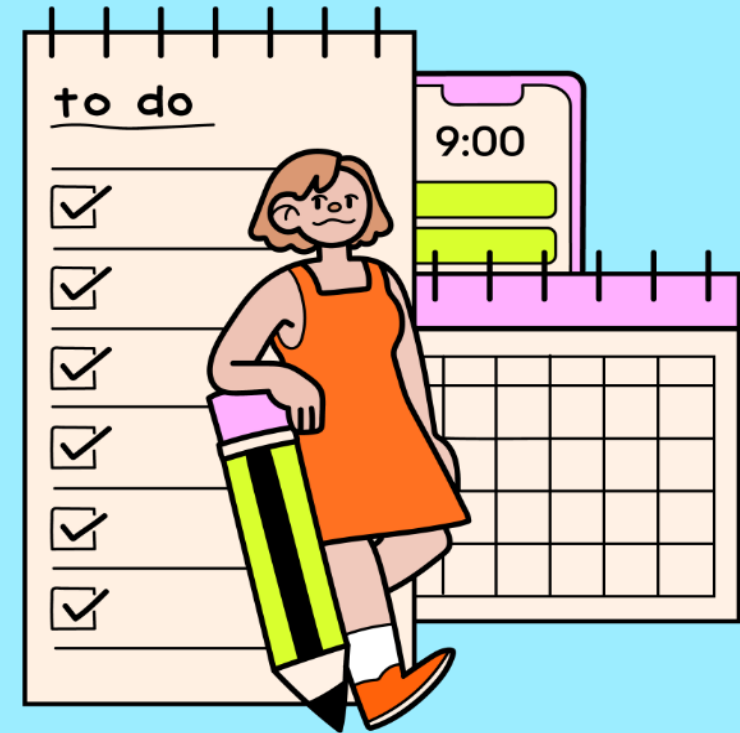


# Orientation Essentials

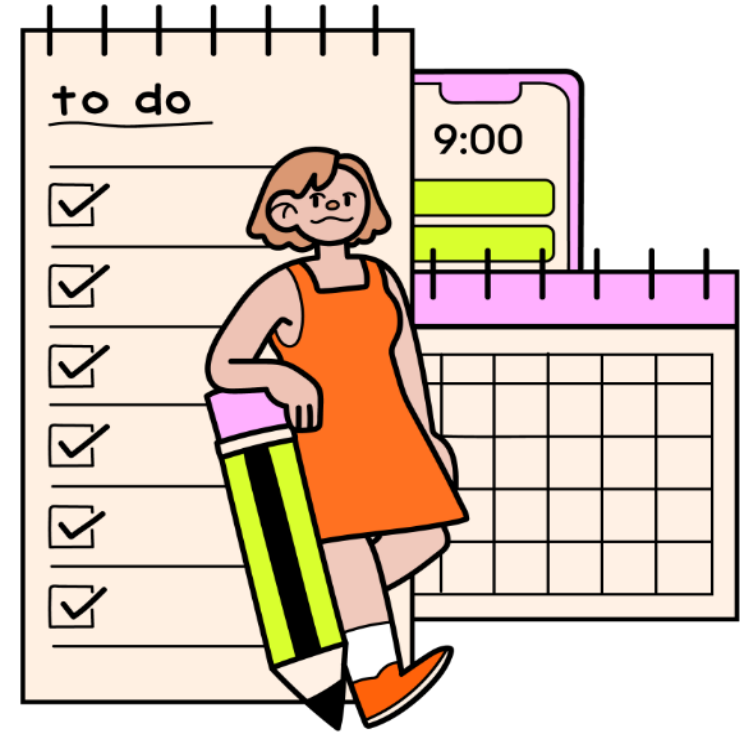
## If you have a Visitor Visa

Brought to you by the International Student Office  
and Student Information Service



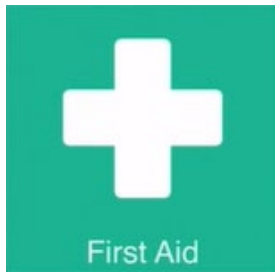
# In this session...

- ✓ Helpful contacts and resources
- ✓ Your Visitor Visa
- ✓ Money and banking
- ✓ Healthcare
- ✓ Support Services

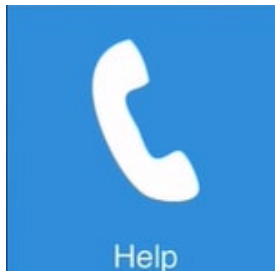


# Safe Zone App

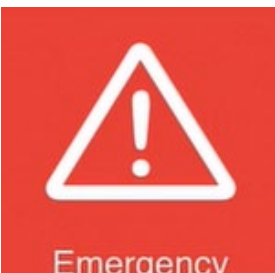
## University Security Team 24/7



For help with a physical or mental health incident



Non-emergency situations (you're locked out of a building or you're lost)



Immediate danger



**Download the SafeZone app**



iPhone



Android

<https://estates.leeds.ac.uk/our-services/security-services/#safezone>

# Helpful contacts

## Contacts

Student Information Service

Harassment and Misconduct Team

University Security Office

Police

Campus Police Officer

## EMERGENCIES

+44 (0)113 343 2222  
(or the SafeZone app)

999

## NON-EMERGENCIES

+44 (0)113 343 7000 (International)  
0800 915 0402 (UK sim card)  
[studentinfo@leeds.ac.uk](mailto:studentinfo@leeds.ac.uk)

[reportandsupport@leeds.ac.uk](mailto:reportandsupport@leeds.ac.uk)

+44 (0)113 343 5494  
+44 (0)7876 866747

101

+44 (0)7719417879  
(8am-4pm, Mon–Fri)

# Staying Safe in Leeds (recorded webinar)

- ✓ Simple steps to stay safe and avoid problems
- ✓ UK laws and rules you need to know about
- ✓ Transport, travel and protecting your belongings
- ✓ Alcohol safety in the UK
- ✓ Support from the Harassment and Misconduct team



# Student Fraud Awareness Course

Fraud and scams affect University of Leeds students on a huge scale each year

- ✓ Interactive course with real-life examples
- ✓ Recognise fraud, scams and phishing attempts, test your knowledge and practise responding
- ✓ Essential to complete

You'll be [enrolled in the course on Minerva](#) once you register, you can find it [using this link](#)



# Your visa

# Student Visa Advice

## Our Student Visa Advice Team can help with advice including:

- Correcting errors with your visa
- Understanding the conditions of your visa
- Providing evidence of your immigration status to the University
- Applying for a Student or Visitor Visa
- Understanding communications from UK Visas and Immigration
- Understanding how changes to your study impact your visa
- Working during and after your studies
- Visa scams

## Contacting the Student Visa Advice Team

- **Email:** [studentvisaadvice@leeds.ac.uk](mailto:studentvisaadvice@leeds.ac.uk)
- **Office:** Room 1.02, Beech Grove House, University Precinct, Leeds, LS2 9JT
- **Appointments:** Can be booked by contacting us over email or via the Student Information Service

Student Visa Advisors are the team at the University who can give you immigration advice

**Seek help early, and don't leave visa issues to the last minute!**

[students.leeds.ac.uk/visa](https://students.leeds.ac.uk/visa)



# If you are in the UK as a visitor

- Work or unpaid (voluntary) work is not permitted if you have Visitor immigration permission.
- You cannot stay in the UK for longer than six months in any one visit.
- You cannot extend a visitor visa or change the type of visa from inside the UK.
  
- Holders of a Visitor Visa do not need to apply for Electronic Travel Authorization.
- Visitor visas are issued as passport vignettes. E -Visas are not currently available for visitors.

## Entering the UK as a Non-Visa National (Electronic Travel Authorization)

- An ETA is not a Visitor Visa and does not guarantee entry to the UK.
- Entry through the electronic passport gates grants 6 months permission as a Visitor.
  
- **UK Visas and Immigration** – <https://www.gov.uk/standard-visitor>
- **UK Council for International Student Affairs** - <https://www.ukcisa.org.uk/Information--Advice/Visas-and-Immigration/Visitors>
- **Electronic Travel Authorisation** - <https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>

# Visitors – Re-entry to the UK

## **Standard Visitor visa (6 months validity)**

- You can enter the UK multiple times during the 6 months validity of your visa. Check that your vignette states 'Multi.'

## **Long-Term Multiple Entry Visitor visa (2 / 5 / 10 year validity)**

- You can enter the UK multiple times during the validity of your visa. No individual visit can exceed 180 days. UK Border Force have rules preventing 'frequent and successive entries' as a visitor and can deny entry if they feel you are not a genuine visitor.

## **Non-Visa Nationals**

- Re-entry to the UK during the period of your studies is at the discretion of the immigration officer at the UK Border. You should carry (or have access to) evidence of your study and evidence of finances on each occasion.
- 'Frequent and successive entries' may be viewed as abuse of the visitor rules and entry can be denied.
- 6 months visitor permission is granted after each entry to the UK.

<https://students.leeds.ac.uk/outoftermtravel>

# Money and Banking

# Digital banks

- Traditional banking services but only app-based
- Online and telephone customer support
- Lock, unlock and cancel your card through the app
- No fees for overseas transactions (within certain limits) and limited cash withdrawals
- Transfer money between your home country bank account and your UK bank account at very low interest rates
- Normally open to international students and quick to set-up

## Check that the bank is

Regulated by the  
[Financial Conduct Authority \(FCA\)](#)

Protected by the  
[Financial Services Compensation Scheme \(FSCS\)](#)

# Digital banks: what documents do I need?

- Verify your identity by taking a photo of your passport with your phone
- Provide evidence of a UK address

## Advantages

Similar offer to a traditional bank

Easier/faster to set up

## Disadvantages

No physical branch in the city

Savings accounts are not always protected

Not all digital banks have an overdraft function and may charge for it.



# 'High street' banks

- Traditional banks that have a physical presence in the city
- Offer online banking solutions
- Offer more services than a digital bank
- No limits on free cash withdrawals
- More regulated than digital banks
- Can take longer to set up an account



**High street  
banks**



[High street banks](#)

# Can I open a bank account?

Many traditional/high street banks require you:

- to be in the UK for at least six months
- to be over 18

## **BUT**

There are some accounts you can open if you are here for fewer than six months or if you are under 18

Make sure you check the account requirements before applying to open an account with a specific bank

You will need a University bank letter to open an account with a high street bank. **We'll send you your bank letter by email when you've completed the first three steps of your online registration.**



[High street banks](#)

# High street banks

The University can't recommend any particular bank accounts but we do have [information on high street banks](#) to help you make a start.

**Some things to consider when choosing a bank are:**

- What fees you will be charged for opening an account
- What cards you can get  
(Visa/Maestro, credit cards/debit cards)
- How long it takes to open an account



[High street banks](#)



# Money saving tips

- ✓ Download the First Bus app for [journey planning](#) and cheaper tickets
- ✓ [Cost of living hub](#)
- ✓ [LUU online saving information](#)
- ✓ [LUU online budgeting information](#)
- ✓ Read our [Link to Leeds blogs](#) on managing your finances in Leeds



# TV licence

In the UK, you need to pay for a TV Licence to:

- a) watch or record **live** TV programmes on any channel (including non-UK satellite channels)
- b) download or watch BBC programmes on iPlayer

For up-to-date information about cost and details on the many ways you can pay, visit the [TV Licensing website](#).

# Healthcare

# The National Health Service

An institution at the heart of British culture

Public, government-sponsoreded  
universal healthcare system

Free access to all services for UK residents



# Healthcare glossary

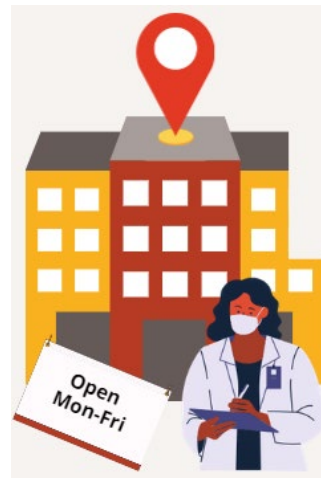
**GP**

General Practitioner,  
doctor



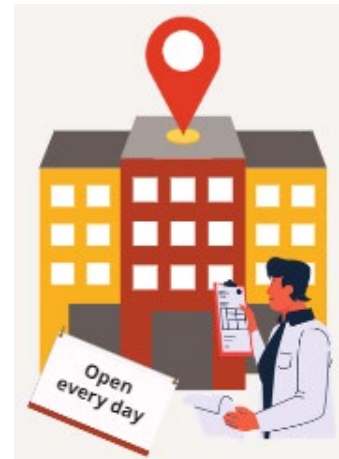
**GP Surgery**

Where a GP works  
(medical centre or  
medical practice)



**UTC**

Urgent Treatment  
Centre  
(walk-in centre)



**A&E**

Accident and  
Emergency



# Who to contact if you're ill

 <p><b>Self Care</b> Care for yourself at home</p> <p>Minor cuts &amp; grazes Minor bruises Minor sprains Coughs and colds</p>	 <p><b>Pharmacy</b> Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites &amp; stings</p>	 <p><b>NHS 111</b> Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p><b>GP Advice</b> Out of hours: Call 111</p> <p>Persistent symptoms Chronic pain Long term conditions New prescriptions</p>	 <p><b>UTCs</b> Urgent Treatment Centres</p> <p>Breaks &amp; sprains X-rays Cuts &amp; grazes Fever &amp; rashes</p>	 <p><b>A&amp;E or 999</b> For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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# Healthcare and your Visitor Visa

- You'll be able to see a GP and receive A&E treatment for free
- Specialist appointments, hospital stays are not free
- You'll need to pay for all medications bought in the UK
- It is important to have medical insurance to cover you for any treatment that you need to pay for
- Dental treatment is not free. Cannot access NHS dental care. Arrange private dental treatment and claim costs from your insurance provider
- If you're a student from the EU, you can still use a valid EHIC to access healthcare
- UK Council for International Student Affairs:  
<https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>



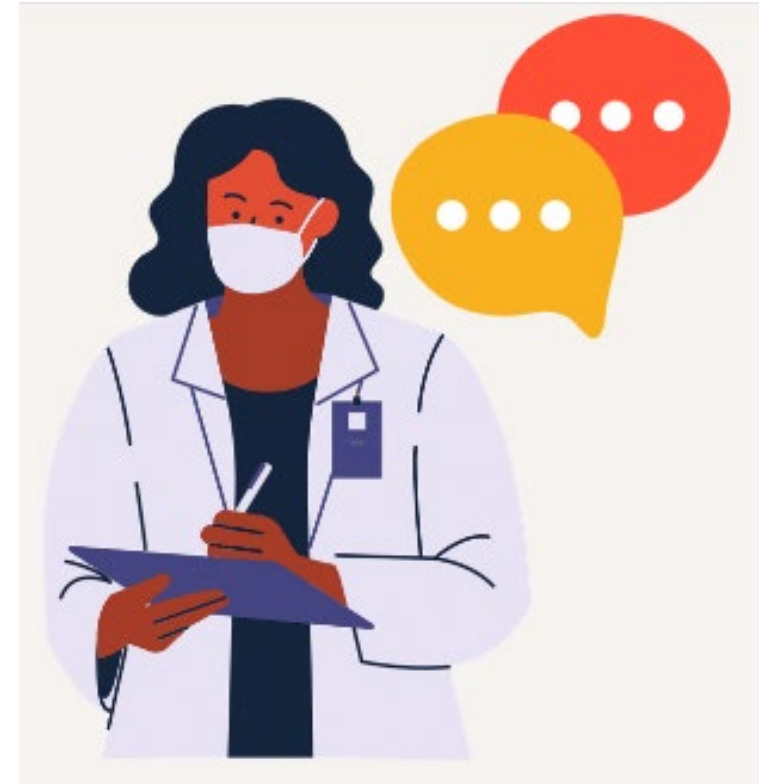
**Healthcare webpages**

**[Healthcare and your immigration status](#)**

# What your GP can help with

General practitioners (GPs) can:

- Treat all common, short-term medical conditions
- Prescribe medicines that you can't buy in a shop (over the counter)
- Monitor your condition/s and wellbeing
- Offer advice on maintaining a healthy lifestyle
- Arrange additional tests (blood tests, for example)
- Refer patients to hospitals and other medical services for urgent and specialist treatment
- Support you with your mental health





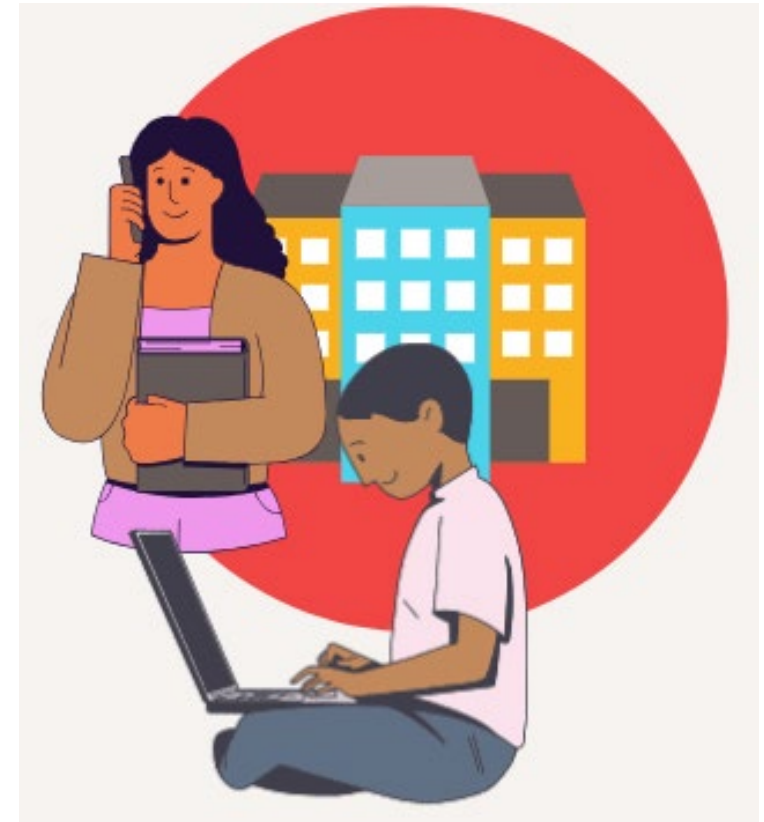
# Find a local GP

Register with a local GP as soon as possible, even if you plan to continue using a medical service in your home country

[Find a local GP surgery](#) near your accommodation or near campus.

[Leeds Student Medical Practice](#) is the nearest GP surgery to campus.

This surgery can register students who live within specific areas of Leeds. If you live outside these areas, you'll need to register with a surgery nearer your accommodation.



[Register with a doctor and a dentist](#)

# Register with a GP surgery

## I've found a GP surgery, now what?

- ➔ Check on the surgery website how to register. Call if you're not sure.
- ➔ Check whether you need to provide any documents for the registration process
- ➔ Complete your registration for you and any family members with you in Leeds

## What do I need to ask ?

1. How long will it take to process my registration?
2. How will I know that I've been registered?
3. How do I book an appointment with a doctor?



**Register with a  
doctor**

[Register with a doctor and a dentist](#)

# GP appointments

## What to expect

Find out more about [booking and cancelling your GP appointments](#)

An appointment may be offered:

- By phone
- Face-to-face

If you have a phone consultation, your GP will assess your situation and decide whether you need to be seen face-to-face.

**Depending on your condition, your GP may:**

- Prescribe medication to resolve your problem
- Refer you for tests or more consultations (including hospital, if necessary)
- Give ongoing treatment for any long-standing condition.

Find out more about [prescription charges and exemptions](#)



# Who to tell when you're ill

## If you're ill for up to 5 days

- Self-certify your illness through [Minerva](#) on your return

## If you're ill for more than 7 days or you have to miss an exam or assessment

Tell your Student Support team in your School as soon as possible and find out:

- How you report your absence
- What support the School can offer
- What documents you need to provide to certify your illness



**Who to tell when  
you're ill**

# Support services

# LUU Help & Support

Leeds University Union Help & Support Advisers can help with:

Wellbeing and your mental health

Budgeting and your finances

Living in Leeds,  
private-sector accommodation  
and staying safe

Exam support, appeal procedures and  
studying in Leeds

Student Life

**Meet in person**

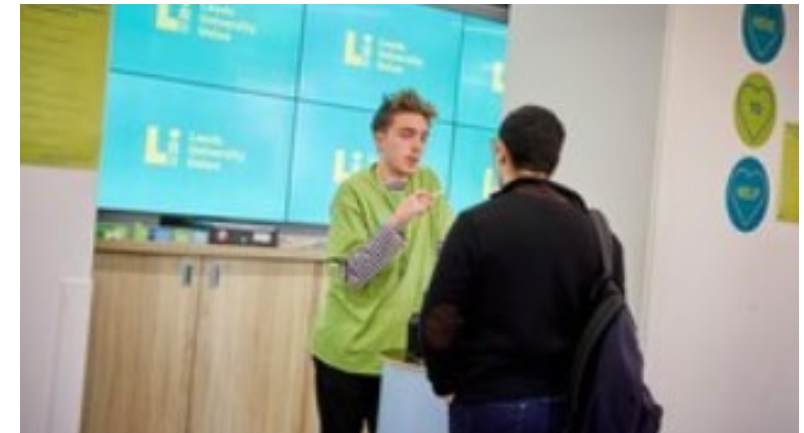
**Email**

**Phone**

Foyer of the Students' Union building

[advice@luu.leeds.ac.uk](mailto:advice@luu.leeds.ac.uk)

+44 (0)113 3801 400



# Student Counselling and Wellbeing

Free, confidential, specialist support from an experienced team of counsellors, mental health advisers and wellbeing practitioners in addition to online resources for you to access in your own time.

- Stress
- Homesickness
- Academic problems
- Feeling sad for no reason
- Culture shock
- Life events

and more...

**We're here to help you**

[Student Counselling and Wellbeing](#)



**Student  
Counselling  
and  
Wellbeing**



# Disability

Visible

or

Invisible

Physical health

or

Mental health

**A physical or mental health condition that can affect your academic success.**

[Disability@leeds.ac.uk](mailto:Disability@leeds.ac.uk)

[Disabled international students](#)



**Disabled  
international  
students**





# Disability Services

**The Disability team can support your studies by:**

- Advising your academic School on the support you may need in your learning
- Recommending academic adjustments for your course
- Giving you advice on a range of matters, from funding to assistive technology
- Providing you with ongoing support throughout your time at Leeds

[Disabled Student Support](#)

# Faith based support

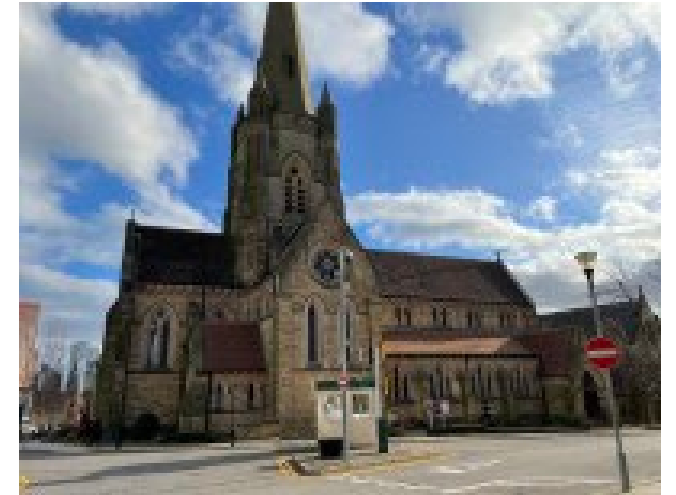
- Many different prayer and quiet contemplation spaces on campus
- Faith-based events and activities as part of Orientation and year round
- You can join faith-based student societies in Leeds University Union
- [Chaplaincy](#) supports students of all faiths, and none
- Your Muslim Student Advisor – Sister Jaan Malik
- International Student Chaplain – Reverend Foluso Enwerem

## **International Students Fellowship:**

every Wednesday

17:00 – 18:00 (term-time only)

Chaplaincy, Emmanuel Centre



**Chaplaincy, Emmanuel  
Centre**

**Prayer and  
contemplation**



[Prayer, contemplation and faith based support](#)

# Harassment and Misconduct Team

Experienced and specialist advisers with skills and knowledge to support people after sexual assault, harassment or abuse



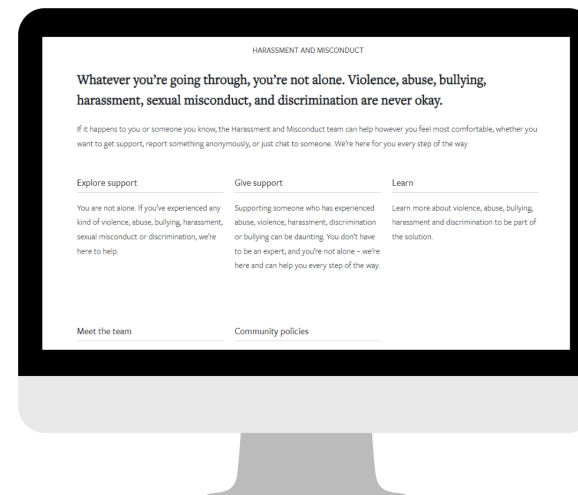
- By providing a non-judgemental, empowering space to talk after experiencing or witnessing an incident
- To understand options for formal reporting
- To get help with practical support such as any impacts on academic studies, finances, accommodation
- Referrals to therapeutic and emotional support

**Charlotte Webster, Harassment and Misconduct Manager**  
**Lorna de Fenzi, Harassment and Misconduct Advisor**  
**Carys Corkhill, Harassment and Misconduct Advisor**



# Harassment and Misconduct Team

- [Report and Support webpage:](#)
  - Tell us anonymously
  - Complete the 'Speak to An Advisor' form
- Email the team directly on [reportandsupport@leeds.ac.uk](mailto:reportandsupport@leeds.ac.uk)
- **For Students Webpages:** information about how what support is available, how to give support and what you can do to be part of the solution to change the culture.



**You are not alone.**

Violence, abuse, bullying, harassment, sexual misconduct, discrimination. It's never OK. If it happens to you or someone you know, our Harassment and Misconduct Team can help.

**Let's take the next step together.**



# Student Information Service

Get help with any question you may have, from registration to graduation

Find out more at

<https://students.leeds.ac.uk/askingforhelp>

Open 9am – 5pm, Monday to Friday

## Student Information Points – in person

Parkinson; Worsley; Maurice Keyworth; Chemical and Process Engineering and Marjorie and Arnold Ziff Building

## Phone

0800 915 0402 (from inside UK)

+44 (0)113 343 7000 (from outside UK)

**Email** [studentinfo@leeds.ac.uk](mailto:studentinfo@leeds.ac.uk)



# Thank you and any questions?

[Orientation Resources](#)

## Your feedback matters!

Please tell us what you thought  
about today's talk

Scan the QR code or visit  
[tinyurl.com/2kxrvmh3](https://tinyurl.com/2kxrvmh3)

