

# International Students **Welcome.**



## | Arrival Guide 2022-23



## Welcome.

Congratulations on your admission to Canterbury Christ Church University! This arrival guide will tell you everything you need to know about getting settled as a new international student on the campus. You are joining an innovative and forward-looking university that has a long and proud history. By studying at Canterbury Christ Church University, you will be part of a truly international community with students from 80 different countries.

We are excited to welcome you on to the campus!

## How to use this guide.

Studying in another country is an exciting experience and we know that you will have many questions. This guide is designed to answer some of those questions and provide you with useful information while you are studying in the UK.

We recommend you read the guide before you arrive to fully understand how to access different student services, take part in the induction programme, get involved in the community and seek help, should you need it.

The guide is organised chronologically to show you what you need to do before and after you arrive in Canterbury. Read the entire guide so you will be prepared for what you need to do next.

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# Part 1 - Before you arrive



This section covers what you need to do before you arrive.

## Pre-arrival checklist.

We are excited to welcome you to the campus soon! Before we reach that exciting start date, there are a few things that you need to do.

- If you are an offer holder, clear your academic conditions and make your deposit payment
- Be ready to undertake your sponsorship checks and / or financial checks
- Once you have received your CAS from us you will need to apply for your student route visa
- Secure your accommodation
- Book your flights to the UK
- You should complete your stage 1 online registration before you arrive in the UK
- Travel to the UK once your visa is confirmed. Do not use the e-gates at the airport as you won't get a stamp in your passport which you will need.

Check out the [Welcome Hub](#) so you can plan your orientation. [Register with the Student Wellbeing Services](#) if you need disability or mental health support. Check your timetable and ensure your [vaccinations](#) are up to date and you are registered with a General Practitioner.

### Recommended Activities

- Join the [Closed Facebook Group](#)
- Plan your travel if you are [commuting](#) to Cambridge
- Book a [peer mentor](#) to find out what to expect from uni life



## Registering as a student.

You need to complete your registration in order to officially become a Canterbury Christ Church University student and start your studies.

Registration generally opens between three to six weeks before your course is due to start. You will only be able to register after you have met the conditions of your offer and received an email from the university inviting you to do so. Therefore, please make sure to check your emails regularly as the start of your course approaches.

Please visit our [registering as a student](#) webpage for full details.

# Finance and budgeting.

Before commencing study at the University each year, you must either pay in full, or have an arrangement in place with the university to pay in installments your tuition fees. So your first step is to make sure you have organised your finance to cover your fees. Outlined below are the steps to take, based on the degree you are studying:

## Undergraduate degree

### 1. Apply for a Tuition Fee Loan

You may be able to apply for your fees to be paid via a tuition fee loan from Student Finance. If you have not already applied, you can do so at [www.gov.uk/student-finance](http://www.gov.uk/student-finance). This website will also provide advice and guidance on eligibility criteria.

### 2. Pay your fees yourself

If you are self-funding and paying your fees yourself (this includes family members making payment on your behalf) please go to <https://paymentcanterbury.ac.uk> to pay in full or set up an instalment arrangement. You can email [accounts.receivable@canterbury.ac.uk](mailto:accounts.receivable@canterbury.ac.uk) if you have any payment queries.

### 3. Have your fees paid by a sponsor

If your school or employer is paying your fees you must complete a Sponsor Request via [MyRecord](#) and upload evidence of the funding (Purchase Order or a funding letter). Please note: if you are applying for a tuition fee loan from Student Finance you do not need to complete a Sponsor Request.

## Postgraduate degree

### 1. Applying for your Postgraduate Master's Loan

If you are applying for a Postgraduate Master's Loan from Student Finance England, you will still need to make a payment or set up a payment arrangement as the Postgraduate Master's Loan is paid to you directly. If you have not already applied, apply now at [www.gov.uk/masters-loan](http://www.gov.uk/masters-loan)

### 2. Paying your fees yourself

If you are paying your fees for your Postgraduate Master's or Postgraduate Research (this includes family members making payment on your behalf). Go to <https://payments.canterbury.ac.uk> to set up a payment plan. Alternatively, you can email Accounts Receivable to discuss payment options [accounts.receivable@canterbury.ac.uk](mailto:accounts.receivable@canterbury.ac.uk)

### 3. Payment of fees by a sponsor

If your employer or other organisation is paying your fees for your Postgraduate Master's or Postgraduate Research. If you have not already provided your sponsor details, please go to MyRecord to provide your sponsor details and upload evidence of the funding, such as a Purchase Order or a funding letter.

## Check your vaccines.

We want you to stay healthy and well, so we advise you to check what vaccines you feel you may need before you arrive and make sure you register with a local General Practitioner (GP) once you are here.

Students registered with a GP can book their appointment [here](#). While registration with a GP is encouraged to access the vaccine, individuals can request to book COVID-19 vaccination appointments as an unregistered patient through a local GP practice. GP practices should support unregistered patients and those without an NHS number to access the vaccine; they can record these vaccinations and be paid for them.

## Book your accommodation.

Before you arrive at Canterbury, we recommend booking your accommodation first. Canterbury is the ideal location for students and our campus is right in the centre of this buzzing city. There is a wide range of off-campus city rooms available and prices to suit all budgets.



# Accommodation options.

## KEY

- P** Public car park (payment required)
- P & D** Disabled car park
- Ⓜ** Minibus stop
- Ⓜ** Park & Ride bus stop
- .....** Recommended walking routes
- 1** STUDENT ACCOMMODATION
  - 1 Petros Court
  - 2 Lanfranc
  - 3 Pin Hill
  - 4 St George's and Students' Union
  - 5 Dover Street
  - 6 Vernon Place
  - 7 Parham Village



For more details, please contact our support team at [accommodation@canterbury.ac.uk](mailto:accommodation@canterbury.ac.uk).

# Timetabling for new students.

To help our students know where and when their teaching activities are taking place, we provide timetabling information in two forms:

- [UniTimetables](#) is our online timetabling system where students can view the teaching timetables for all modules and courses based at Canterbury and Medway campuses, including online classes but excluding placements.

UniTimetables displays all the teaching activities associated with a course or module; this means that if your course is wholly or partially taught in smaller groups, you will see all these group sessions listed on UniTimetables – not just those that you will personally need to attend.

If your course does involve group work, you will be assigned to a groups based on a variety of factors, including the total number of students taking the module. Therefore, we cannot confirm which group you are in until after the majority of students have registered.

## [UniTimetables user guide](#)

- [MyTimetable](#) enables the majority of students to access a personalised timetable, which can be linked to the calendar app of your choice for easy access while on the go. (Please note that individual student timetables are not available for short courses and some courses with external professional requirements, but instead your course team will supply you with all necessary timetabling information.)

Where applicable, personalised timetables are usually available via MyTimetable two weeks after you start. This will occur after you have [registered online for you course of study](#) and been allocated to your classes, including any group activities. Please note that you will need to set up your university computing account before you can log into MyTimetable.



i-zone.



The i-zone is your student helpdesk and one-stop shop for information about all aspects of life at university. If they do not know the answer to your question, they will know who to ask.

They work with the IT Hub, so that together they can answer any IT questions and ensure you have the technical support you need to succeed in your studies. The first thing you may want to do is check if your question is answered by one of the [i-zone FAQs](#). A regularly updated database of the most common questions asked by students, it is a great place to start.

## How to contact us.

- Live chat - when available you will see the blue "Chat with us" button on the bottom right of this page
- Email - [i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk)
- Face-to-face at Augustine House
- Telephone - 01227 922222



# Access disability and mental health support.

Right from the start we want to make sure that everyone, regardless of disability or differences, has what they need to reach their full potential.

At Christ Church we're proud of our compassionate, empowering and inclusive community where every member is valued and where those with a disability or mental health condition encounter no prejudice or discrimination.

## Register with our Disability and Mental Wellbeing Teams now

It is important to register with the Disability and Mental Wellbeing Teams as soon as possible before you arrive. By [registering with our Disability and Mental Wellbeing Teams](#) before your studies start, we can ensure that any additional support you may need for your learning is put in place at the very beginning.

### A disability might include:

- Autism Spectrum Conditions (ASC) and ADHD
- Dyslexia, dyspraxia and other specific learning difference
- Mobility or sensory impairments
- Mental wellbeing need or mental health condition
- Unseen disabilities such as epilepsy, HIV, AIDS and chronic fatigue



# The International Student Success Programme.

The International Student Success Programme is offered by Epigeum, which is part of Oxford University Press. It has been created in collaboration with students from universities across the UK, including staff and students at Canterbury Christ Church University.

The programme provides practical advice on preparing to live and study in the UK and will help you prepare for academic and social expectations. The programme also offers guidance on communicating with peers, building your confidence and resilience, as well as strategies for good wellbeing and mental health.

## Modules in the programme include:

- Preparing for student life, adapting, and managing expectations
- Effective communication
- Looking after yourself and finding support

You will be invited by email before you arrive and once you receive your conditional offer.

## Steps on how to access the programme.

Once you have firmly accepted your unconditional offer, you will receive instructions explaining how to access the toolkit. If you have accepted your unconditional offer and have not received details, please contact [international@canterbury.ac.uk](mailto:international@canterbury.ac.uk)

## To complete your registration:

1. Visit <https://courses.epigeum.com/register>
2. Insert your unique token code, which you will be emailed before you arrive and once you have your unconditional offer.
3. Click on 'Register'
4. Check your inbox (including your spam or junk folder) for your activation link
5. Once you have completed your registration, you can continue accessing the programme through <https://courses.epigeum.com/login>



“It's been a pleasure being part of the Student Support programme development as an International student. I think this is great online support for international students which can help to prepare for student life in England.”

Ena Begovic, Graduate

# Part 2 – Journey to the UK



This section covers information that will help you plan your travel to the UK

## What to pack.

Travelling to a new country can be a little overwhelming. To make it easier, we have outlined the process below so that you know exactly what to pack before you travel.

There are some restrictions on what you can bring into the UK. Meat and fish products, all drugs (except prescription drugs) and animals are prohibited. Visit the [HMRC website](#) to make sure you know the rules before you travel. You will need to bring some money with you to get you through the first couple of weeks in the UK. We advise you not to bring large amount of cash to avoid putting yourself at risk of theft.

Make sure you have the following items in your hand luggage:

- ✓ Any prescribed medication you are taking, plus a letter from your doctor explaining what the medicine is for
- ✓ Address of where you will be staying and a contact number in case of emergencies
- ✓ A pen/pencil and some paper
- ✓ Any fragile or valuable items
- ✓ A list of items in your main luggage
- ✓ Address book with contact details of your friends and family
- ✓ Enough UK currency for your transport from the airport to your accommodation

Please keep your hand luggage with you at all times; if you leave it unattended, it could be stolen or taken away to be destroyed.

Make sure you have the following items in your main luggage and consider:

- Luggage should be strong, secure and labelled with your name and destination on it.
- Don't pack too many heavy things, such as books, stationery, cooking utensils, towels and toiletries. Most of these things can be purchased very cheaply when you arrive.
- The British weather is very unpredictable. We advise you to bring light to medium weight clothing that is loose fitting to enable you to wear several layers at once. You should also bring a waterproof coat or jacket and waterproof shoes.
- UK supermarkets offer a wide variety of food from all over the world. You should also remember that certain food items you want to bring may be banned from import into the UK.



## X Before you pack, find out what you are not allowed to bring to the UK

- Check your airline luggage allowance
- Check if the electrical equipment you are bringing with you is compatible with UK Standards
- Check the UK customs list of food items you can and cannot

## Your journey to Canterbury.

When arriving in the UK, international students will have to pass through immigration control. There will be two queues: one for the European Economic Area and Swiss nationals and the other for everyone else. Your passport and visa entry clearance will be checked by the Border Force Officer. If you travel by plane, your airline will give you a landing card - fill this in before you arrive at border control. Be prepared for an immigration interview with UK Visas and Immigration (UKVI) staff. The UK border control can be very busy, so don't be surprised if you have to wait in a queue.

## ! COVID 19 – Rules for International Travel

When you travel to England, you:

- do **not** need to complete a UK passenger locator form before you travel
- do **not** need to take any COVID-19 tests before you travel or after you arrive
- do **not** need to quarantine when you arrive

This applies whether you are vaccinated or not. Click [here](#) to know more info.



You may need to show some documents at immigration – it's best to carry these in your hand luggage when you travel. These may include:

- Your passport and visa
- Your CAS letter and unconditional offer letter
- Your original examination certificates as stated in your CAS letter
- Any medication that you are currently taking, medical certificates and records
- Your accommodation contract
- Evidence of your finances for your tuition fees and living costs

You may be questioned by an Immigration Officer who will want to be satisfied that you are pursuing your studies as a genuine full-time student, that you have sufficient funds to support yourself for the duration of your studies and that it is your intention to leave the UK at the end of your studies.

The Border Force will put a date stamp on the passport if they are satisfied that you are coming to the UK to study.

**We are currently monitoring and reviewing the government guidance for international arrivals, including quarantine. We will be updating all the latest coronavirus advice and guidance [here](#)**

! You can find more detail on immigration here - [Visas and immigration - Canterbury Christ Church University](#)

International students have to pass through Customs Control after collecting their baggage. All the luggage will be checked to ensure that the contents of the luggage is in compliance with the duties and taxes imposed on imports and exports. Students coming to study in the UK will also have to fill a declaration form on arrival. Students should make sure that they declare all their belongings and provide complete information.

## Plan your commute to campus.

Getting to campus from the major airports via public transport is incredibly simple. We have outlined the steps you will need to take to get to campus below:

- The two nearest airports to Canterbury are Gatwick and Heathrow
- Nearest train station to the campus is Canterbury East
- Heathrow to Canterbury East is, on average, 2 hours 40 mins
- Gatwick to Canterbury East is, on average, 2 hours 40 mins
- Tickets can be booked in advance [here](#)
- A taxi from Heathrow and Gatwick to Canterbury is approx. £120 and can be booked outside of the airport.



I can promise you that just because you are someone who commutes to and from CCCU you will not be alone, you will be okay and you will find your feet. You may even find that uni ends up feeling like a home away from home, this is definitely something that I felt within my first year as a commuter and absolutely loved being on campus. ”

Rebecca, Photography student

# Part 3 - After you arrive



This section outlines useful information and essential tasks you need to undertake after you arrive.

# Your first week

## Welcome and induction week.

As you find your feet you will find lots of opportunities to meet other students, make friends and discover the local area.

Your Course Team will put together a great induction programme so you can meet your cohort, be introduced to your modules and discover the campus and its facilities. You will be given access to Blackboard, the university's virtual learning environment providing you with all the learning materials and resources you need. So, make sure you don't miss out!

### Your Essential Tasks

- Attend your course or Graduate College induction
- Book on your additional orientation events
- Check your access to Blackboard
- Get your Smartcard
- Register with a General Practitioner
- [Register to vote](#) (Students from the UK, EU, Commonwealth, British Overseas Territories and British Crown. Dependencies are all eligible to register to vote)

## Moving into accommodation.

**If you've chosen to live in university accommodation, we want to make it feel like a home-away-from-home for you.**

When you arrive in your new home, you will be welcomed by your accommodation champion - a current student who lives in your university accommodation. They will be there for you all year round, helping you settle into university life and providing practical support along the way.



## Finding your way around campus.

**When you first arrive, it can be a bit disorientating, but it won't take you long to find your way around campus and feel settled in.**

It's easy to find your way to, and around our campus and buildings via our online [interactive maps](#) - so make sure you bookmark this link as it is always handy. If you need to find a room, just select any venue (e.g. Augustine House, North Holmes Road or Medway Campus) and then type the number of the room you want into the search. The interactive map will locate your room and even plan the quickest route to get there. Many rooms also have 360 degree images attached so you can see what they look like. Additionally, once you have your student timetable, you'll find that each activity includes a link to its location on the interactive map. The map also helps you search for the nearest toilet, cafe, printer and other useful facilities.

## IT and Wi-Fi.

**Now you're a student there's a range of IT services and software available to support you in your studies both on campus and at home.**

Once you get nearer to joining us (about six weeks before your start date) and have met the key conditions of your offer, you'll be sent an email to set up your student computing account.

## Opening a bank account.

You should open a bank account as soon as possible after you arrive. Once you've registered, you can request a status letter which proves you're a Canterbury Christ Church student. This can be used to set up a student bank account. The Money Advice Service offers a wide range of guidance about student and graduate bank accounts. All students will require the following when opening a bank account in the UK:

- A completed application form from the bank with which you wish to open an account
- Proof of identity (passport or EU National Identity Card)
- Confirmation of your full-time registration at Canterbury Christ Church University (you can request a Bank Letter via CLIC)
- Evidence of your current UK address
- Evidence of your overseas address

## Registering with your General Practitioner.

We recommend that you register with a General Practitioner Practice close to where you live, so if you are ever ill you know you can get the help you need. If like most students, you spend more weeks of the year at your university address than your family's address, you need to register with a General Practitioner near to you as soon as possible.

- [Sturry Surgery Registration \(covering Canterbury area\)](#)
- [Find your local General Practitioner service](#)

If you need regular prescription items, consider registering for the electronic repeat dispensing service (ERD), as you will be able to pick them up from any pharmacy you nominate, which can be easily changed if you are at home or at university when you need a further supply.

Also, remember to register with a local dentist - [Find a dentist](#)

## Discovering your local area and facilities.

Discovering your local area is part of the fun of settling into your new life. From finding your local supermarket, doctors or banks, to exploring the shops, cafes and nightlife, there's plenty of time to get to know what's on your new doorstep. Canterbury is a vibrant, historic city with loads to offer. From great places to eat and drink to shops offering student discounts as well as the events, festivals, theatres and cinemas, there is so much to explore.

## Accessing local services – your status letter.

Once you've registered, you can request a status letter, which proves you're a Christ Church student. This can be used to set up a student bank account. The [Money Advice Service](#) offers a wide range of guidance about student and graduate bank accounts.

There is also a letter that can be used to request a Council Tax discount (if you're eligible) with the local council. Households where everyone's a full-time student do not have to pay Council Tax. You'll get a Council Tax bill if there's someone in your household who's not a full-time student, but your household might qualify for a discount.

While settling in, don't forget to register with a [local General Practitioner](#) and dentist.



## Getting your smart card.

**When you are a fully registered Christ Church Student you can apply for your student smart card.**

Your smart card is very important as it is your personal University Student ID card, allowing you access to a range of student services including being able to:

- Gain access to your campus library to borrow books (between your course start and end date)
- Gain access to Augustine House during extended opening hours
- Print, copy or scan on any of the multi-functional devices (MFDs) available on all campuses
- Access restricted areas, such as computing labs and accommodation (visit the Security Lodge to get this activated on your card).
- Pay (cashless) for items at campus catering outlets and at the University Bookshop
- Use your card for visual identification
- Track your attendance at University, so we can be confident you're engaging with your studies and support you if you need it. [Click here for more information](#)
- Receive discounts on purchases at various high street stores.
- Get free entry to [Canterbury Cathedral](#).

Find out how to create and access your Smartcard [here](#).



# Settling in.

## Getting involved

You are now a part of the Canterbury Christ Church Community and these are the ways you can get involved.

### Students Union:

Christ Church Students' Union is a charity that exists to empower, encourage and support every student studying at Canterbury Christ Church University. It is run by students, for students, and just by being a student at Christ Church, you are automatically a member of the Union.

### Sports:

[Christ Church Sport](#) offers all students an extensive range of sport and fitness opportunities at affordable prices. Whether it's starting a fitness class, going to the gym or trying a new activity, there's something for everyone both in person and online

### Volunteering:

Whether you volunteer regularly or just want to get involved in one-off events, giving up your time can make a huge difference – not only to the communities you support, but also to you and your own wellbeing. The volunteering team can help you find the volunteering opportunity you're looking for by emailing: [volunteer@canterbury.ac.uk](mailto:volunteer@canterbury.ac.uk)

### Sustainability:

We've won national and international awards for sustainability, including an International Green Gown Award and a first-class award in the 2019 People and Planet league table, coming 17th out of 154 universities and colleges assessed.

Whether you join the Eco Student Society or become a member of the Student Green Office, there are plenty of ways to play your part.



# Staying safe in the UK.

Starting university is an exciting time. As you settle in, explore new places and meet new friends, we have a range of initiatives to help keep you safe at the same time. Learn more about this [here](#).

## ! Do remember

- Don't carry large amount of cash; most places in the UK accept card payments
- Don't do anything you would not do in your home country
- Make sure your phone is always charged
- Always plan your journey home in advance
- Respect people's cultures – the UK is diverse multicultural society where you may see things or customs that are different to the ones you may be used back home



# Part 4 - Checklist for all the documents



## ! Checklist for all the documents

- ✓ Passport
- ✓ Student Visa or Entry Clearance, if applicable
- ✓ Decision letter which explains how and where to collect your Biometric Residence Permit (BRP), if applicable
- ✓ Travel tickets
- ✓ Medical certificates
- ✓ Travel insurance for the journey
- ✓ Health insurance/European Health Insurance Card (EHIC), if applicable
- ✓ Confirmation of Acceptance for Studies (CAS) or your unconditional offer letter (for those applying for a Visit Visa)
- ✓ Original examination certificates and English language results, with certified translations
- ✓ Birth certificates/marriage certificates for any dependants with you
- ✓ Travellers' cheques/sterling currency/pre-paid credit card to last for your first few weeks in the UK and access to funds electronically for the coming months until you have opened a UK bank account
- ✓ Proof of sponsorship (if you are a sponsored student)
- ✓ Proof of your parents' finances, a signed letter of support and your original birth certificate (if your parents are supporting you)
- ✓ A mobile phone handset that is enabled to work with any mobile network provider
- ✓ Completed compulsory Public Health Passenger Locator Form



Enjoy your time at Christ Church!