-faith spaces for prayer and meditation on campus. [york.ac.uk/students/support/faith](http://york.ac.uk/students/support/faith)

**Sport and Exercise**
Find out about getting involved in the University of York’s sports clubs by visiting [yusu.org/opportunities/sport](http://yusu.org/opportunities/sport)

York Sport Centre (Campus West) and York Sport Village (Campus East) have gymnasium, tennis, swimming and velodrome facilities and offer student membership schemes. Please see [york-sport.com](http://york-sport.com)

York active also offer pay as you go sessions [yorkactive.com](http://yorkactive.com)

**Student Hub**
You can talk to specialist advisers about your health and wellbeing, as well as practical matters such as housing, finances and childcare at the Student Hub.

The Open Door team provides a professional confidential service for any students experiencing psychological or mental health difficulties.

**Students’ Union (YUSU)**
The University of York Students’ Union (YUSU) represents student views and plays a huge part in the vibrant student experience at York both on and off campus. YUSU holds a number of events and socials, run campaigns and volunteering initiatives and provide professional and independent advice on academic and welfare issues. YUSU also supports over 180 student-run societies and more than 60 sports clubs. For more information see [yusu.org](http://yusu.org)

**Transport**
The 66 bus runs from both Campus West and Campus East stopping in York city centre and the railway station. Streamline Taxis (01904 656565) provide a 10% discount with a valid student card.

**Tier 4 Registration**
The University must scan the visa and passport of every Tier 4 visa holder. Visit the Student Administration Building near Market Square from 25 September to 6 October, Monday to Friday between 9.30 am and 4.30 pm.

**Unity Health**
Unity Health is a health centre located on campus and is open to new registrations. All students taking part in a full time course of study are entitled to register with the National Health Service (NHS). This also applies to spouses or children (under the age of 16, or 19 if still in education) if they are living permanently with you in the UK for the duration of your course. Please note that many services are free of charge UNLESS you are studying in the UK for less than 6 months. You should register with a doctor as soon as possible; do not wait until you are unwell. You may be asked for proof of the duration of your course or your nationality when you register. Please visit [http://goo.gl/2FemM2](http://goo.gl/2FemM2)

**York**
York is a vibrant, student-friendly city. If you missed the city tour and want to find out more about York, please visit [york.ac.uk/study/student-life/york-yorkshire](http://york.ac.uk/study/student-life/york-yorkshire) or [visityork.org](http://visityork.org)

---

**Contact us**

**International Student Support**
Student Hub, Market Square
+44 (0)1904 324140
international-support@york.ac.uk

For further information please visit the International Support Website at:
[www.york.ac.uk/internationalsupport](http://www.york.ac.uk/internationalsupport)

**Office Hours**

**Term time:** Monday-Friday 9am-5pm

**Out of term:** Monday-Friday 10am-4pm