

# Orientation essentials

International orientation

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

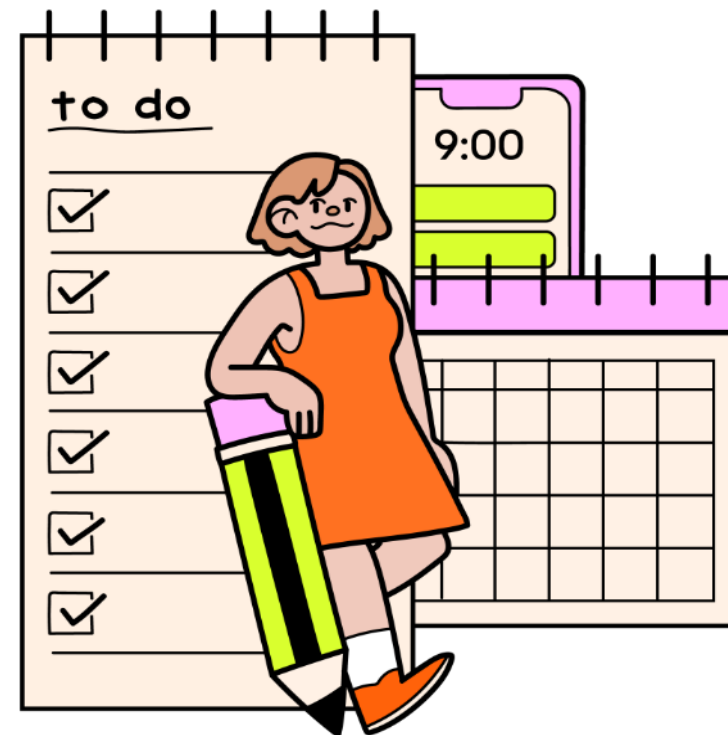


# Disclaimer

All content in this presentation has been prepared for the 2025/26 academic year and is subject to future updates or modifications.

# In this session

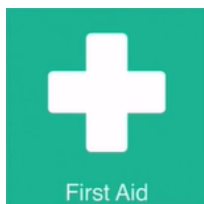
- Safety contacts and resources
- Your Visitor Visa
- Money and banking
- Healthcare
- Support Services



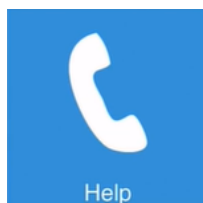
# Safe Zone app

Leeds is generally a safe place to live and study, but you can read our Medium blog with [everything you need to know about personal safety](#) for helpful information.

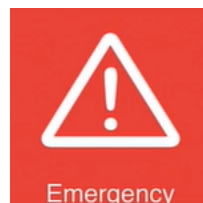
- Download the **SafeZone app**.



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



Iphone



Android

# Helpful contacts

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

Harassment and Misconduct Team (Non-emergencies): [reportandsupport@leeds.ac.uk](mailto:reportandsupport@leeds.ac.uk)

University Security Office (Emergencies): +44 (0)113 343 2222 (or SafeZone app)  
University Security Office (Non-emergencies): +44 (0)113 343 5494 or +44 (0)7876 866747

Police (Emergencies): 999  
Police (Non-emergencies): 101

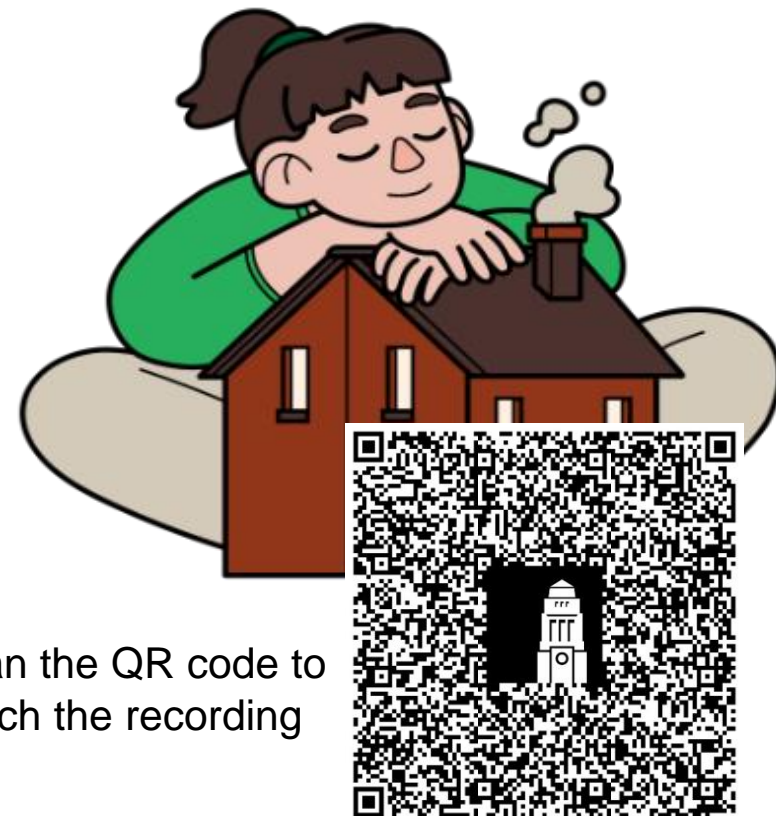
Campus Police officer PC Dan Close (Non-emergencies):  
+44 (0)7716 701 674  
[daniel.close@westyorkshirepolice.co.uk](mailto:daniel.close@westyorkshirepolice.co.uk)

# Staying safe in Leeds

Watch our Safety webinar or download the slides from our International orientation page to find out more about:

- 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

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



Scan the QR code to  
watch the recording

# Think twice. Spot the scam.

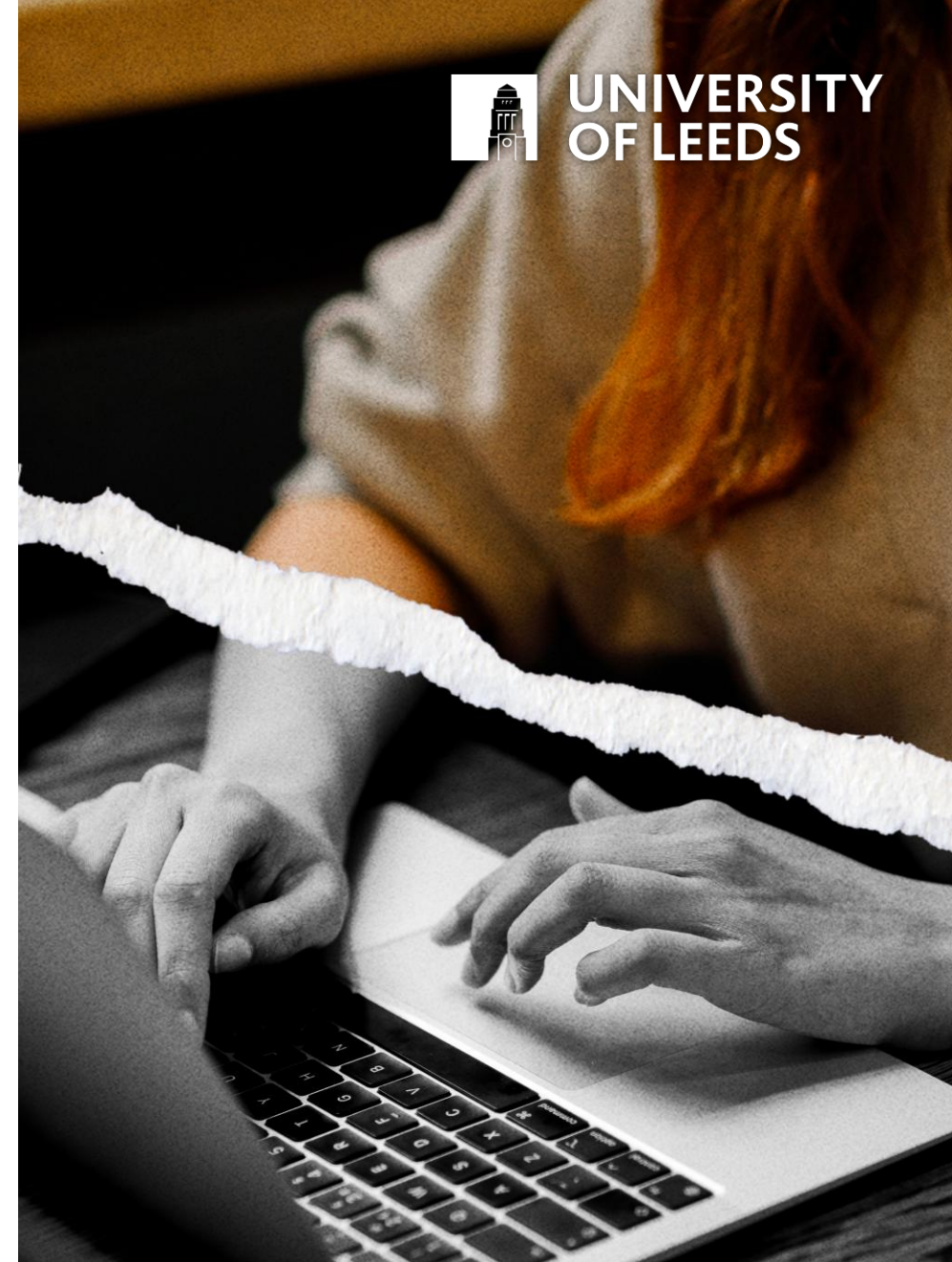
Students are being targeted,  
here's how to stay safe.



[Complete the Student Fraud Awareness course](#)



UNIVERSITY  
OF LEEDS



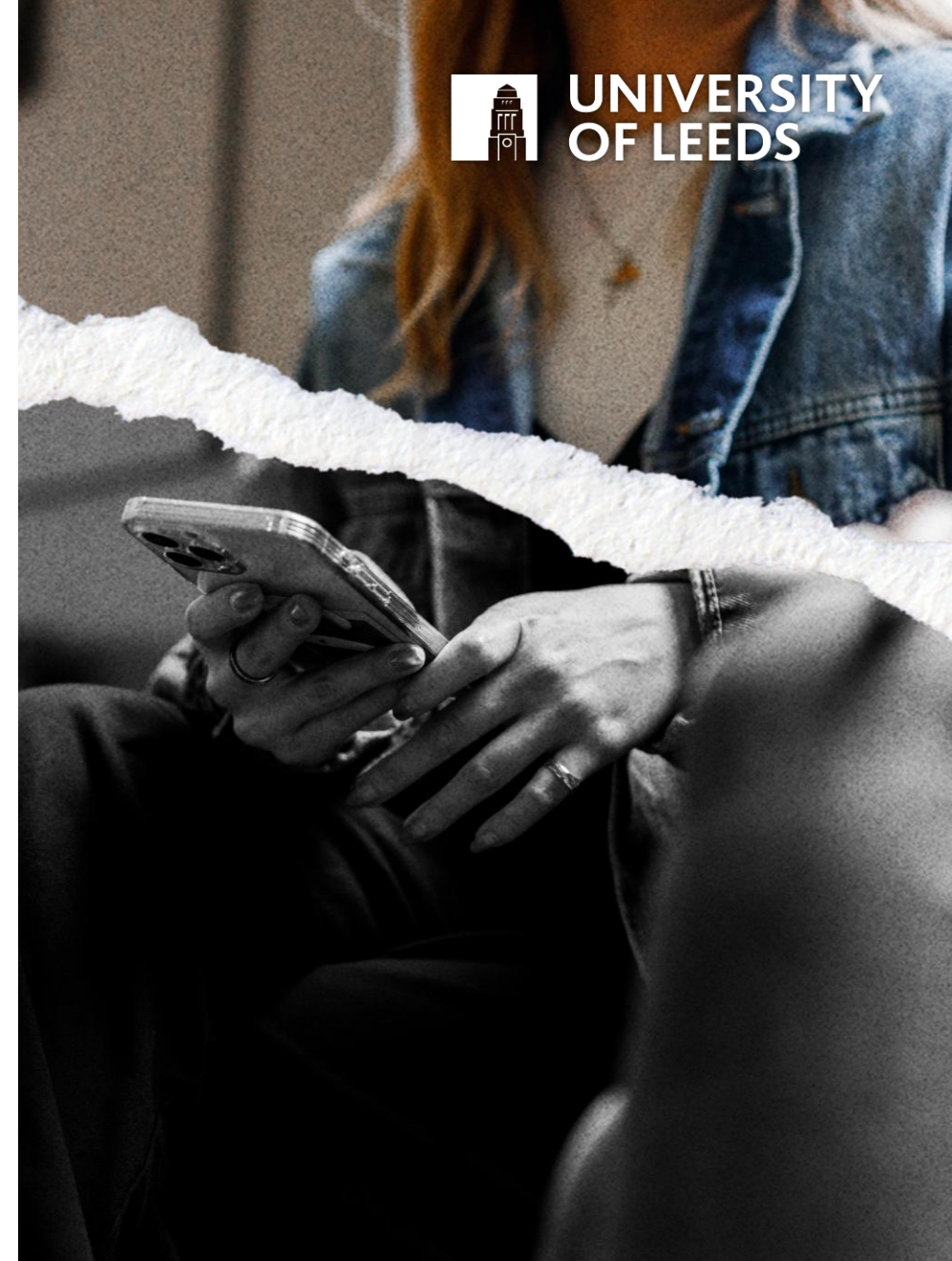


# Why students are targeted by scams

- **High-value transactions** – tuition fees, deposits, and visa costs make students attractive targets
- **Transitional stage** – Many are new to managing money, living independently, or moving to the UK
- **Trusted environments** – scammers exploit the fact that students expect genuine contact from universities, landlords, or banks
- **International students** – often under more pressure due to visas, language, and cultural differences, which scammers manipulate



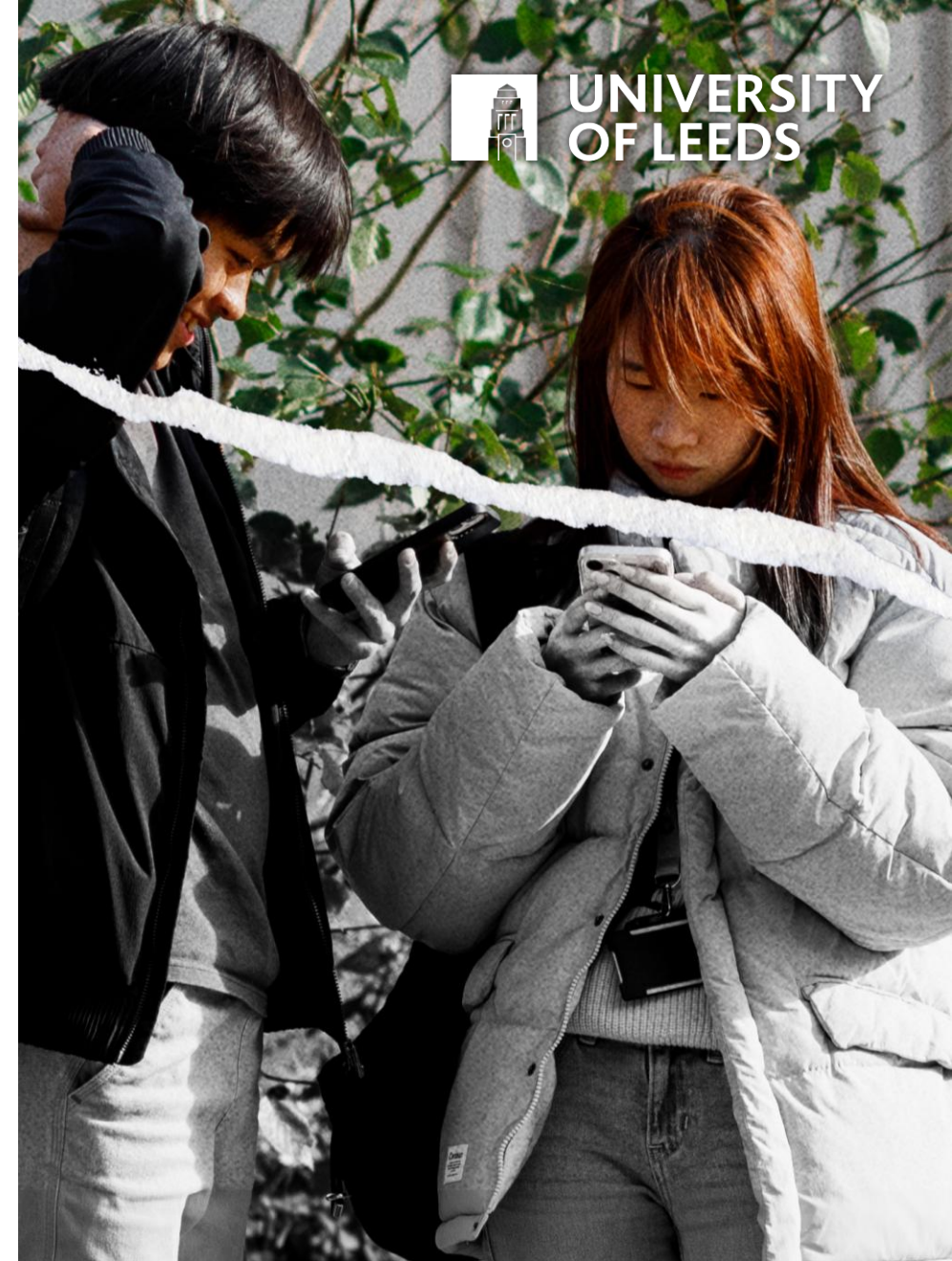
UNIVERSITY  
OF LEEDS





# 5 ways scammers try to trick you

1. **Look official** – real looking numbers, emails, or logos
2. **Use your info** – they might know your date of birth or bank details
3. **Create fear** – saying you've done something wrong
4. **Pressure you** – urgent payment demands
5. **Ask for details** – pushing towards passwords, PINs, or bank info



# Stay safe with 3 steps

1. **Pay through trusted sources** – always use official University links for tuition and accommodation or recognised safe sites like Unipol.
2. **Report concerns straight away** if you're unsure, don't click, pay or share details. Contact the Harassment and Misconduct team for support.
3. **Protect your money** – once lost to a scam, it is very unlikely you'll get it back.

# Need help?

- Contact your bank immediately if you shared details
- Report to Action Fraud (UK)
- Report to The Harassment and Misconduct team



Find full guidance at  
[students.leeds.ac.uk/scams](https://students.leeds.ac.uk/scams)

# Your visa

Download slides and watch a recording:  
[students.leeds.ac.uk/orientation](https://students.leeds.ac.uk/orientation)



# Student Visa Advice team

The Student Visa Advice team provide free study-related visa and immigration advice for international students and postgraduate researchers. They 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

Email the Student Visa Advice team at [StudentVisaAdvice@leeds.ac.uk](mailto:StudentVisaAdvice@leeds.ac.uk).

Or book an appointment at one of the [Student Information points on campus](#)



[Beech House Grove](#)



# If you are in the UK as a visitor

- Work or unpaid 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.
- Currently, Visitor visas are issued as a visa vignette sticker in your passport. From early 2026 you may also receive an eVisa. Later in 2026 UKVI will stop issuing visa vignette stickers as these will be fully replaced by eVisas.

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

- An ETA or a Visitor Visa does not guarantee entry to the UK. Entry to the UK is at the discretion of the immigration officer at the UK
- Entry through the electronic passport gates grants 6 months permission as a Visitor.

# 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.'
- You must leave the UK before the visa expiry date.

## **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.

## **If you are travelling with an ETA**

- 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.

# Visa and immigration resources

Here are some web pages you can consult for further information and guidance on visa and immigration:

- **University of Leeds visa pages:**  
<https://www.leeds.ac.uk/international-visas-immigration>
- **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>

# Money and Banking

**Check the "Money and banking" resources for more guidance.**

Download slides and watch a recording:

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



# 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



[Choosing a bank](#)



# Digital Banks

## Why choose a digital bank:

- Similar offer to a traditional bank
- You can open an account from your home country
- It's usually easier/faster to set up

## Check that the bank you choose is:

- Regulated by the [Financial Conduct Authority \(FCA\)](#)
- Protected by the [Financial Services Compensation Scheme \(FSCS\)](#)



[Choosing a bank](#)

# '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



[Choosing a bank](#)

# How to choose a bank

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

## 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



[Choosing a bank](#)

# Opening an account

Many 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 under 18.

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

If you're staying for less than six months, we'd recommend opening an account with a digital bank instead.



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[Choosing a bank](#)

# More information on documents

To open a bank account with a traditional bank, you would normally need additional documents:

- **Proof of your identity** – your passport or EU national identity card.
- **Proof that you're a student** – your offer letter or a bank letter from the University.
- **Proof of your address** – accepted documents include a housing contract, a utility bill or a bank letter from the University.

If you provide a tenancy agreement for private sector accommodation, it will need to be signed by the landlord.

**"Money and Banking" webinar resources.**

Download slides and watch a recording:





# Money saving tips

When living in a different country it might take some time to learn how to manage your money effectively.

Check our [Money management advice](#) page and find out:

- How to manage your spending.
- How the Financial Wellbeing project can help you to improve money skills, build good habits, and reduce financial stress.



[Money management advice](#)

# TV Licence

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

- watch or record **live** TV programmes on any channel (including non-UK satellite channels)
- 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](https://www.tvlicensing.co.uk/).



# Healthcare and Wellbeing

**Check the "Healthcare and wellbeing" resources for more guidance.**

Download slides and watch a recording:

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



# The National Health Service

- An institution at the heart of British culture
- Public, government-sponsored universal healthcare system
- Free access to all services for UK residents



# What to do if you're ill

## **NHS 111**

Call this number if you're unsure about what to do, it's after 5pm or it's a weekend.

## **Pharmacy**

Skin conditions, ear and throat aches, stomach pain, sprains and strains.

## **GP (Doctor)**

You're still unwell, make an appointment with a GP.

## **NHS Walk-in services**

If you cannot get to the GP and it's not getting better, call 111.

## **A&E 999**

If your life is in danger.

Losing blood, broken bones, difficulty breathing.



# How to register with Leeds Student Medical Practice

## GP (Doctor)

You're still  
unwell,  
make an  
appointment  
with a GP.

### [Register for the Leeds Student Medical practice online](#)

- You need a long-term address to complete your registration.
- If you don't have a long-term address but need medical advice, call 111.

After completing the online registration form:

- It can take 2 days for your registration to appear on the medical practice patience record.



Scan the QR code to  
register as a patient




# How to book a doctor's appointment

- **By phone**

Call the reception during opening hours (+44) 113 2954 488.

- **In person**

Visit the reception desk.

 Leeds Student Medical Practice, 4 Blenheim Court, Blenheim Walk, Leeds, LS2 9AE

You can also request an appointment via the practice's online booking system - [Patches](#).

Speak to the practice on how to register for their online services.

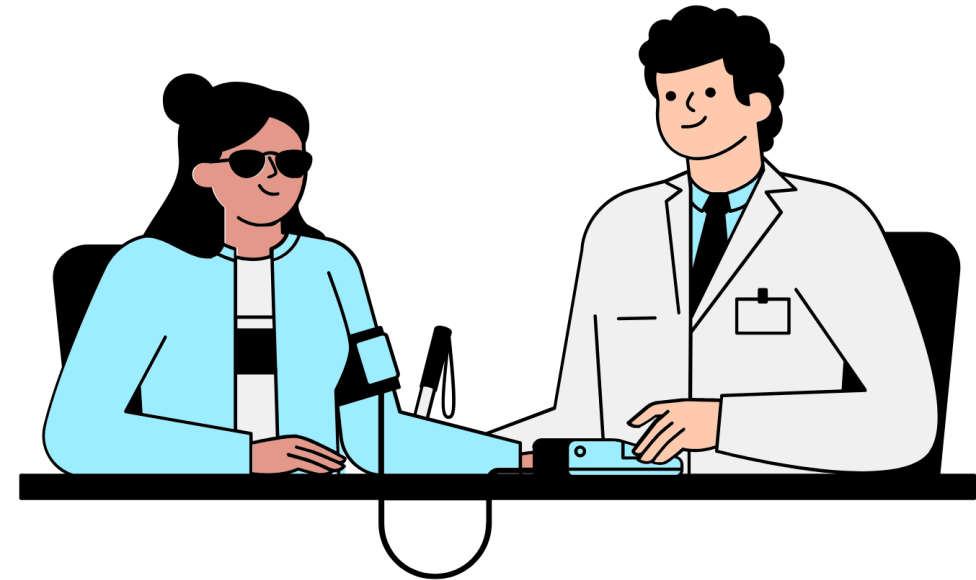


Scan the QR code to register as a patient



# During the appointment

- **Time**  
Appointment time 15 minutes, so try to be clear and focused.
- **Discussion**  
The GP will ask about your symptoms, lifestyle, medical history, and any medicines you take.
- **Examination**  
If needed, your GP might check things like your blood pressure, heart, throat, or joints. They'll always explain first and ask permission.
- **Language help**  
If English isn't your first language and you find it difficult, ask for a free NHS interpreter.



# After the appointment

**Depending on your situation, the General Practitioner could:**

- Give you advice or things you can do to stay healthy
- Give you medication (you'll collect it from a local pharmacy, usually paying a standard fee)
- Arrange tests (blood, urine, scans, etc.)
- Arrange an appointment to check on how you feel
- Refer you to a specialist doctor or hospital
- Provide you with a document to certify your illness

## **Specialist hospital appointments**

- Are not always free. They depend on your visa type.
- Might have longer waiting times and your GP cannot help speed your referral.



# Registering with other practices

**We recommend registering with the Leeds Student Medical Practice, especially when you arrive.**

However, if you prefer to register with a different medical centre, research your options independently.

**[Find a local GP surgery](#)** and ask about:

- How to register and any documents they need to complete your registration (if any).
- How long it will take for you to register.
- How to book appointments with a doctor.



# If you're in the UK for 6 months or less

## Covered

- General Practitioner's visits
- A&E treatment

## To be paid for

- Specialist appointments, hospital stays
- Dental treatment
- 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. If you're a student from the EU, you can still use a valid EHIC to access healthcare.

# What to do if you are absent or ill

- **If you're ill for up to 5 days**

Complete the Online Absence Notification form on [Minerva](#) to let your School know you will be absent.

[Check guidance on how to find the form on Minerva.](#)

- **If you're ill for more than 5 days**

Complete the Online Absence Notification form **and** provide a UK doctor's medical certificate to your School.

- **If you are ill for more than 7 days**

You must request a letter from a UK doctor while you are still ill.

This letter shows the University and immigration authorities that you have health issues that should be considered when reviewing your progress.



[What to do if you are absent or ill](#)



# Getting help

- Leeds University Union Help and Support
- Student Information Service



# 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** Foyer of the Students' Union building

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

**Phone** +44 (0)113 3801 400



# Student Information Service

Get help with questions relating to registration, identity checks, and a range of other matters related to university life, your studies and more throughout your time at Leeds.

- Available Monday to Friday 9am – 5pm.
- In person at their Student Information Points on campus.
- [Email the Student Information Service at studentinfo@leeds.ac.uk](mailto:studentinfo@leeds.ac.uk)
- Phone:  
0800 9150402 (Inside the UK)  
+44 (0)113 3437000 (Outside the UK)



# Getting help

Specialised University support team:

- Student Counselling and Wellbeing
- Disability Services
- Faith-based support
- Harassment and Misconduct



# 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
- Culture shock
- Life events





# Disability support

**The Leeds Student Medical practice also works closely with the University of Leeds to support our disabled students.**

In the UK, the term "disability" covers conditions, illnesses and impairments that can affect your academic success. These can be:

- Visible or invisible
- Physical or related to mental health

Our Disability Services team ensures you have a successful academic experience in Leeds.

## Disabled Student Support



## Disabled international students



# Disability Services

- 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.

[Contact the Disability Team at  
Disability@leeds.ac.uk](mailto:Disability@leeds.ac.uk)





# Faith-based support

Christian, Muslim, Jewish and multi-faith prayer facilities and quiet contemplation spaces on or near campus

- At the [Chaplaincy in the Emmanuel Centre](#) students of all faiths and no faith can find confidential support at difficult times in their lives and join a welcoming community.
- Christian Chaplains and Muslim Student Advisers offer in-person and online support
- Faith-based events and activities organised by campus chaplains and faith advisers as part of Orientation and all year round
- [Student societies for many different faiths](#) help with making friends and connecting with places of worship in the city of Leeds
- Hillel House near campus and local chaplains from the [national Jewish chaplaincy organisation](#) offer support for Jewish students



Prayer and  
contemplation



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

# Harassment and Misconduct

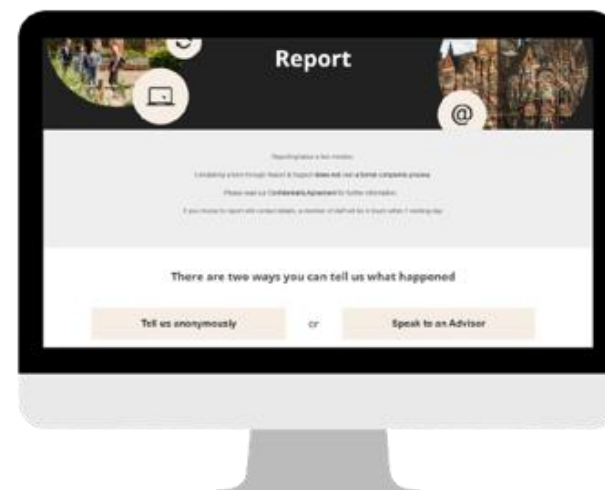
**Whatever you're going through, you're not alone. Violence, abuse, bullying, harassment, sexual misconduct, and discrimination are never okay.**

If it happens to you or someone you know, the Harassment and Misconduct team can help however feels right to you, whether you want to explore support options, make a formal report, or just talk to someone.

We're here for you every step of the way.

[Complete the disclosure form](#) to talk to a specialist advisor.

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



“  
**You are  
not alone.**”

# Thank you

[Contact the Student Information Service](#) with any questions, the team can help at any point of the year.

## Your feedback matters!

Please tell us what you think of this talk — it will help us understand what you found helpful and what you'd like to learn more about.

[Leave your feedback](#) or scan the QR code to fill in a short form.

