

2022/23



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PRE ARRIVAL GUIDE

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WELCOME



Congratulations on your offer of a place at Glyndwr University!

This pre-arrival guide has been produced for international students and is intended to provide you with practical information about coming to live and study in Wrexham.

We understand that moving to a new country is an exciting experience and we know you will have many questions. We hope this guide answers most of those questions for you. If you cannot find the answer you're looking for please do not hesitate to contact us, we are happy to help.

We wish you a safe journey to Wrexham and wish you every success with your studies at Glyndwr University.

USEFUL CONTACT DETAILS



Admissions & General Enquiries

Email: international@glyndwr.ac.uk

Tel: 0044 1978 293358 (from outside the UK)
or 01978 293358 (from within the UK)

Email: accommodation@glyndwr.ac.uk



Accommodation



Immigration Compliance

Email: immigration@glyndwr.ac.uk

Tel: 0044 1978 293057 (from outside the UK)
or 01978 293057 (from within the UK)
Room B107

Email: ask@glyndwr.ac.uk

Tel: 0044 1978 294421 (from outside the UK)
or 01978 294421 (from within the UK)



Student Health & Wellbeing



Out of Hours Emergency Contact

Campus Security

Tel: 0044 7764 687909/687910 (from outside the UK)
or 0044 1978 293333 (from outside the UK)

Tel: 07764 687909/687910 (from within the UK)
or 01978 293333 (from within the UK)

CAS STATEMENT

NOW YOU HAVE RECEIVED YOUR CAS STATEMENT

Now you have received your Confirmation of Acceptance for Studies Statement (CAS) and you have checked all the information stated is correct you are ready to submit your visa application.

The earliest you can apply for your visa is 3 months prior to the course start date on your CAS. Before submitting your application please ensure you read the student visa Policy guidance on the following link:

<https://www.gov.uk/government/publications/points-based-system-student-route>

The visa application form and further information on how to apply is available at:

<https://www.gov.uk/student-visa>

Please take great care when submitting your visa application. It is your responsibility to ensure it is completed correctly and it is submitted with the correct fee and supporting documentation. You must provide original documentation when submitting your visa application. If your visa application results in a refusal, it is unlikely the University will allocate a further CAS.

Academic Technology Approval Scheme

The Academic Technology Approval Scheme (ATAS) requires all international students who are applying to study for a postgraduate qualification in certain sensitive subjects to apply for an ATAS certificate before they can study in the UK. If the course you have applied to requires an ATAS certificate you will have provided the certificate to the Immigration Compliance team before your CAS was issued. You must submit the ATAS certificate that you received from the Foreign and Commonwealth Office with your visa application.

Tuberculosis Screening (TB)

Nationals from certain countries applying to come to the UK for more than 6 months will be required to provide evidence of a Tuberculosis screening certificate. If you are a National from one of these countries listed you must provide your original TB certificate with your visa application.

<https://www.gov.uk/tb-test-visa>

CAS STATEMENT

Credibility

As a student visa applicant you may be required to have an interview with a UKVI official before your visa is issued. The purpose of this interview is to assess your English language ability and to determine whether you are a genuine student with the intention to study in the UK. This interview could take place by telephone or face to face with a UKVI official who will ask a number of questions about your immigration and education history, your intention to study, future career plans and information about your financial circumstances.

If you are asked to attend an interview it will take place at a regional interview centre. The interview will be conducted by video call over the internet and it is estimated to take less than 30 minutes. The answers you provide at this interview will be typed up and used to assess your student visa application.

Failing to attend a scheduled interview could result in your application being automatically refused.

Here are some things to think about whilst your visa application is being processed:

- Have you provided evidence of submitting your visa application to Glyndwr University? The evidence must be uploaded to centurus or emailed to immigration@glyndwr.ac.uk.
- The Immigration Compliance team are keen to hear updates from yourself about any correspondence you receive regarding your visa application – we are only an email away at immigration@glyndwr.ac.uk or a phone call away on **0044 (0) 1978 293057**.
- When you receive your visa outcome, provide us with a copy of your temporary vignette (sticker in your passport). If your visa has been refused you must provide us with a copy of the refusal documents and confirm if you intend to make an appeal.

Note: You must study only with Glyndwr University as the sponsoring institution stated on your CAS. If when in the UK you want to undertake any additional study you must contact the Immigration Compliance Team.

BEFORE YOU LEAVE

It is extremely important that you understand the UK Visas and Immigration rules and how they may affect you.

The rules change often so please ensure you keep up to date with the UKVI student visa guidance, immigration issues and if you are intending to work whilst you are studying it is also important to be aware of the working hour restrictions.

It is important to us that you come to the University to complete your intended qualification, failure to follow the rules could result in your right to live and study in the UK being stopped.

Important Links

Everything you need to know about your visa, working restrictions and issues that could affect you during your stay in the UK can be found here.

<http://www.ukcisa.org.uk/>

The UK Council for International Student Affairs (UKCISA) is the UK's national advisory body serving the interests of international students and those who work with them. This website is very informative and will be a useful tool throughout your stay in the UK.

Other useful links that could help you during your studies.

<http://www.prepareforsuccess.org.uk/>

Prepare for success is an interactive web learning tool for international students who are getting ready to come to the UK for study in further or higher education.

<https://study-uk.britishcouncil.org/moving-uk/money-budgeting>

This website has been developed by Brightside UNIAID, an independent charity. The website aims to help students prepare for the financial side of UK higher education.

ARRANGE YOUR ACCOMMODATION



MOVING TO A NEW PLACE IS ALWAYS AN EXCITING EXPERIENCE, ESPECIALLY IF YOU'RE DOING IT FOR THE FIRST TIME.

Whether you fancy the fun, friendly community atmosphere of our halls of residence or a more private house, our Residential and Campus Life team are on-hand to help find your perfect new home and support you through your big move every step of the way. Our Wrexham Student Village is conveniently located next to the main Wrexham campus.

You'll be living in a region recognised by [gocompare.com](https://www.gocompare.com) as being among the top 10 most affordable places to study in the UK.

Full details about your accommodation options can be found at glyndwr.ac.uk/accommodation/wrexham-village/





University-Owned Accommodation Prices

The International Accommodation Award offers you the very affordable discounted rate, starting from just £90 (40 week contract) per week and this includes all utility bills and Wi-Fi. When staying in the University-Owned accommodation you are able to purchase a bedding pack (which includes a duvet, pillow, duvet cover, pillowcase and fitted sheet.) and a kitchen pack. To order a bedding pack please email accommodation@glyndwr.ac.uk.

Third-Party Accommodation Providers

Students requiring accommodation from any local third party providers must contact them directly for details on the application process.

Food

All our accommodation is self-catered.

People with Disabilities

If you have any specific requirements, please contact our accommodation team as soon as possible to discuss your requirements using the details below.

Need Help?

You can find out more about our accommodation by visiting glyndwr.ac.uk/accommodation or by emailing acomodation@glyndwr.ac.uk

March/April/May

- Online application system opens
- If you've firmly accepted our offer of a place and need accommodation, register and complete an online application form at wgu.ac.uk/accommodation. Apply early to avoid disappointment!

June/July

- Applications are processed
- If successful, you'll receive a system generated e-contract by email which you need to accept. When you accept your contract you will be taken to our online payment section where you are asked for a pre-payment of £250, and your three recurring card payments are set up. This contract will include details of the full cost of your accommodation

August

- You'll receive an email inviting you to complete the arrivals and online induction process, select an arrival timeslot and check out information about living in our accommodation.

September

- Arrival week. Get ready for a warm welcome and prepare to settle yourself in to your new home. Our Students' Union team will be available to introduce you to your new surroundings.

Arriving

At Manchester Airport

Manchester airport is the recommended arrival point for all international students

Your Arrival

To ensure you enjoy a relaxed and comfortable arrival experience we need to know when and how you are arriving in the UK. Once you have obtained your student visa and have booked your flight, you (or your recruitment agent on your behalf) must upload the information to centurus under the section 'Proposed Travel Information'. If you have any problems with the online system you can contact us directly by emailing international@glyndwr.ac.uk

You can also email international@glyndwr.ac.uk if you have any concerns about your arrival that are not already answered elsewhere in this document, in the information sheet or on the University website.

The University address for the main campus is ... Wrexham Glyndwr University, Mold Rd, Wrexham, LL11 2AW, United Kingdom. View [Wrexham Glyndwr University on Google Maps](#)

Wrexham Glyndwr University is easily accessible via public transport

By Train: - the nearest railway stations are:

- Wrexham General: Situated next to the University - just a few minutes' walk to the main campus
- Wrexham Central: 10 minutes' walk from Wrexham Glyndwr University
- Chester: 20 minutes away by car/taxi

There is a train that goes directly to Chester from the airport where you can change for Wrexham General station, which stops outside the University.

Buying train tickets on the day of travel can be very expensive. Some train companies allow you to book in advance at a much cheaper rate and you can self-print your ticket, save it to your phone or collect it at the train station. Find out more on the [National Rail website](#) or at the [train line website](#).

By Coach or Bus: Local bus services run to the main bus terminal in the Town Centre - which is approx. 10 minutes' walk from Wrexham Glyndwr University. National Express coaches and other long-distance services stop at Chester where you can change to a local bus service to Wrexham. Coaches run by companies such as National Express are usually cheaper than trains, but will take significantly longer to reach destinations. Note any restrictions on the amount of baggage you can take with you.

By Car:

- From the M56, exit off the motorway at Junction 15 where it joins the M53 to Chester/Wrexham.
- From the M53, continue along the A55 and take the exit signposted A483 to Wrexham.
- Wrexham Glyndwr University is located just off Junction 5 of the A483 signposted Wrexham/Mold.
- Follow the signs for Wrexham Town Centre and you will see the University on your immediate left.

PRE-DEPARTURE CHECKLIST

Before you depart

To help you with your pre-departure preparations the following checklist will provide a few reminders of the key things you will need to do before you travel to Glyndwr University:

- Apply for your visa and advise immigration@glyndwr.ac.uk of the outcome
- Book your accommodation by visiting wgu.ac.uk/accommodation
- Make your travel arrangements
- Notify the International Office of your arrival details
- Leave a photocopy of important documents (e.g. exam certificates, traveller's cheques, insurance policy and passport) at home with family/friends

Take in your hand luggage:

- Passport (valid for 6 months or more) with visa/UK entry clearance
- Print a copy of your offer letter from Glyndwr University
- A copy of your Confirmation of Acceptance for Studies statement (CAS)
- Original documents to prove financial support for tuition fees and maintenance
- Proof of home address/bank statements (for opening a bank account in the UK)
- Proof of scholarship/sponsor letter (if applicable)
- Originals of important documents (e.g. exam certification, transcript of results and certified translations, travellers cheques, insurance policy and passport).
- List of contents of luggage (in case of insurance claim)
- Health certificate/check-up
- Vaccination certificates (e.g. TB, Rubella, Covid)
- Any prescribed drugs/medicine, plus doctor's letter
- Contact lens/glasses prescription
- Details of your destination – address/telephone number
- Proof of purchase for IT equipment (for UK customs)
- British currency (approx. £300)
- Spare passport-sized photographs

Pack in your suitcase

- Photocopies of important documents (e.g. exam certification, transcript of results and certified translations, travellers cheques, insurance policy and passport).
- Some warm clothing and comfortable shoes to walk in
- Photos, posters, pictures of family and home
- Sharp objects such as scissors and razorblades should only be kept in your suitcase.

Remember to carry wallets and purses on your person or in hand-luggage along with other important documents such as your passport and the documents you will need to pass through the UK border.

We recommend you keep copies of your passport, visa and documents; if you do lose the originals it makes them far easier to replace.

ARRIVING AT THE AIRPORT

On arrival at a UK airport, you will be directed to Immigration Control. There are generally two queues: One for EEA/EU/Swiss Nationals and another for all Nationalities. You will be required to show your passport and temporary vignette (sticker in your passport).


The Immigration Officer may also ask to see all the other documents you submitted as part of your visa application. Before leaving Immigration Control, check that the Immigration Officer has added an Entry Clearance date stamp to your passport (usually on your temporary vignette).

For information there is a possibility you could be interviewed upon arrival to the UK. You can be prepared but there is no need to be nervous.

If you have any problems clearing Immigration Control please contact us on 01978 293057 Mon-Thurs 8.30am – 5.00pm and Fri 8.30am – 4.30pm.

Once you have cleared Immigration Control you will be able to go and locate your luggage, you will be required to find the carousel matching your flight number on the screens above. If you are unable to locate an item of luggage please find a representative of the airline you travelled with and complete a lost baggage form if required.

When you have found your luggage you must pass through Customs Control. Join the queue for either the Green channel if you have nothing to declare, the Red channel if you have goods to declare, or the blue channel if you have arrived from an airport within the European Economic Area (EEA) where you have already cleared all your luggage through customs control.



If you are travelling to the UK from a country outside the European Union and are carrying 10,000 Euros or more in cash, bankers draft or cheque of any kind (about £8900 in pounds sterling or the equivalent in other currencies) you will be required to declare this at customs.

Forms on which to make the declaration will be available when you arrive and you will be given a copy of the completed form, which you should keep safely as evidence that you have made a declaration. Please note that a penalty of up to £5,000 can be imposed if you do not make this declaration or provide incorrect or incomplete information.

You must not carry more than the permitted duty or tax free allowances, or any prohibited goods (eg drugs, offensive weapons, food or plants from outside the European Union, etc). If you are not sure about what you can bring into the UK you should check with the British Embassy or High Commission in your home country before travelling to the UK.

Transit Accommodation

If your international flight arrives in London late at night and you wish to stay overnight prior to commencing your journey to the University, you should try and arrange your accommodation before you leave your home country. You can book a hotel by visiting websites such as www.laterooms.com and www.expedia.co.uk, alternatively when you arrive at the airport you will find information desks who will be able to advise you about hotels in the area.

GETTING READY FOR ENROLMENT

All new students are required to complete online enrolment in order to commence their studies as well as gain access their timetable and online resources. Instructions on how to enrol will be emailed to you separately by our Student Records Systems (SRS). Please complete this process as soon as you receive the email from SRS. Once you have completed your online enrolment, you will have the following:

- Glyndŵr Student ID: S2200XXXX (XXXX = your unique 4-digit combination)
- Glyndŵr Email Address: S2000XXXX@mail.glyndwr.ac.uk
- Glyndŵr Password

Please make sure you remember your student number and use your student email as this is the formal channel in which the university will communicate with you once you are enrolled.

You will also receive an email invitation to attend an immigration document collection session, where you will present the Immigration team with your visa documents. **This session is mandatory**, and failure to attend or provide us with all required documentation may result in withdrawal from your studies. Therefore, continue to check both your personal and university email accounts for details on this session. When you attend, you will need to provide us with the following information:

- Passport
- Temporary Vignette (stamp in your passport)
- Biometric Residence Permit & Supporting letter from the UKVI
- UK address and UK phone number

IMMIGRATION & VISAS

Your Studentvisa is a very important document and it is your responsibility to maintain your immigration status whilst you are studying at Glyndwr University and to inform the Immigration Compliance team about any correspondence you receive from the UKVI and any changes to your immigration status.

You can get in touch with us by emailing immigration@glyndwr.ac.uk or phoning **01978 293057**.

Attendance on your course of study

Studying under a student visa means that you have a number of specific duties and responsibilities imposed by the UK Visas and Immigration, one of these is attending your timetabled classes. It is essential that you aim for 100% attendance on your course.

When you enrol at Glyndwr you will be provided with a student card, you must have this card with you at all times, it will allow you to borrow books from the library, and most importantly it is needed to enter the building and will be scanned every time you attend a lecture. This information is uploaded to a central database and is assessed by the Student and Programmes Centre.

When you have missed 3 consecutive sessions you will be sent an absence letter asking you for a reason and to offer you support. Please do not ignore this absence letter, if you continue to miss lessons and fail to provide a reason you will be sent a second absence letter. If your non-attendance continues you will receive a third letter informing you that you have been withdrawn from your studies and your student visa sponsorship will be withdrawn.

We want you to successfully complete your studies with Glyndwr University, if there is a problem tell us! There is support available within the University who are always happy to help. The University has a professional in place to support you through any issues you may encounter during your studies. Your engagement and support officer Zack Vaughan Allen can be contacted via this email Zack.VaughanAllen@glyndwr.ac.uk During the academic year you will be asked to attend checkpoints, these take place each semester. You will be sent an email informing you of the dates approximately a week before the checkpoint is due to take place, you will need to make sure you are regularly accessing your student email account as you do not want to miss this email. You will be asked to bring your student ID card and proof of term time address to this checkpoint. You will be informed of the types of evidence that can be accepted in your email, these checkpoints are compulsory, failure to attend could result in your withdrawal!

ARRIVALS CHECKLIST

Below is a list of the main things that you are recommended to do during your first few days in the UK.



Call Home – Tell your family that you have arrived safely. The British Council have some useful information about using the internet, phone and postal services in the UK. You can view this guide by visiting <http://www.educationuk.org/global/sub/internet-phone-post/>.



Staff can be available on campus for scheduled appointments which can be made by contacting: immigration@glyndwr.ac.uk.



Collect your Biometric Residence Permit (BRP) – in order to gain entry to the UK you will have been provided with a temporary vignette, this is the visa sticker in your passport. Before you can enrol on to your chosen course you will be required to collect your biometric residence permit. You will have received a letter with your vignette which indicates the post office you will be required to collect your BRP from and the date it will be available to collect. We will arrange for a guide to take you to the post office to collect your BRP check. Once you have received your BRP check all the information listed on it is correct, if there are any mistakes inform the Immigration Compliance team by emailing immigration@glyndwr.ac.uk and inform the UKVI by visiting <https://www.gov.uk/biometric-residence-permits/report-problem>. You will not be able to complete the course enrolment process until you have collected your Biometric Residence Permit.



Complete Enrolment – As an International Student you are required to complete the enrolment process, this process will make you a current student of the University. If enrolment is not completed as expected it could result in the University informing the UKVI that you have not enrolled as expected:

- You will be sent an enrolment invitation by the Student Records team, once you have received this invitation you must complete the online enrolment process as soon as possible.
- You will receive a communication from the Immigration Compliance team requesting official documentation, you must respond to this communication promptly and before the deadline given.
- We will send you a video telling you all about your responsibilities under a student visa, it is extremely important that you watch and understand this video. We don't want any students to be in breach of their visa.

Note: Police Registration is no longer required.



Student ID Card – You will be given a student ID card during the enrolment process, don't lose this card as you will be required to take this to every class to confirm your attendance.



Register with a General Practitioner (GP) – You will find a section in this pre-arrival guide which gives you information about GP's.



Request a Bank Letter – In order to open a bank account in the UK you will be required to provide evidence from the University that you are a current student, you can request this letter from Student Administration, please note this letter can only be processed after you have completed enrolment.



Check your University Email – Once you have enrolled you will be given your own personal university email address, you must check this account regularly as correspondence from the University is sent to this email in the first instance, you do not want to miss any important information.



Accessing your Moodle Account – You will be given login details to access Moodle during your first week, and your programme leader will advise you how the system works.



Visit the Library – During your studies you will probably spend a lot of time in the Library, you should familiarise yourself with the Library and the services it offers. To be able to borrow books from the library you will need your student ID card, please bring it with you every time you visit the University.



FACILITIES



WREXHAM

Mixing contemporary facilities with Grade II listed buildings, Wrexham Glyndwr University is a fantastic place for you to study, learn and live.

Main Campus

The main campus offers a fantastic mix of teaching and lecture facilities, state-of-the-art technology and much more.



Based five minutes from the centre of Wrexham, it's ideally placed on the edge of a vibrant town featuring everything you'd expect of a modern community.

The campus is also situated right next door to Wrexham General train station and the A483 dual carriageway, so however you're travelling to us you can easily explore our amazing surroundings.



NORTHOP

Set in the heart of the stunning North Wales countryside, the Northop Campus is the hub for all our biology, environment and animal courses.

ST ASAPH

A cutting-edge research centre bringing together academia and industry, with work centred around the opto-electronics sector. The site features science laboratories, research facilities and much more, as world-leading scientists produce prototype mirrors for the world's largest telescope.



TEACHING & LEARNING IN THE UK

Introduction

This guidance is in two sections. The first, "Teaching and Learning in the UK", is intended to give you an introduction to the different teaching and assessment methods used in UK institutions (colleges and universities). It also gives some information about attitudes to study in the UK.

The second, "Study Skills Tips" introduces some ideas on how to approach your own studies. There are a great number of different courses and institutions in the UK. The teaching methods used and the skills you need will vary, depending on the subject you study and the institution you attend.

Lectures

These are large classes, usually lasting around one hour, where a lecturer (or tutor) talks about a subject and the students take notes. On some courses there can be over a hundred students in a lecture. There is usually little or no opportunity to ask questions during the lecture. Lectures are usually intended to:

- guide you through the course material by explaining the main points of a topic
- introduce new topics for further study or debate
- give the most up-to-date information that may not be included in textbooks

Seminars

These are smaller classes where students and a tutor discuss a topic. Seminars often last longer than lectures. You will know in advance what the topic is, and the tutor will usually ask some students to prepare a short presentation for discussion. Seminars are usually intended to encourage debate about an issue. Both the tutor and students can express their opinions and may even disagree on certain points. This type of debate is actively encouraged. The aim is not for students to be told the "correct" answer, but to understand the different arguments and make judgements about their merits. This process helps you learn to analyse a topic critically. Seminars can be intimidating at first, but try to contribute and if you are having any problems at all discuss with your tutor.

Tutorials

These are meetings between a tutor and an individual student or small group of students. Tutorials are usually intended to give you more focussed guidance on:

- a piece of work you are doing
- a piece of work you have already completed
- a problem you may be having with a topic or with study methods

Practical Work

On many courses you will have practical workshops, for example, laboratories on science courses, performance classes in music or drama, a mock trial on a law course. On some courses (for example, geography) you may go on field trips away from the institution. You may work individually but more usually you will be part of a group. Practical classes are usually intended to give you practical experience of the theories you learn in other classes and to develop practical skills.

Independent study

On any course you will be expected to do some independent study. This usually involves working on your own (or sometimes in a small group with other students) to research a topic and produce written work, or make a presentation at a seminar. This is an integral part of UK academic culture. Independent study is intended to:

- help you develop skills such as critical analysis and problem-solving
- develop your research skills (for example, finding relevant books and articles)
- allow you to investigate a topic in more detail and develop your own ideas

Written work

You will almost certainly be asked to produce written work, usually through independent study. Written work may include:

- essays
- a project or a dissertation (a long essay based on extensive independent research, data collection or experimentation)
- assignment questions (for example, a series of mathematical problems)

Written work is often assessed. This may be to monitor your progress and identify areas for improvement or it may contribute to your overall mark or grade for the course.

Other projects and assignments

On some courses you may also be asked to produce work in other forms. For example, you may be asked to write a computer programme, prepare a poster presentation about a topic, or prepare practical work for evaluation.

Punctuality

It is very important to arrive early/on time for your lectures, if you're early you can be ready to start as soon as your tutor arrives, arriving late to your classes may result in your tutor refusing to allow you to stay because of the disruption it causes to other students.

Mobile Phones

Please make sure that your mobile phone is either switched off or on silent before you enter the lecture theatre/classroom, answering your phone during a lecture is not allowed, please show respect to your lecturer and fellow students.

Group work

You may be asked to undertake a piece of work jointly with other students, which may either lead to a joint or separate assessment. Group work is designed to encourage team-working skills. If your group includes students from different countries, you may find you have different views and expectations about how work will be shared and decisions made. Group work can be a good way of learning about working in a multi-cultural environment.

Examinations and assessments

UK institutions use many different forms of assessment, including:

- “closed” examinations, where you are not allowed to refer to books or notes and have a specific time to complete a certain number of questions
- “open” examinations, where you can refer to books and notes and may even be able to take the question paper away and return it by a certain time
- assessed essays, individual projects and dissertations
- group work projects
- portfolios (a collection of work)
- presentations to a seminar
- a display or performance of work (for example, an art show or music performance)
- practical assessments (for example, in laboratories or on hospital wards)

Some courses are “continuously assessed”, meaning that instead of examinations at the end of the year, your progress is assessed and marked throughout the year.

Plagiarism

Plagiarism is presenting someone else’s work as your own. If you present the words or ideas of an author or another student without acknowledging the source, you could be accused of plagiarism. Whenever you use a quotation from a book or reproduce an author’s ideas (even in your own words), you should indicate the source. This process is known as referencing. You may find the accepted ways of quoting and referencing work in the UK are different from those you are used to. Penalties for plagiarism, especially in assessed work and examinations, can be very severe, and may include failing the course. Most academic departments have a preferred style of referencing. Check with your tutor about how you should reference your work: don’t rely on the advice of other students/friends.

Seeking help

Lecturers and tutors will normally be available to provide help and advice on a very limited basis outside timetabled classes. You should try to ask your questions during tutorials or if the lecturer invites questions in lectures or seminars, use that time. You may be able to see staff during their “office hour”, a designated time during the week when they are available to see students. Outside these times staff are likely to be very busy.

Study Skills Tips

The information below is a general introduction to ideas you can use to help you study effectively.

UK academic culture

It may take some time for you to adjust to studying in the UK. Academic culture and expectations vary according to the subject, the level of study and the type of institution. However, there are some general trends that you may notice in the UK:

- Students often work independently, studying on their own for significant periods of time.
- Students are expected to develop critical judgement, which means an ability to assess whether an argument is coherent and well supported by evidence.
- Learning large amounts of factual data is important in some subject areas, but in many cases a critical approach is considered more important.

Many UK students will also be going through the process of learning the conventions of academic life. Study skills classes may help you understand what is required. Your tutors should also be able to guide you as to how to approach your work.

Know what is required

It is important to know what you need to do to fulfil the course requirements. By finding out the answers to some of the following questions, you may be able to plan your work and how to use your time effectively:

- when writing an essay or assignment, how long should it be?
- is a piece of work assessed, or is it for "practice"?
- what proportion of your marks does a piece of work or examination represent?
- how much work will you have to do, and at what stage in the course?

Much of this information may be included in a course handbook: this will be a useful reference throughout the course.

Lecture notes

Remember:

- you don't need to write down everything the lecturer says: concentrate on the main points and important details
- most lecturers use stories to illustrate a point, examples and even jokes. You don't need to write all of these down
- abbreviations and symbols for common words and terms can help you write faster, but use ones that you will understand later
- if there is something you don't understand, make a note to ask after the lecture or in a tutorial
- keep your notes in order in a file. Most students "write up" their notes neatly after a lecture
- don't just file the notes away until your exams. Read through them regularly: this will help with revision
- if you want to record a lecture on tape, ask the lecturer's permission first
- You can also contact learningskills@glyndwr.ac.uk for support

TEACHING & LEARNING IN THE UK

Reading

On most courses you will be given a book list. You will not usually be expected to buy or even read every book and journal article on the list. Items on a book list may contain:

- essential, basic reading or reference material for the course
- an overview of the subject
- background information
- useful information for a specific topic or piece of work

Check with your tutor and other students in later years of the course which books are essential for you to buy. Most books will be available in the University Library but essential titles ("core" texts) may be difficult to borrow because everyone on the course needs them. You may be able to reduce the cost of buying books by:

- buying second hand editions (from students in later stages of the course, or from a second hand bookshop) – but make sure you buy an up-to-date version
- forming a group with other students on the course, each buying some of the books and sharing them

When you start to read a book or article, it can be useful to scan through the contents page, chapter headings and introductory sentences. This will help you understand the structure and ideas that will be discussed. You can then read in detail. It is usually best to take notes as you read, starting with the title, author and any other reference information (for example, date, publisher). Try to avoid copying out large sections from the text. Make a note of the main points and summarise arguments in your own words if possible. If you copy out a section of the text, put it in "quotation marks" so that you know to reference it if you use it in your work. The contents page and index are useful for locating specific information.

The Library has access to many eBooks and eJournals for your studies. Email learningresources@glyndwr.ac.uk for details

National Insurance Number

Many of our international students choose to work during their time in the UK. To do this you will need a national insurance number and our Careers department will help you get this number when you visit them in the Centre for Employability. A telephone number will be given to you to call (there is a telephone available for you to use), you must make a note of the date you ring them together with any reference number you may be given. You will be sent an application form, you must complete and return the form with any required documentation before the deadline given. Don't miss the deadline – you may have to start the process again.

Banking

One of the first things you will need to do is open a bank account, we will try and make this process as easy as possible for you by inviting someone from a Wrexham High Street bank to visit the University. They will be able to advise you about the types of bank accounts on offer to you. In order to open a bank account you will be required to bring along your passport, CAS letter and evidence of your address both at home and in the UK. You will be able to obtain evidence of your UK address once you have completed the enrolment process. You can visit the Student and Programmes centre to request a confirmation of enrolment letter, you must request the letter at least 24 hours before it is needed.

Money

If you are travelling to the UK from a country outside the European Union and are carrying more than 10,000 Euros with you in cash, cheques or a bankers draft you will need to declare this to customs.

British coins come in the following denominations: 1p, 2p, 5p, 10p, 20p, 50p, £1 (100p), £2 (200p). Banknotes come in denominations of £5, £10, £20, and £50.

When you arrive in the UK, you should bring about £300 in cash and travellers' cheques for your immediate needs (meals, train fares, etc.). Avoid carrying any more cash in case it gets lost or stolen. Most shops and hotels will accept credit cards, and some will also accept payment in sterling travellers' cheques.

Normal banking hours are from 09.30 to 16.30 Monday to Friday. Some are open on Saturday mornings. You can change currency and cash travellers' cheques at 'Bureaux de Change' offices which are open longer and are often located in stations, airports and also in some supermarkets. Try to avoid changing very small amounts of money as there is often a minimum commission charge which makes it expensive. Shops and services in the UK will accept payment in Sterling or Credit and Debit cards only. ATM machines are also widely available if you have a PIN number (Personal Identification Number) for your cards.

Living Costs

You should not travel to the UK or begin a course of study without making sure that you have enough money to cover all your academic tuition fees and living expenses. It is difficult to estimate how much it will cost to live in the UK because so much depends on your own personal lifestyle. UK Visas and Immigration suggest that students should allow approximately £1015 per month for their living costs. You will also need to consider any additional costs of travelling to and from your home country. Please remember that exchange rates can vary. This could lead to increases in the cost of living and you will need to remember this when you decide how much money to bring with you.

For more information on general living costs in the UK, visit study-uk.britishcouncil.org

Telephones

You will find public telephones at all airports, sea ports, railway stations, bus stations and on some streets. Instructions on how to use them are displayed next to the telephone. Most red phone boxes have been replaced by newer modern clear glass ones, and there are different companies operating phone services. They accept coins from 20 pence upwards and many phone boxes also accept credit cards, or phone cards (these can be purchased from most convenience stores & newsagents, and come in many denominations from £2 to £20).

For making telephone calls overseas, it can be cheaper to use an international calling card. You can buy phone cards online or from some newsagents or kiosks in the UK. You can send emails from internet cafes and public access computers in public libraries.

Insurance

Whatever type of accommodation you choose, it is wise to protect your belongings from theft, fire, loss or accidental damage while you are staying in the UK. Companies such as Endsleigh Insurance provide insurance specifically designed for international students studying in the UK and provide policies to cover clothes, books, computers, laptops, TV, hi-fi equipment and valuables. More information can be [found here](#):

Council Tax - What is Council Tax?

The Council Tax is set by local authorities in England, Scotland and Wales to pay for local services that they provide, such as rubbish collection, the police and the fire brigade. It is based on the value of the house, flat or other accommodation (in this information sheet these are all called 'dwellings') in which you live. The Council Tax bill for a dwelling depends on its value and the number of people aged 18 years or over living there. Some dwellings are 'exempt', which means no Council Tax is payable at all and there will be no bill for the dwelling. In other cases, certain people (including students) are ignored when counting the number of adults living in a dwelling and there may be a reduction in the bill.

Do I have to pay the Council Tax?

If you live in an 'exempt dwelling' you will not need to pay the Council Tax. There will be no bill for the dwelling. Exempt dwellings include:

- Accommodation provided by the university or college that is occupied only or mainly by students (for example campus accommodation, Wrexham Student Village or Snowdon Hall)
- Other dwellings (e.g. a privately rented flat or house) occupied only by students. Students must complete a council tax form to give to their landlord.

Television license

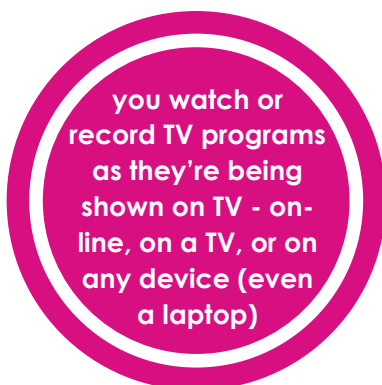
If you buy or rent a television, you must obtain a television license even if you are a student in halls of residence. A television license can be bought from any post office, and the current cost is £157.50.

In the communal area of Wrexham Student Village there is a TV and the license for that is provided by the university

The use of a television without a license carries a large fine.

<http://www.tvlicensing.co.uk> offers a range of information about TV licensing in the UK including methods of payment, moving house and details of television license regulations.

You need a TV license if



This is the case whatever device you use – whether a laptop, PC, mobile phone, games console, digital box, VHS/DVD recorder or anything else. It also includes programs you watch online at the same time as they're being shown on TV, for example live sport. Your hall probably has a license covering communal areas but you'll also need to be covered for your room.

WORKING WHILST YOU STUDY

Many of our International students choose to work whilst they are studying in the UK, but you must remember that you have been granted a student visa on the condition that your main purpose is to study.

Students studying on a student visa are generally only permitted to work a maximum of 20 hours a week during term time (paid or unpaid), and this additional work must not have any impact on your ability to study and complete your intended qualification. For the purposes of work, a week is defined in the UKVI guidance as a period of 7 days starting on a Monday and ending on a Sunday.

Students are not permitted to be employed as a professional sports person (including a sports coach), or an entertainer. You cannot be self-employed (this means that you cannot own or run your own business) or engage in business activity (which means you cannot work for a business in the capacity other than as an employee in which you have a financial or other beneficial interest). The student visa guidance for students provides a detailed explanation of business activity. If you choose to work you must not fill a full-time permanent vacancy in the UK. Below is a link to the student visa guidance:

<https://www.gov.uk/government/publications/points-based-system-student-route>

On successful completion of your studies you may be eligible to stay on and work for a period. A Graduate visa gives you permission to stay in the UK for at least 2 years after successfully completing a course in the UK.

<https://www.gov.uk/graduate-visa>

MORE USEFUL INFORMATION FOR YOU TO CONSIDER

Keeping Healthy

Introduction

The Covid virus is still active and if you catch the virus, it can take up to 14 days for you to develop coronavirus symptoms and, in this time, you can pass on the virus to others. If you do catch Covid then self-isolating will help avoid more people contracting COVID-19. This safeguards yourself, friends, colleagues and the community, as well as helping to protect the NHS.

For the latest information on Covid, including rules and advice go to: <https://gov.wales/coronavirus>

The following few weeks in Wrexham will be an exciting time, with plenty of new places to discover, new people to meet and a new culture to explore.

If you haven't already spent a lot of time in the UK before, it is natural to experience culture shock as you adapt to the differences from your home country. It is normal to feel a little homesick after the excitement and intensity of your first few weeks in the UK. Make sure you get involved in University life and meet new people as much as possible, there are plenty of social events and clubs to get involved in – you're sure to feel at home in no time at all!

This section of the guide aims to give advice on looking after yourself, as well as practical information on how to obtain medical treatment.

A guide to the National Health Service (NHS)

When making your visa application you will also have been required to pay an Immigration Health Surcharge. Paying this surcharge gives you full access to the NHS, but you will still be required to pay for certain types of services such as medical prescriptions, dental treatment and eye tests.

More information on the National Health Surcharge can be found on: www.gov.uk/healthcare-immigration-application/overview

The National Health Service is a public funded system which provides healthcare for all residents in the UK and once you have registered with a General Practitioner (GP) you and any dependents will also be entitled to free necessary treatment. One of the first things you need to do when you arrive in the UK is to register with a GP, even if you do not need to see a doctor it is always good to be prepared!

GENERAL PRACTITIONERS IN WREXHAM

Below is a list of General Practitioners who are based in Wrexham, in order to register with one of these surgeries you will need to visit the health centre and complete a registration form, this form will be sent to the local authority. If you are accepted you will receive a NHS medical card, this is proof that you are registered to receive NHS treatment and you should take it with you if you have any cause to visit the GP, hospital or dentist.

The Health Centre
Bryncabanau Road
Hightown, Wrexham LL13 7BS
Tel No: 01978 266070

Hillcrest Medical Centre
86 Holt Road
Wrexham LL13 8RG
Tel No: 01978 262193

St George's Crescent Surgery
40 St George's Crescent
Wrexham LL13 8DB
Tel No: 01978 290708

Strathmore Medical Practice
26-28 Chester Road
Wrexham LL11 2SA
Tel No: 01978 352055

The Health Centre
Prince Charles Road
Wrexham LL13 8TH
Tel No: 01978 291129

Caritas Surgery
Smithy Road
Coedpoeth, Wrexham LL11 3NS
Tel No: 01978 720450

Plas Y Bryn Medical Centre
Chapel Street
Wrexham LL13 7DD
Tel No: 01978 351308

The Health Centre
Smithy Road
Coedpoeth, Wrexham LL11 3NS
Tel No: 01978 754602

Emergency Care in Wrexham

The nearest hospital is just a 5-10 minute walk away from the University, however please remember that the Accident and Emergency department should only be used when your General Practitioner is unable to provide you with the help you require. In the event of a medical emergency dial 999.

Wrexham Maelor Hospital
Croesnewydd Road
Wrexham LL13 7TD
Tel No: 01978 291100

Your Chosen General Practitioner (GP) Details

Have you registered with a GP? Yes No

Write the surgery contact details here and the out of hours contact number

Doctor's Name.....

Address:.....

.....

Telephone Number:.....

Out of Hours Emergency Number:.....

STAYING SAFE

Wrexham is generally a safe place to live, but you should always follow precautions to help you from becoming a victim of crime.

Living in University Owned Student Accommodation - Are you concerned?

The University is responsible for maintaining a safe environment whilst you are on campus as a student at Glyndwr. The University campus has 24 hour security for your protection. If at any time you feel uncomfortable about unwanted attention and require assurance and support, go to our security staff and provide one of those officers with a 'SAFE' word and they will know immediately that you need support or assistance. A SAFE word will be given to you annually via the residents handbook that will be distributed to you upon arrival.

Personal Safety

- Avoid walking alone at night and stick to well-lit streets avoiding shortcuts such as alleyways and empty car parks.
- Avoid carrying large amounts of cash with you but always carry enough change to make a phone call.
- Always use a licenced/reputable taxi firm and if you are unsure ask to see the taxi driver's licence plate before you get in the car.
- Never leave your drink unattended in pubs and bars and don't accept drinks from strangers.
- Always let someone know where you are going and when you will be back.
- If you think you're in danger or being followed, walk to the nearest shop and ask for help or call 999.

Property Safety

- Always keep your valuables such as mobile phones, tablets and laptops safe out of sight.
- You can register your valuables on www.immobilise.com free of charge, this website assists the police in returning stolen items back to their rightful owners.

Sexual Relationships

- The legal age of consent in the UK is 16 years old, it is a criminal offence to have a sexual relationship with someone under the age of 16.
- Stay safe – casual sex could result in sexually transmitted infections and unwanted pregnancy. Wrexham Maelor Hospital holds sexual health clinics, information about these clinics can be found on: www.wales.nhs.uk/sitesplus/861/page/51457. You can also visit your General practitioner for sexual health issues and emergency contraception.

Alcohol / Smoking / Drugs

- It is illegal to smoke inside all public buildings in the UK, this applies to all University buildings, halls of residence, pubs, clubs and restaurants.
- The legal age to drink alcohol and buy cigarettes in the UK is 18 years old.
- It is illegal to be in possession of non-medically prescribed drugs in the UK, if you are caught with a controlled drug such as cocaine, cannabis and ecstasy you are liable to be arrested and prosecuted.

HEALTHY EATING

Eating the right food, and enough of it, is vital for keeping warm and healthy. If you are cooking for yourself, eating healthily can be more difficult, especially if preparing your own meals is new to you. Wrexham supermarkets have specific areas where you can buy food from different parts of the world, so you may be able to find food that is familiar.

A healthy diet is one which includes elements from all the main food groups (protein, fat, carbohydrate, vitamins and minerals). You should try to eat something from each of the following groups every day:

- bread, rice, pasta or cereals
- milk, cheese, yoghurt
- fresh fruit and vegetables
- meat, fish, eggs, lentils, nuts or beans

It can be fun experimenting with new and different types of food if you have the time, and cooking does not have to be expensive. Food costs vary. As a rule, supermarkets will be cheaper than the corner shop and street markets will be cheaper than supermarkets. Vegetables that are in season (that is, grown locally and available without being stored or imported) are usually a cheap source of food.

When preparing food, keep in mind that it is important to take some simple steps to avoid food poisoning (caused by different sorts of bacteria):

- put chilled and frozen food in the fridge or freezer as soon as possible
- prepare and store raw and cooked food separately
- make sure the coldest part of the fridge is below 5°C
- use food before the 'use by' date
- keep animals away from food
- always wash your hands thoroughly before preparing food
- keep your kitchen clean
- defrost and cook food thoroughly especially eggs, poultry and meat.

If sometimes you do not have the time or inclination to cook for yourself, a meal at your institution or student union refectory will probably be the cheapest alternative. Restaurants can be expensive, although local cafes can be good value for money.

SHOPPING

Wrexham city centre is only a 10 minute walk away from the University. It has plenty of shops, banks and a large choice of restaurants to choose from. The Eagles Meadow shopping centre in the city has a 24 lane bowling alley as well as an 8 screen Odeon cinema. There are a number of speciality food stores and the main supermarkets stock a good variety of international foods and ingredients.

There are 6 supermarkets situated in Wrexham, you can find these listed below with the opening and closing times of each, it is important you remember these times when you arrive in the UK, especially when arriving on a Sunday. Because of trading laws shops are only permitted to be open for 6 hours on a Sunday so we don't want you to miss an opportunity to purchase your supplies.

Asda

Holt Road, Wrexham LL13 8HL

Opening Times:

Monday	8:00 – Midnight
Tuesday	6:00 – Midnight
Wednesday	6:00 – Midnight
Thursday	6:00 – Midnight
Friday	6:00 – Midnight
Saturday	6:00 – 22:00
Sunday	10:00 – 16:00

*Internet shopping is available at www.asda.co.uk/groceries

Sainsbury's

Plas Coch Road, Wrexham LL11 2BA

Opening Times:

Monday	7:00 – 22:00
Tuesday	7:00 - 22:00
Wednesday	7:00 – 22:00
Thursday	7:00 – 22:00
Friday	7:00 – 22:00
Saturday	7:00 – 22:00
Sunday	10:00 – 16:00

*Internet shopping is available at www.sainsburys.co.uk/shop/gb/groceries

Tesco

Crescent Road, Wrexham LL11 8HF

Opening times:

Monday	Open midnight onwards
Tuesday	24 hours
Wednesday	24 hours
Thursday	24 hours
Friday	24 hours
Saturday	Open until Midnight
Sunday	10am – 4pm

*Internet shopping is available at www.tesco.co.uk/groceries

Aldi

Plas Coch Retail Park, Wrexham LL11 2BA

Opening times:

Monday	8:00 – 22:00
Tuesday	8:00 – 22:00
Wednesday	8:00 – 22:00
Thursday	8:00 – 22:00
Friday	8:00 – 22:00
Saturday	8:00 – 22:00
Sunday	10:00 – 16:00

Lidl

Salop Road, Wrexham LL13 7AF

Opening times:

Monday	08:00 – 22:00
Tuesday	08:00 – 22:00
Wednesday	08:00 – 22:00
Thursday	08:00 – 22:00
Friday	08:00 – 22:00
Saturday	08:00 – 22:00
Sunday	10:00 – 16:00

Morrisons

Ruthin Road, Wrexham, LL13 7TU

Opening times:

Monday	7:00 – 22:00
Tuesday	7:00 – 22:00
Wednesday	7:00 – 22:00
Thursday	7:00 – 22:00
Friday	7:00 – 22:00
Saturday	7:00 – 22:00
Sunday	10:00 – 16:00

PRAYER ROOM / QUIET SPACE

The Chaplaincy

The Chaplaincy has a prayer room / quiet space situated in Room A25 – 29 where you can pray, meditate or reflect. This space is open for all to use.

If you would like more information about the chaplaincy, including the groups and events they organise, spiritual support, or want to have a general chat please contact:

Email: chaplains@glyndwr.ac.uk

Phone: **01978 293336**

Wrexham Islam Cultural Centre

The nearest mosque is approximately a 10-15 minute walk away from the University:

6 Grosvenor Road

Wrexham

LL11 1BU

Tel No: **01978 363379**

Website: www.wrexhammosque.org.uk

THE STUDENT INFORMATION DESK

The Student Information Desk is the first stop shop for all student support related enquiries, advice and information.

Students are able to access support and assistance in a wide range of areas including:

- Residential and Campus Life
- Inclusion
- Funding and Money Advice
- Health and Wellbeing
- Chaplaincy
- Assessment Centre
- Counselling



When specialist advice and support is required the Student Information Desk will sign post to the most relevant service.

Locations

Wrexham: Edward Llwyd Centre, Ground Floor Entrance, Wrexham
Northop: Main reception, Northop

Contact details

Email: ask@glyndwr.ac.uk
Wrexham telephone: 01978 294421
Northop telephone: 01978 293960

Opening hours

Wrexham: 8.30am - 4.30pm, Monday - Friday
Northop: 8.30am - 4pm, Monday - Friday

STUDENT ADMINISTRATION

Student Administration is your first point of call for all queries relating to your studies and your student record.

Student Administration help your tutors with the administration side of your programmes and can offer help and advice on your programme administration. Student Administration can help you to check that you have completed the enrolment process, you are enrolled on the correct modules and credits and to help you maintain your student record accurately.

Over the course of the academic year you will visit the Student Administration team for many reasons, some of which are listed below:

- Assignments will be submitted to this office and you will be given a supporting receipt of submission
- Changes to your name and contact details
- Changes to your course and/or modules
- You wish to suspend or withdraw from your studies
- You wish to make an application for extenuating circumstances (this process will be explained when you start your studies).
- To request an authorised absence
- You require a confirmation letter/council tax form.
- Schengen visa letter
- You require a letter to open a bank account
- You require an entry clearance letter to return to the UK following a break.

Contact Details

Tel No: **01978 293974**

Email: studentadministration@glyndwr.ac.uk



LEAVING THE UK AFTER YOUR STUDIES

Once you completed your intended qualification with Glyndwr University you should be making arrangements to return home. It is important to make these arrangements in advance of the expiry date on your visa, to ensure you do not overstay in the UK.

It is a criminal offence to remain in the UK beyond the expiry date stated on your visa, if you have not applied for further leave to remain in the UK. Overstaying in the UK could prevent you from being allowed further leave to enter the UK in the future.

Please send evidence of your return such as flight ticket/boarding pass and a copy of the re-entry stamp in your passport to immigration@glyndwr.ac.uk.

Graduate visa

The Graduate route provides an opportunity for international students who have been awarded their degree to stay in the UK and work, or look for work, at any skill level for 2 years, or 3 years for doctoral students.

Learn more about the [Graduate Route on GOV.UK](#). You can also view the UK government's [Graduate Route guide \(PDF, 1.5MB\)](#) for more information on how to apply.

WREXHAM & SURROUNDING AREA

Wrexham stage of the Tour of Britain



Eagles Meadow Shopping Centre



Central Arcade



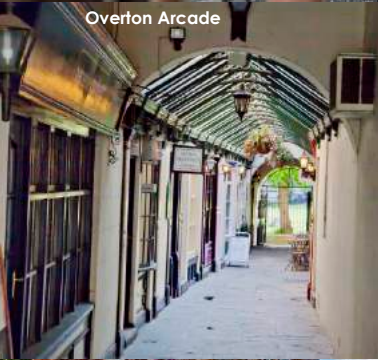
Waterworld



Reflective Sculpture



Overton Arcade



CITY of Wrexham



Overton Arcade

Eisteddfod, Llangollen



Horeseshoe Pass



The Pant-yr-Ochain



Tenpin Bowling



Wrexham Town Centre



Wrexham Museum and Archives



The Flash Boating Lake



St Giles' Church



Arc Sculpture



Gresford Colliery Memorial



Market on the Fringe, Llangollen



Music and firework festival at Pontcysyllte Aqueduct



Chirk Castle



The River Dee at Llangollen



Erddig Hall



Erddig

