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YORK
ST JOHN
UNIVERSITY



International
Student Guidebook
24



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INTRODUCTION



Welcome

We are the Global Campus Team and we are thrilled that you have chosen to join York St John for your international study experience. We look forward to helping you make the most of your time here.

We are friendly and welcoming and our aim is to make sure that you have the best possible time at York St John.

We understand that there is a lot to take in when you arrive in a new country to live and study, so we hope that this booklet will answer most of your questions. Please keep it safe, as it is your first port of call for important information but remember, you can contact us at any time.

Best wishes,
The Global Campus Team


We are here to help you

Most of the things you need to know about York St John University and the services we offer are included on our website or in this guidebook, but if you have any questions feel free to get in touch with us using the details below. You can also speak to your tutors or school support staff who will be able to direct you to someone who can help.


We are constantly developing our range of services to reflect the diversity of our students. On the next page you'll find a variety of useful contacts that you might need throughout your time at university.


Let's get social!


Global Campus

 [@ysju_global](https://www.instagram.com/ysju_global)


York St John University

 [@yorkstjohn](https://www.instagram.com/yorkstjohn)

 [@YorkStJohn](https://twitter.com/YorkStJohn)


 [YorkStJohnUniversity](https://www.facebook.com/YorkStJohnUniversity)

Students' Union


 [@YJSJU](https://www.instagram.com/YJSJU)

 [@YJSJU](https://twitter.com/YJSJU)

Accommodation


 [@ysjaccommodation](https://www.instagram.com/ysjaccommodation)

Chaplaincy

 [@ysjchaplaincy](https://www.instagram.com/ysjchaplaincy)

 [@YSJChaplaincy](https://twitter.com/YSJChaplaincy)

Insessional Language Development (ISLD)

 [@YProgrammes](https://twitter.com/YProgrammes)

Useful contacts

Global Student Support Team

For pre-arrival support, airport collections, welcome and orientation information and general support.

✉ globalcampus@yorks.ac.uk

Information Services

Visit the Information Services help-desks in Holgate and Fountains or contact the team by email or phone:

Monday - Friday
9:00am - 5:00pm

✉ support@yorks.ac.uk

📞 01904 876477

Study Abroad and Exchange Team

For help with Study Abroad and exchange queries.

✉ studyabroad@yorks.ac.uk

Visa and Compliance Team

For visa questions or to make an application appointment.

✉ visa@yorks.ac.uk

Academic Liaison Librarians

Reference management, finding and evaluating specialist resources and accessibility support to library resources.



You can [book tutorials](#) via the QR code.

Assistive Technology Team

Training and support on accessibility and software to help your studies.

✉ assistivetech@yorks.ac.uk



Careers Support

For help with career advice and queries.

✉ careers@yorks.ac.uk

Digital Training Team

One-to-one training for university software and systems.

✉ digitaltraining@yorks.ac.uk



Disability Support

Additional learning support for any student living with a disability.

More information via the QR code.



Finance

For help with any payment issues. Their office is located on the first floor of Ripon Wing.

Monday - Friday
10:00am - 4:00pm

✉ finance@yorks.ac.uk

Funding Advice

For help with financial matters throughout your time at university.

✉ fundingadvice@yorks.ac.uk

Insessional Support and Language Development (ISLD)

For help with your university study in the UK.

You can enrol on the ISLD Moodle page or email:

✉ language-support@yorks.ac.uk

IT Support

For basic IT issues contact the Help Desk in Fountains Learning Centre. For more advanced issues, contact our IT Support.

✉ support@yorks.ac.uk



Accommodation

For help with accommodation queries.

✉ accommodation@yorks.ac.uk

Wellbeing

Providing emotional support and guidance for looking after your mental health during your study. Drop-in and bookable sessions are available throughout the week.

✉ wellbeing@yorks.ac.uk

Chaplaincy

Providing spaces and opportunities for reflection, listening, confidential support, prayer, worship, meditation, socialising and spiritual exploration.

✉ chaplaincy@yorks.ac.uk



Your first few days

There is a lot to do in your first few days in the UK so we've put together a quick checklist of the essential things you need to do.

Call home!

Your friends and family will want to know you have arrived safely.

Visit our

Global Campus Hub

Once you arrive on campus, you will be able to find us in our Global Campus Hub in Holgate. This is where you can collect your welcome pack and ask us any questions. Alternatively, you can email us at globalcampus@yorksj.ac.uk

Collect your BRP card

Below you will find the times you can collect your BRP card on campus at the Student Services Desk in Holgate:

22 to 26 January

10.00am to 12 noon

29 January to 2 February

10.00am to 12 noon

2.00pm to 4.00pm

5 to 9 February

10.00am to 12 noon

12 to 16 February

10.00am to 12 noon

Outside these dates, you can collect your BRP card at the usual drop-in sessions on Wednesdays and Fridays, 1.00pm to 2.00pm.

Complete your online enrolment

Enrol to get full access to the university services and your course. Ideally, you should do this before you arrive. The final date for enrolment is two weeks after the start of your programme. Scan the QR code to [find out more](#).



Get financially ready

If you have tuition fees to pay, you should pay these immediately. [Details can be found at the QR code below](#) or you can visit our Finance Office, on the first floor of the Ripon Wing. Take a little time to think about managing your finances in the UK with Blackbullion's financial education courses and resources. You can create a free account, using the access code "YSJ-Int". If you have any problems with signing up, please contact the Student Funding Advice Team on fundingadvice@yorksj.ac.uk



Find your academic timetable

You should check out your timetable early on, so you know where you need to be and when.

You should sign into and get to understand Moodle, where you can access your course materials and other university information. Your academic induction session will provide you with information on how to access your timetable and Moodle. You must not miss your academic induction session.

[Find your timetable](#)



[Find out more about Moodle](#)



Open a bank account

If you are joining us on a degree programme, you will probably want to open a UK bank account for your time in England. Find out more on page 34. Before you can open a bank account, you will need to have collected your BRP card (if applicable) and log into e:Vision to request a bank letter.

Get insurance

You want to keep your possessions safe, you should arrange insurance. If you are living in university accommodation, some insurance is included, so you should check what you have covered. The university uses a company called Endsleigh and you can buy further insurance or insurance for your private rental, directly from them. Scan the QR code to find out more:



Register with the NHS

You will need to register with the NHS, in case you are ill in the UK. You can do this through our **YSJ Student Health Centre**, find out more on page 24.

Explore your new home!

York is just about the most gorgeous UK city you could find and it's consistently voted one of the top cities by UK residents and tourists alike. Take the chance to go and explore. Why not ask one of your new friends to join you?

The Global Campus Team will be putting on some local tours as well as campus tours during your first few days, but York is such a friendly city and we are right in the heart of it, so if you find yourself with some spare time, walk into town and look around!

If you get lost, just ask someone - the locals are friendly and will point you in the right direction of where you need to go!

Join the Global Campus Community

We have regular socials and cultural events as well as a number of trips around the UK that you can join. The Global Campus Community is designed to bring you together with new friends and to support you throughout your time at York St John. Find out more on our Instagram [@ysju_global](https://www.instagram.com/ysju_global) or visit our [Global Campus webpage](#) by scanning the QR code.



Socials and trips

The Global Campus Team put together a whole timetable of activities throughout the year. To get a full timetable, scan the QR code.



Each semester, the Global Campus team put together three trips that take you in and around the North of England.

You will have the opportunity to connect with fellow students from around the world. Share cultural experiences, make new friends, and create fun memories together as you explore these new places.

Please note: these trips are only open to students. Dependants are unfortunately unable to join.

This semester, we will be taking students to:

The Deep - Hull

Saturday 24th February

Tickets: £22.50

Join us on a trip to Hull's award-winning aquarium, The Deep, which is home to over 5,000 animals. Marvel at amazing marine life including magnificent sharks and rays, the UK's only pair of Green sawfish, a colony of Gentoo penguins, Loggerhead sea turtles and more.

You will also have the opportunity to explore more of what Hull has to offer with some free time. You can go shopping, visit galleries and museums or take a stroll through Queen's Gardens.

Fountains Abbey

Saturday 23rd March

Tickets: £20

For centuries, people have been drawn to this inspiring place.

From humble beginnings, the magnificent abbey was established by devout monks seeking a simpler experience. The atmospheric ruins that remain are a window into a way of life which shaped the medieval world.

Green lawns stretch down to the riverside, a perfect spot for a picnic. Riverside paths lead to the deer park - home to the Red, Fallow and Sika deer - and ancient trees; limes, oaks and sweet chestnuts.

A one of a kind, this special place is now recognised as a World Heritage Site.



Whitby

Saturday 27th April

Tickets: £10

Whitby is a charming British seaside town, with all the quirks of the English coast, including fun and vibrant amusement arcades alongside the array of seafront houses and cottages. The town lies under the shadow of East Cliff, home to the ruins of Whitby Abbey, where Cædmon, the earliest recognised poet lived, and where, more famously, Bram Stoker took inspiration for *Dracula*.

As part of the trip you will get to experience the alternative musical festival, Whitby Goth Weekend®. Perhaps one of the most wonderful parts of the weekend are the fabulous fashions donned by thousands of attendees - from Gothic to Steampunk and sometimes downright macabre costumes. It's definitely an experience you don't want to miss out on!

If you would like to book any of these trips, you can do so via the QR code below. Make sure you book in advance as tickets can sell quickly and there are limited spaces on each trip.



[store.yorksj.ac.uk/
product-catalogue/
student-staff-services](https://store.yorksj.ac.uk/product-catalogue/student-staff-services)



ADMINISTRATIVE INFORMATION



Family life: maternity or paternity leave and dependents

Maternity leave

Under UKVI rules and regulations, we may be able to authorise a short term of leave of absence in these exceptional circumstances, however you must complete your studies within your current visa period. Visa extensions are not permitted for maternity leave absence as study visa holders must be fulfilling their visa requirements. It is important that you contact the visa team to discuss maternity requirements as well as applying for maternity leave through e:Vision.

Paternity leave

Paternity leave is usually granted for a period of two weeks. You can apply for this through e:Vision. You will need to supply a copy of your partner's MATB1 certificate when requesting this leave.



Attendance, engagement and your time at York St John

York St John is a community that embraces diversity, recognising the cultures and traditions of staff and students from all over the world. Our work and actions are guided by our values of responsibility, solidarity, respect, effort, tolerance and honesty. York St John students are considered professionals in training, which means they must act accordingly and be accountable for their actions. Both the academic and personal relationships in our university are developed in a professional environment.

Please be punctual for all academic engagements (lectures, seminars, internships, workshops etc.) related to your course. For lectures and seminars, students' attendance will not be recorded if they are late by more than 15 minutes. The York St John attendance policy applies.

Please behave in a professional manner during all academic engagements. One person will speak at a time. Do not have private conversations. Please raise your hand to ask or answer a question.

Use of mobile or other devices should be limited to learning activities, when asked by your lecturer to use it.

Students must not engage in any form of plagiarism or copyright infringements. This includes the ability to work in teams whilst respecting the principles of cooperation and honesty, and not using team projects as your own.

All students must, without exception, observe the rules and regulations of York St John University and additionally the laws of the United Kingdom.

For further information on plagiarism and copyright for students, please visit:



[yorks.ac.uk/students/
library/copyright/
copyright-for-students](https://yorks.ac.uk/students/library/copyright/copyright-for-students)



www.plagiarism.org

You can also search on the University's website under "plagiarism" for more details, including advice from our Study Development Team.

Student attendance and engagement

All international, EU and EFTA students must attend 100% of all lectures, tutorials, seminars, meetings with tutors and Support to Study meetings. Failure to do so may have serious implications for your studies here and your visa.



For a copy of our Student Attendance Policy, please visit: yorks.ac.uk/students/policies-and-documents/attendance-monitoring



To report a short absence, please visit: yorks.ac.uk/students/your-student-record/report-an-absence

Please note:

Term time absences will not be authorised other than in exceptional circumstances. You will need to provide evidence of the urgency of your request. Please contact the visa team for further information.

If you hold a visa, you must apply for an absence of more than three days during term time. You can apply for it here:



yorks.ac.uk/international/visa-and-immigration/york-campus-visa-applications/student-conditions

Absences of more than five days without due authorisation, or any absences of 10 or more key contact points will need to be reported to the Home Office.

Change in personal details

You are responsible for making sure that your personal details (including your current address and contact details) are up to date in your e:Vision account. Failure to keep your university records up to date may have implications for your visa. Please do this promptly whenever you have a change in your personal details.

All students holding international visas/BRP cards

To report a change in your personal circumstances, including new or renewed passports, you must do so via the UKVI's MCC form.



www.gov.uk/government/publications/notification-of-change-of-circumstances-form-mcc

This should be posted to the address on the front of the form and not returned to the Visa and Compliance Team.

All EUSS Award holders

Please visit the link below and navigate to the section "updating your details" to ensure new or renewed passports are linked accurately to your EUSS Award status.



www.gov.uk/settled-status-eu-citizens-families/after-youve-applied

Travel during your stay in the UK

Due to UK Visa and Immigration rules, term time travel cannot be authorised unless you have extenuating circumstances. You should limit any travel to official university holiday periods.

This section is for students holding international visa only and does not apply to EUSS Award holders.

Travel to an EU/Schengen nation may require an extra visa. Travel is only permitted outside of term time. You can find additional guidance and advice on how to request a No Objection Certificate letter from an embassy or consulate here:



yorks.ac.uk/international/visa-and-immigration/travelling-outside-the-uk

Please email your request to visa@yorks.ac.uk and include the following:

1. Absence Request form (during term time) with evidence attached for exceptional reasons.



yorks.ac.uk/international/visa-and-immigration/york-campus-visa-applications/student-conditions

2. Exact dates of travel.

3. Country or countries to be visited clearly outlined.

4. The address of the consulate/embassy where your appointment will occur.

You must allow **five working days** for these letters to be produced. Please do **not** book and appointment at a consulate/embassy until you have received your letter.



Working while you study in the UK

Working entitlements

Most international undergraduate student visa holders can work up to a maximum of 20 hours per week during term time. This entitlement will be printed on the front of your BRP card, or on your UKVI letter granting your visa. During vacation periods when there are no timetabled sessions, you can work full time. A work entitlement letter for an employer can be downloaded from your e:Vision account. Work entitlement may differ for postgraduate students. Please refer to your work entitlement letter for details.

Students on study exchange programmes for one semester, or those on visitor immigration permissions for shorter courses, are not able to work in either a paid or an unpaid capacity. You may be allowed to volunteer, provided it is for a registered charity and will be for no longer than 30 days in total. However, you are not permitted to do voluntary work where you will be provided with a contract and receive any kind of funds or gifts for the work you do.

All employed people who earn over a certain amount of income per week must pay National Insurance contributions. If you get a job in the UK, you will need to apply for a National Insurance number. You do not need to have an NI number before starting work, but you must obtain one when you get a job. You can find more information about National Insurance numbers, income thresholds and how to obtain one from the QR code below.



www.gov.uk/apply-national-insurance-number

If you work whilst studying, you may be required to pay income tax. The amount you have to pay is decided by a range of factors, including the amount you earn. Check how much you'll need to pay here:



www.hmrc.gov.uk/students

In the UK, we also have a fair way of paying people for their work. This is called the National Minimum Wage. The NMW is an hourly rate of pay the employers must pay to their employees. The rates vary depending on age and are often updated annually. You can find the most up-to-date figure on the Government website:



www.gov.uk/national-minimum-wage-rates

Most adult workers are entitled to the minimum wage, if they are working legally in the UK, are not genuinely self-employed and have a written, oral or implied contract.

To make a complaint about an employer not paying the minimum wage, contact the Pay and Work Rights Helpline or complete the Online Complaint Form here:



www.gov.uk/pay-and-work-rights

Biometric Residence Permit (BRP)

What is a Biometric Residence Permit (BRP)?

A BRP card is your visa, which gives you details about how long you're allowed to be in the UK and what you're allowed to do while you're here (such as work entitlement). The permit card is the shape and size of a credit card; it has your photograph on the front and it contains a microchip which holds the biometric details (fingerprints and photo) which you had taken during the visa application process.

Your BRP card is one of your most important documents for living in the UK, and you must take care of it like you would take care of your passport. You must carry your BRP card and passport when travelling in and out of the UK, and you will present both documents to Border officials when re-entering the UK after a trip abroad.

When should you collect your BRP?

You must pick up your BRP within 10 days of arrival in the UK, if applying from outside the UK. You will need to have your BRP before you can receive your York St John University student ID card or any official letters. If you have applied from within the UK, your BRP will be sent to you by post to the address used in your visa application via courier within seven to 10 days of receiving a UKVI decision letter.

Where to go to pick up your BRP

Please refer to your UKVI visa decision letter which will tell you where you asked your BRP to be delivered. The information is on the second page, in red ink. If this was the University campus, you will receive an email from us telling you that it has arrived and what times your BRP can be collected. If your BRP has been delivered to a Post Office, you should go to that address during normal working hours to collect it. If you're collecting your BRP from a Post Office, you will still need to attend a drop in session to complete your Right to Study checks (more information about the drop in sessions on the next page).

If you lose your BRP or if you have any visa-related questions

The York St John Visa and Compliance Team is here to assist with any visa-related matters, including:

- Helping to replace lost or stolen BRP cards
- Generating work entitlement letters for international student visa students
- Generating Schengen Visa letters (No Objection Certificates) for students who wish to travel in Europe at permitted periods
- Providing advice and assistance for international student visa applications and extensions

Removing the Visa Compliance Flag on your Student Record

1. First, you must complete your online enrolment and have uploaded a clear colour image of your passport datapage to your student record.
2. Once this has been completed, you will need to submit a clear colour image of your **Entry Clearance Vignette (ECV)** - this is the page in your passport which shows your student visa, we need a copy of that page which includes the date stamp showing when you entered the UK - and your **UKVI decision letter** to the Visa and Compliance Team. If you have chosen an alternative delivery point for your **Biometric Residence Permit (BRP)** outside of York Campus, you will need to submit a colour image of the front and back of your BRP to the Visa and Compliance Team. You do not need to submit an image of your BRP if you have collected it from York Campus. The best way to submit these documents is by **uploading them to your Enrolly CAS Shield documents page**.
3. You must make sure that your ECV is stamped before it is scanned and submitted (with exception to students from the United States, Canada, Israel, Australia, Japan, New Zealand and South Korea - students from these countries need to supply proof of the date they entered the UK. You will need to give copies of either your boarding pass or plane ticket showing the date). Once you have submitted all of the above documents, you must bring your passport with you to one of the scheduled drop in sessions. These sessions will be taking place in the Holgate building at the Student Support Desk.
4. Once you have received your ECV and BRP (if applicable), the Visa and Compliance Team will be able to attach them to your record, where they will be able to remove the flag. You will still be able to attend lectures and seminars if you have not yet enrolled, however, you will be unable to access e:Vision or download letters.
5. If you are enrolled on a longer degree programme, you may have noticed that your BRP will expire on the 31 December 2024. This is not a mistake. From 2025 onwards, UKVI will no longer be distributing BRP cards due to the adoption of **E-Visas** for all students. You will be contacted by UKVI closer to the time with the information on how to prove your immigration status electronically.
6. If you are enrolling on a one year masters course, the length of your visa will be determined by your course dates. Courses that are less than 12 months long will get a two month extension added to the end of your visa. If your course is longer than 12 months, you will receive a four month extension. Please contact the Visa and Compliance Team if you believe your visa dates are incorrect (UKVI does unfortunately sometimes make mistakes when calculating visa length).

Please submit all documents to the Visa and Compliance Team via Enrolly CAS Shield or alternatively email photos to visa@yorks.ac.uk

LIFE IN THE UK



Transport in the UK

Taxis

You can go to a taxi rank or book a taxi with a taxi firm. Some local firms include:

- **Streamline:** 01904 65 65 65
- **Ace Taxis:** 01904 470 311
- **Getaway Cars:** 01904 70 70 70
- **659 Taxis:** 01904 659 659

Uber

Uber is an app that allows you to book, locate and pay for your taxi on your smartphone.

Driving

If you are planning to buy a car or to drive in the UK, you will be subject to UK law and driving regulations. Please note, if you are a provisional driver in the UK, you are not allowed to drive on certain roads, such as M (motorway) roads.

Cycling

York is a very cycle-friendly city. If you decide to buy a bicycle, please make sure you are aware of the rules and regulations for cycling in the UK. For example, it is illegal to cycle without lights after dark and you could be fined.

You must not cycle on the pavement, only on the road or cycle path. If you are looking for a less expensive option, you can find resale websites that sell second-hand bikes in York.

For all the rules on cycling in the UK, read the Cycling Highway Code at the QR code below.



[www.gov.uk/guidance/
the-highway-code/rules-
for-cyclists-59-to-82](https://www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82)

Trains

All major UK cities are accessible by train from York and frequent services operate to other city centres, such as London, Liverpool, Manchester and Leeds.

To travel to London, Liverpool or Edinburgh takes 2-2.5 hours, to travel to Manchester takes 1.5-2 hours, and to travel to Newcastle only takes one hour.

You can also save money on travel by purchasing a Young Person's Railcard. More information on page 36.

National train timetables are available online at:

www.nationalrail.co.uk

You can buy train tickets at the station or online from:

www.eastcoast.co.uk

www.trainline.com

www.nationalrail.co.uk

Buses

The bus company, FIRST, operates around the city centre of York. See their website for a route map:

www.firstgroup.com/ukbus/york

Coaches

National Express run coaches to most towns in Britain and their fares are considerably cheaper than train fares. The disadvantage is the lower frequency of travel and longer journey times.

For more information, please see the National Express website:

www.nationalexpress.com

Accommodation

University accommodation

For general maintenance queries, such as a leaking tap, broken light, faulty door etc. in university halls of residence, please contact: repairs@yorks.ac.uk For general maintenance queries in university managed houses, please refer to the booklet provided at your house.

For general questions or concerns about your accommodation and living experiences, please speak to the Accommodation team, who are available Monday to Friday, 10am - 12 noon and 3pm - 4pm.

When living in university accommodation, you are expected to take good care of your room and your other living spaces. Smoking is not allowed inside any of the accommodation sites. If you damage your room or fail to clean it, you may be fined. If you lose your key, you will have to pay for a replacement.

Finding private accommodation

You can find information about finding private accommodation on the “Accommodation after first year” webpages. Please note that the university cannot arrange private accommodation for you. Scan the QR code for more information:



[yorks.ac.uk/students/
your-home/house-
hunting-information/](https://yorks.ac.uk/students/your-home/house-hunting-information/)

Residential Support Assistants (RSAs)

The Residential Support Assistant Team is there to make sure you are safe and supported in your accommodation. They provide after-hours help for all students in university accommodation. The RSAs, who live on each site, can assist with a wide range of issues and problems. You can find your RSA contact details via the Accommodation Team. Residential Support Assistants are available to help during term time, September to May. If you have any residential support needs outside of term time, you can contact the Accommodation Team for assistance.

**The Accommodation Office
is located on the ground
floor of the Holgate Building.**

**Opening times:
Monday to Friday
10 - 12 noon and 3pm - 4pm**

✉ accommodation@yorks.ac.uk

☎ 01904 876 660



Council Tax

This is a local government tax to pay for local amenities. Full-time students registered for more than six months are not charged Council Tax.

- Students living in university accommodation do not pay Council Tax.
- A student sharing a privately owned property with other full-time students (over 18) does not pay Council Tax. If you receive a Council Tax bill, please refer to the Student Information Desk for advice.
- Research students who are writing up their thesis may have to pay. Please contact City of York Council for further advice. If you have a visa entry clearance as an academic visitor or a sponsored researcher, you will be charged Council Tax.
- If you are sharing with someone over 18, who is not a student, then Council Tax must be paid. In this case, it may be possible to claim a discount, please check with City of York Council.
- We strongly suggest that you complete your enrolment, then apply for an exemption online during Welcome Week. This is to enable our Registry Office to provide confirmation of your student status to City of York Council from the beginning of your first semester.
- If you move accommodation, you will need to reapply for a Council Tax exemption at your new address.

Insuring your belongings

Basic contents insurance of your belongings in university-owned accommodation is already included in your accommodation fees. You will need to check what is covered by this insurance and whether you need to extend/personalise your cover. Find out more on the university accommodation pages.



yorks.ac.uk/study/accommodation

If you are living in private accommodation, you should insure your personal property against loss or theft as soon as possible after arriving.

Television licence

In the UK, all televisions must be licensed. You also need a TV Licence to watch television on other devices, including online (laptops, PC, games consoles etc.) if you are watching or recording any television programmes as they are being shown/broadcast (live).

You often do not need a TV licence if you only watch TV programmes online, using streaming services like Netflix. However, if you are watching any programmes using BBC iPlayer, you will need a licence. If in doubt, visit:



www.tvlicensing.co.uk

There are various ways to purchase a licence and the cost is approximately £160 a year. You can be heavily fined for having an unlicensed television. If you have a television in your own room in university accommodation, you will have to purchase your own separate licence.

Health in the UK

Healthcare in the UK is provided by the National Health Service (NHS).

York St John Medical Centre

If you feel unwell, a General Practice (GP) surgery will usually be your first point of contact. York St John University has an on-site GP surgery, the Student Health Centre. You should register with them as soon as you can. You can do this by visiting them, or online at

www.yorkstudenthealthcentre.co.uk

Registering with the GP can take a little while to process, so it is best not to wait until you are unwell to register.

If you don't feel well, you will need to make an appointment. To book an appointment with the university medical centre, you should ring **01904 439101** or visit the surgery. An appointment will last around 10 minutes. The GP surgery can provide appointments with doctors, nurses and midwives (who look after pregnant people and newborn babies), depending on your needs.

Please note - **you must arrive on time** for your appointment. If you are late, you may not be seen.

If you require medication, the doctor or nurse you see will give you a prescription for it. This is a letter that explains which medication you need and is signed by the doctor. You will need to take this to a pharmacy who will give you the medication. You may need to pay for the medication. You can find a local pharmacy at the QR code below.



[www.nhs.uk/service-search/
pharmacy/find-a-pharmacy/](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/)

York St John Student Medical Centre Opening Hours

Monday	8.00am to 12 noon 1.00pm to 4.30pm
Tuesday	8.00am to 12 noon 1.00pm to 4.30pm
Wednesday	8.00am to 1.00pm
Thursday	8.00am to 12 noon 1.00pm to 4.30pm
Friday	8.00am to 12 noon 1.00pm to 4.30pm
Saturday	CLOSED
Sunday	CLOSED

If the GP is closed and you are unwell, you can call NHS Direct on **111**. They will be able to give you advice and tell you whether you need to go to hospital. You can visit the Accident and Emergency (A&E) or Urgent Care Centre at the local hospital if you cannot wait until the GP surgery opens. York's local hospital is a short distance from the university, on Wigginton Road. Please note that hospitals often have a very long waiting time and work in order of medical priority, not on your arrival time.

If you're living outside of York, it is best to register with a GP close to your home address, so you don't need to travel to York to see your doctor.

THE EMERGENCY SERVICES
NUMBER IN THE UK IS:

999

free from
any phone

NHS eligibility

Any resident in the UK is eligible for free NHS General Practice (GP) healthcare and Accident and Emergency (A&E) healthcare. Other NHS hospital care is only free for certain people. So make sure you know whether you are covered or if you need medical insurance.

You will not need to pay hospital fees for treatment in NHS hospitals if you have paid the Immigration Health Surcharge as part of your Student Visa application.

Several other groups of people are also exempt from paying hospital fees. Visit this webpage for full details:

www.ukcisa.org.uk > Information & Advice

If you are not eligible for all free NHS treatment, you will still have free emergency hospital treatment, but only the treatment given in an NHS Accident and Emergency department is free of charge. Once you are admitted onto a ward or given an outpatient appointment, fees will apply. It is therefore very important that you take out medical insurance for the duration of your visit to the UK before you leave your home country.

Please note that private medical treatment without insurance in the UK is very expensive.

Dental care

Dentists provide care for your teeth. You can receive NHS dental treatment by registering with a dentist. You will have to pay for dental treatment unless you are exempt.

You can find out who is exempt at the QR code below:



www.nhs.uk/nhs-services/dentists/who-is-entitled-to-free-nhs-dental-treatment-in-england

You can find a nearby dentist at the QR code below:



www.nhs.uk/service-search/find-a-dentist

If you have a dental emergency, you can contact Monkgate Emergency Dental Department on **01423 542240**.

Eye Care

If you need your eyes testing or need new glasses, you can make an appointment to see an optician. Reading glasses are available from most pharmacies and convenience shops. Some opticians provide free eye tests or have special offers, so it is worth checking costs with them.

Hate Crime

York is one of the safer student cities in the UK, but hate crime happens, as it does in all parts of the country. In rare cases, students and staff might meet people who use words or actions against them because they have (or are perceived to have) a particular identity.

A hate crime is any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's race; religion; sexual orientation; disability or gender identity.

Hate Crime can be:

- Name calling
- Graffiti or writing
- Damage to your property
- Physical attacks
- Threats of violence
- Online abuse

It does not matter whether the victim actually belongs to the group at which the hostility is targeted. An act which is not an offence may be treated as a hate incident. Any allegation of hate crime by a student or member of staff is likely to involve disciplinary procedures.

If you have experienced or witnessed a hate incident or crime, **report it**.

How do I report it?

Emergencies

You can call our on-campus Security Team on **01904 876 444**
Otherwise, dial 999

Non-emergencies

North Yorkshire Police - **101**



Supporting victims

01904 643 100

www.supportingvictims.org

If you decide you want to report the incident to the University, you can do so using the online report and support site, either anonymously or to a York St John Welfare Adviser, who can contact you to talk through your options.

To learn more, scan the QR code below:



reportandsupport.yorks.ac.uk

What support is available?

York St John University Welfare Adviser

wellbeing@yorks.ac.uk

01904 876 477

Global Campus

globalcampus@yorks.ac.uk

Police Community Support Officer

Ask at the Student Information Desk to find out about their next drop-in.

All About Respect

www.yorks.ac.uk/allaboutrespect

Personal safety

York is a safe city, but you still need to take sensible precautions and be aware of your safety.

Protecting yourself against fraud

Never give out personal details or information, especially your bank passwords or PIN. Be aware of scam emails and phone calls; never give out your bank details over the phone. Your bank will never ask you to do this.

Do not throw away or recycle bank statements, bills, credit card statements, or anything containing personal information. Documents like this should be shredded. Report any lost or stolen documents to the organisations that issued them.

Campus security

Our regular security is open 24/7. You can contact the team in their office, next to Temple Hall or by calling **01904 876 444**.

Protecting your possessions

- Always close and lock your windows and doors when you are out, even if it is only for a short time.
- Make sure valuable items cannot be seen through the windows. You should make a note of the serial number on expensive electronics.
- Register your phone with your service provider, this enables them to block the SIM card, if your phone is stolen.
- If your bank card is stolen, inform your bank immediately.



Your welfare

We have specialist support services ready to provide you with mental health or emotional support, as well as support with some of the more serious welfare challenges you might be facing.

Wellbeing support

Anyone can experience mental health difficulties. Whether you are finding it difficult to manage aspects of your personal life or perhaps you are finding the environment of higher education an emotional challenge to adapt to, we offer a range of types of specialist support to help you. Find out more at the QR code below:



yorks.ac.uk/health-and-wellbeing/wellbeing-support/self-refer-for-wellbeing-support

Welfare Adviser appointments

A meeting with a Welfare Adviser is an opportunity for you to talk through practical welfare challenges you are facing and which are causing you difficulties.

These might include sexual assault, domestic violence, pregnancy, police or crime matters, or other issues that are having a serious impact on your studies. You can book an appointment with a Welfare Adviser at the QR code below:



yorks.ac.uk/health-and-wellbeing/wellbeing-support/welfare-adviser-appointments

Need help now?

The Welfare Team offer support as quickly as they can to students who register with the team, but there may be a waiting time to see them.

They are not a 24/7 service. Therefore, if you are concerned that you might harm yourself, or if you are in any situation in which you are facing an imminent life-threatening situation, details of the services that are available to help you are at the QR code below:



yorks.ac.uk/health-and-wellbeing/wellbeing-support/need-help-now

Health Assured service

We are pleased to offer to all our students at York St John a service called Health Assured - accessible via an app or via an online portal. This service is offered to you in addition to the services offered by our own University Wellbeing Team and includes videos, factsheets, four-week plan templates, and live chat and support from counsellors. You can access the service at the QR code below:



yorks.ac.uk/health-and-wellbeing/wellbeing-support/health-assured-service

Self-help resources

In addition to the specialist services, we believe strongly in the positive impact that self-help resources can make. Whether you are waiting to meet with the Welfare Team, or just wanting to find some information about ways in which you might be able to enhance your own wellbeing, take a look at the self-help resources the team have developed for you. You can also take free online training to improve your understanding of welfare-related issues.



yorks.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources



yorks.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources/welfare-training-and-courses

Wellbeing Open Afternoons

In addition to the self-referral appointments, the Wellbeing Team provide York St John students with a Wellbeing Open Afternoons service. These sessions run three times a week and can be accessed at the Holgate Information Desk. You can spend 20-30 minutes with a specialist Mental Health Practitioner who can listen, provide a space for you to talk about your current mental wellbeing, signpost you to internal and external services and support you with coping strategies. More information about days and times of the open afternoons can be found on the Wellbeing page on our website.

Therapy dog sessions

In addition to our Wellbeing Team, you can also book appointments with the university therapy dog: Blue. These appointments are 15-30 minutes where you will have a 1:1 session with a member of the Wellbeing Team and Blue. You can book a session with Blue at the QR code below:



www.outlook.office365.com/owa/calendar/BluetheDATTherapyDog@yorks.ac.uk/bookings/



YSJ and British Values

At York St John University, we fight for what we believe in and are passionate about standing up for causes such as social justice, sustainability and equality for all.

Equality and diversity

We are dedicated to providing an inclusive, accessible and welcoming environment which supports a diverse and culturally rich community.

Our goal is to create an environment where our people can participate and flourish, where equality, humanity and social justice are valued and promoted within and beyond York St John University.

Fundamental British Values

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain, valuing our community and celebrating diversity in the UK. These values are:

- **Democracy:** a culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.
- **Rule of Law:** the need for rules to make a happy, safe and secure environment to live and work.
- **Respect and Tolerance:** Understanding that we all don't share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.
- **Individual Liberty:** Protection of your rights and the right of others you work with.

All students and staff are expected to act with courtesy and respect, contribute to our inclusive and welcoming community, challenge exclusion and discrimination, and take responsibility for resolving problems, seeking support when needed.

Religious Freedom

The right to adopt a religion or belief, to practise it without hindrance, to share your faith and to change your religion or beliefs are all key freedoms that everyone should be able to enjoy. Religious freedom is not just the freedom to hold personal thoughts and convictions, but also being able to express them individually or with others, publicly or in private.

LGBTQ+ Rights

The university is committed to providing a safe and inclusive environment for all students. We offer a welcoming environment for LGBTQ+ students and are here to offer support, information, and advice to any LGBTQ+ student who may experience difficulties while studying at York St John.

Religion-related and LGBTQ+-related harassment and discrimination will not be tolerated. Our anonymous Report and Support process enables any incidents to be reported. This means that we can combat these behaviours. More information about Report and Support can be found on page 26.

Freedom of speech

Freedom of speech is the right to seek, receive and impart information and ideas of all kinds, by any means. Freedom of speech and the right to freedom of expression applies to ideas of all kinds, including those which you may disagree with.

Freedom of speech is not, however, an absolute right. York St John is not required to provide a platform for views which are contrary to the civil or criminal law. We have a duty to ensure that staff, students and others who engage with the University are protected from discrimination, harassment and victimisation, and that good relations between individuals and groups are facilitated.

In balancing our responsibilities in terms of both ensuring freedom of speech and academic freedom, and also protecting student and staff welfare, we will act reasonably and proportionally and in accordance with the law.

Specialist support

The Specialist Support team offers dedicated advice and guidance to all our student communities.

We recognise some students benefit from specialist support during their studies to ensure they get the most out of their University experience.

To find out how the Specialist Support team can help you, scan the QR code below:



[yorks.ac.uk/students/
supporting-our-diverse-
community](https://yorks.ac.uk/students/supporting-our-diverse-community)



Adapting to life in the UK

Life in the UK can be very different to life in your home country and you may take time to adapt. Here are a few helpful tips on adapting to life in the UK.

Culture shock

You may feel some cultural shock when you live and study at York St John University and it might take some time, but you will soon adjust and feel comfortable in York and the UK. Every student will have a different experience, some will adjust more quickly or slowly than others. Try not to expect the same cultural adjustment experience as a classmate or friend, as you may cope differently. These are some things to be aware about British culture:

Being polite

Most British people use expressions such as 'please', 'sorry' and 'thank you' a lot more than other nationalities. It is easy to occasionally misunderstand and interpret something as impolite; it might be a gesture, a different way of addressing someone, looking someone in the eye when you speak, expectations around offers of hospitality etc. Don't worry about getting these wrong at first; it's all part of adjusting to a new culture.

Queuing (waiting in line)

In the UK, it is considered polite to queue and wait your turn in a café, bank, shop or anywhere that you receive a service, including the Student Information Desk.

Socialising

It is perfectly natural and understandable to look for other students of your own nationality to mix with socially. To help you make the most of your university experience, it is good to also meet British or other international students too. British students might meet up for a cup of coffee or tea and a chat, or they might go to a pub for a drink (which doesn't have to be alcoholic).

Joining societies and clubs is an excellent way of meeting other students of all nationalities. Visit the Students' Union to find out more about upcoming events.

A great way to meet new people is to come to regular social events that the Global Campus team host. See page 11 for more details.

British culture

A great way to experience British culture is to take part in the HOST UK programme, which offers opportunities to spend a weekend, a week or Christmas with a British family. www.hostuk.org

Relationships and gender issues

You may experience cultural differences from those you are used to, for example, displays of affection in public, how people dress, degrees of openness around sexual orientation or how men and women relate to each other.

Equality

It is important to be courteous to whoever you are talking to, no matter who they are or what their job is.

Smoking

Smoking is not allowed in public buildings; including restaurants, bars, pubs and on public transport. York St John University is a smoke-free campus and you are not allowed to smoke anywhere on campus. You are also not allowed to smoke in University accommodation buildings, you will receive a fine if you are caught doing so.

Time-keeping

It is important to be punctual in the UK. Lectures and lessons will start at the scheduled time and you will interrupt the session if you are late. Punctuality is also important for appointments, for example, with a doctor.

If you know you will be late or if you will not be attending (e.g. a class or a social meeting), it is important that you phone or email beforehand to let the person know.

More information

For more information on adapting to life in the UK, including information on traditions, festivals, and food and drink, please see the UK Council for International Student Affairs webpages:

www.UKCISA.org.uk



Banking in the UK and managing your finances

Different types of accounts are offered by UK banks to international students.

You can open:

- A **'basic account'**, which is free but only has a cash card (no online banking, and you can only withdraw money from ATMs at that bank).
- A **'current account'**, which can be free or have a monthly fee, and provides extra services (debit card, online banking, ability to withdraw money at any ATM).

There are also online-only banks such as **Monzo**, **Revolut** or **Starling**, which are great at helping you track spending but are not dedicated student accounts. You can find out more by looking them up online.

For more information about specific accounts, contact your bank directly. For general information about banking in the UK, scan the QR code below:



[www.ukcisa.org.uk/
information--advice/
studying--living-in-the-uk/
opening-a-bank-account](http://www.ukcisa.org.uk/information--advice/studying--living-in-the-uk/opening-a-bank-account)

To open a bank account, you will need to decide what kind of account you would like to open, and with which bank. You will need to make an appointment at the bank, which will most likely be in-person. To prove that you are a student, you will need to provide them with a bank letter; you can request this on e:Vision.

- Log on to e:vision.yorks.ac.uk
- Click on **"Request a bank letter"**
- Confirm your address details, and change them if they are incorrect

- Select the name and location of your bank of choice
- Confirm the details are correct
- Submit your request

How can I pay for my university fees?

Flywire - easily and securely make education payments in your own currency, using local payment methods from the safety and convenience of your home.



[yorks.ac.uk/students/
your-finances/paying-fees-
for-eu-and-international-
students/flywire](http://yorks.ac.uk/students/your-finances/paying-fees-for-eu-and-international-students/flywire)

York St John University payment system - you can use the university online payment system to make payments by credit or debit card. The system accepts Visa, Mastercard and Maestro.



[payments.yorks.ac.uk/
open/default.asp](http://payments.yorks.ac.uk/open/default.asp)

e:Vision - once you have fully enrolled at York St John University, you will have access to the e:Vision portal. You will then be able to make card payments through your statement.



[e:vision.yorks.ac.uk/live/
sits.urd/run/siw_lgn](http://e:vision.yorks.ac.uk/live/sits.urd/run/siw_lgn)

If you cannot pay your fees through any of the methods above, please contact finance@yorks.ac.uk and we can advise you on alternative ways to make a payment.

When do I need to pay my fees?

New Undergraduate - First Year Student
50% of total fees must be paid before your CAS letter can be issued. The remaining 50% must be paid before you can formally enrol onto your course. **All first-year fees must be paid in full before you can start attending classes.**

Returning Undergraduate

50% of total fees must be paid before you can enrol to attend your classes. The remaining 50% of your total fees will need to be paid by the end of the following January. Alternatively, you can pay all your fees in full before enrolment.

Postgraduate - All Years

A minimum of 50% of total fees must be paid before you can enrol to attend your classes.* Any remaining fees must be paid over three instalments: the first due in December, the second due in February and the third in May.

*A 5% early payment discount is available to postgraduate students who chose to pay their fees in full, before or during the enrolment task. By choosing to do this, you should pay 95% of your total fees, up front.

Can I pay my fees on a different schedule?

Your fees need to be paid in full by the established dates as a condition of being enrolled at York St John University. If you do not pay your fees by the required date, your enrolment may be terminated and any study visa you require could be revoked.

Who do I contact if I need help to pay my fees?

For any other queries relating to fee payments, you can email finance@yorks.ac.uk and the team will respond as soon as possible. Alternatively, the Finance Office is located on the first floor of Ripon Wing, if you would like to discuss a finance issue face-to-face.



Shopping

In most shops in the UK you can use your bank card to make payments, including cards stored on your smart phone. For larger payments, you will need to enter your pin code. Remember to sign the back of your debit or credit card so that it is valid to use.

Managing your money

Learning to manage your money well is a key part of being a student, and as an international student, you may need some extra help to get used to financial systems in the UK. Learn all the basic skills you need to manage your money well with Blackbullion. YSJ provide you with free access to this service - all you need to do is set up an account. You can find out how to access this service on page 8.

Student Discount Card

You are also entitled to a student discount card, called the TOTUM card, which offers discounts all around the UK. The TOTUM is the only student discount, proof of age ID and campus life card and platform recommended by the National Union of Students. Find out more at the QR code below. There are many other options available, such as UniDays or Student Beans, that you can find on your smart phone app store.



www.totum.com

Saving money on travel

You can get a Young Person's Railcard if you are aged between 16-30 or if you are a mature student over the age of 30 and in full-time education (if you are over 30, you will need to have the application form signed and stamped by a member of staff

at the Student Information Desk). This card saves you up to a third on most rail fares throughout the UK. You can buy a railcard at the train station or online for £30, which is valid for one year. For more information, scan the QR code below.



www.railcard.co.uk

Save money worldwide

An International Student Identity Card (ISIC) gives discounts on cinemas, shops, museums and restaurants, as well as more, in many countries around the world. For more information, visit



www.isic.org

Support

If you have any questions about how to manage your money, you can contact the Student Funding Advice Team on fundingadvice@yorksj.ac.uk



Shopping

Buying food and general items

In the UK, the working week is Monday to Friday, with most offices closing for the weekend. If you go shopping at the weekend, check the opening times before you go as many shops have shorter hours on Sundays.

Shops are usually open 9.00am - 5.30pm, Monday to Saturday. Most supermarkets are open for longer hours and larger ones may even be 24 hours a day on weekdays. On Sundays, most large shops are open 10.00am - 4.00pm or 11.00am - 5.00pm. Supermarkets close to the city centre include:

- **Sainsbury's:** Foss Bank (close to York St John University and The Grange)
- **Morrisons:** Foss Islands Road (close to St John Central and The Brickworks)
- **Lidl:** St Layerthorpe, York YO10 3DW (close to The Brickworks)
- **Asda:** 77 Layerthorpe (close to The Brickworks)
- **Co-op Food:** Clarence Street (close to City Residence and The Grange)

Tesco, Asda and Sainsbury's also have bigger shops on the outskirts of the city - you can get there easily by bus or you can shop online and have your shopping delivered directly to your door. Delivery costs vary depending on the store, but are usually either free or cost under £5.

If you order with friends or housemates, you can share the cost of delivery!

It is worthwhile downloading the app **Too Good To Go**. This app gives you the chance to pick up mystery bags from supermarkets or cafés at a greatly reduced cost.

Local shops

Between Parliament Street and the Shambles, the Shambles Market in the city centre is great for cheap, fresh produce, Monday - Saturday. Go after 4.00pm and get some bargains. For household goods, like clothes hangers, kitchen equipment and other items there are plenty of affordable places in the city centre, such as Boyes (on Goodramgate), Poundland and Barnitts.

International food shops

There are several specialist food shops around York, but for greater choice and a larger selection of products you might like to go to a larger city such as Leeds (a 20 minute train journey away).

Specialist food shops in York include:

- Regency Supermarket, 4 George Hudson Street (Oriental supermarket)
- Makkah International Foods, 27-29 Hull Road (Halal, Arabic, Turkish and Asian)
- Red Chilli, George Hudson Street (Oriental supermarket)
- Oriental Express, Hull Road (Chinese, Japanese, Thai and Korean)
- Jojo's Afro-Caribbean, 45 York Road

Cooking

Getting used to the food in another country can take some time and may be a difficult process. If you are cooking for yourself, do not be afraid to ask for advice on where to buy the products you would like to or how to use facilities in the kitchen.

Eating on campus

There are a few places to eat on campus which provide a variety of reasonably priced hot and cold food. Meals in the canteen start from just £1.50 for soup and a roll and there is a daily menu to choose from with hot meals from just £3.50. The main canteen on campus serves halal and vegetarian/vegan options.



How to order a food and groceries delivery online

Order groceries online and have them delivered right to your front door. Please find instructions and links below.

Order groceries for home delivery

Most large supermarkets allow you to order groceries online and for around £2-£5 your shopping is delivered to your house.

You will need to:

1. Register/create an account
2. Select which groceries and which quantity and add to basket
3. When complete, go to checkout
4. Choose a delivery time and date that suits you (prices usually vary by day/time)
5. Use an online payment system

These are the most commonly used supermarkets in the UK:

- Morrisons: [groceries.morrisons.com](https://www.groceries.morrisons.com)
- Asda: [asda.com](https://www.asda.com)
- Sainsbury's: [sainsburys.co.uk](https://www.sainsburys.co.uk)
- Tesco: [tesco.com](https://www.tesco.com)

Takeaway meals

Don't feel like cooking? There are plenty of options for great meals delivered right to your door. Lots of restaurants deliver freshly cooked meals through JustEat, UberEats or Deliveroo.

Simply enter your postcode to see which restaurants will deliver in your area. You will need to create an account and pay by card online.



Cost of living support

As rising inflation and interest rates affect living costs, it is more important than ever to be in control of your money. Below are resources to help you manage your budget. For more information, scan the QR code.



[www.yorksj.ac.uk/students/
your-finances/cost-of-
living-support/](http://www.yorksj.ac.uk/students/your-finances/cost-of-living-support/)

YSJ Student Support Fund

The YSJ Student Support Fund provides financial support to students experiencing unexpected financial difficulties.

Catering subsidy

The University has increased the provision of low-cost catering on campus to reduce student living expenses.

Sports and society by membership subsidy

To make sure that finances are not a barrier to participation in sport or extracurricular activities, the University has put in place



LIFE IN THE CAMPUS



Stay connected

Along with this guidebook, you should have been given a free SIM card. You can ‘top-up’ the card with money to make calls online or in most supermarkets and convenience shops. If you anticipate using your phone frequently, you might want to sign up for a contract. There are a number of providers to choose from, including: Vodafone, O2, EE, 3, Giff-Gaff and Lebara.

It is wise to research different contracts properly, to determine which is the best one for you or investigate “pay-as-you-go” options.

You may also want to consider your phone apps such as Whatsapp and Skype to contact home, to save money.

Remember - if family or friends call a phone number in the UK, they need to dial the country code (0044) first. For example: 0044 1904 876897 (if calling from outside the UK) or 01904 876897 (if within the UK).

Internet on campus

Eduroam is the WiFi network available at York St John. You can log in using your York St John email address and password. You must not use your own WiFi routers anywhere on campus, because they will cause disruption to the Eduroam network. York St John accommodation sites also provide WiFi.

Postal service

To post light letters, you can send them via Royal Mail, by posting them in a red postbox. You will need to buy a stamp for your letter; you can buy them at Holgate Reception, the Students’ Union, the Post Office and most newsagents. Heavier letters and parcels will need to be weighed and paid for at a local Post Office.

Please ensure that your address is correct when receiving post; do not simply address it to the University, as it may get lost. If you are staying in YSJ accommodation, you can find the address at www.yorks.ac.uk/study/accommodation. Don’t forget that you will also need to give your name, room number and flat, for example:

Name: John Smith
Room: Room 1
Flat, house or building: Flat 5
Accommodation site: City Residence
Street: Haxby Road
City: York
Postcode: YO31 8JY
Country: England, UK

You can also address parcels under your name to the Porter’s Lodge at York St John, and collect them from there:

Porter’s Lodge
St Anthony’s House
Lord Mayor’s Walk
York
YO31 7EX

Eduroam WiFi

Login to Eduroam

You must have changed the account password from the one given at registration to your own before trying to connect to Eduroam WiFi.

Select the WiFi network called **eduroam**

Login using your **full YSJ email address** and usual University **password**

- `firstname.lastname@yorks.ac.uk`
- Usual_password

You may need to accept or trust a certificate

If you change your University password, you will need to change your Eduroam WiFi login password on **all** of your devices, otherwise the incorrect logins can lock your account.

If you're struggling to connect using your student login, you can use the **YSJ Guest WiFi**. This requires no sign up and you can connect straight away.



Connecting an Android device to Eduroam

Please be aware that not all Android devices are the same. These instructions may not be exactly how they are on your particular Android device. If you have any difficulties, please ask at the IT Services Centre on the first floor in Holgate.

1. Go to Settings on your device
2. Select **Network and Internet**
3. Select Internet
4. Ensure the WiFi switch is on
5. Select Eduroam
6. Enter the following details:

EAP method: PEAP

Phase 2 authentication: MSCHAPV2

CA certificate: Use system certificates

Online certificate status: Do not verify

Domain: yorks.ac.uk

Identity: Your YSJ email

Password: Your usual password

7. Press Connect

Global Campus

At York St John University, we are committed to celebrating the diversity and experience of our broad community.

Global Campus activities aim to support inclusion, friendships and inter-cultural understanding amongst all our students. Being a part of our Global Campus means that you will enjoy the benefits of a multicultural experience within a small, friendly and student-centred environment.

Global Campus

Global Campus is York St John's hub for all things international. We host all sorts of exciting events, run trips to fantastic places in the North of England, and provide international students with support throughout their time at York St John.

For more information, scan the QR code below or contact us at globalcampus@yorksja.ac.uk



[yorksja.ac.uk/international/
international-student-support/
global-campus-programme](https://yorksja.ac.uk/international/international-student-support/global-campus-programme)

Global Campus socials

We have curated a fantastic event schedule, aimed at building a community where you feel comfortable, coming together and letting your hair down! We have regular socials where we do crafting, play board games and have great chats with new friends. Come along and you might win some free drinks or food!

Throughout the year, we try and celebrate as many international festivities and cultures as possible, whilst also showcasing the best of British, in ways that bring you together with other students in a fun, safe and happy environment.

Global Campus events

Throughout the academic year, the Global Campus Team run an array of events in collaboration with other University departments. You can search for work while you study at the Jobs Fair, find beautiful, bespoke gifts at the Christmas Fair or take time to relax and take a break from studying at our De-Stress Fest. You can find out more on our Global Campus webpage.

 [@ysju_global](https://www.instagram.com/ysju_global)



International Programmes

Our International Programmes ISLD (Insessional support and language development) team can help you to become more familiar with your university study in the UK. They provide advice and resources to support you in approaching your course tasks and managing lectures, seminars, writing and reading in English.

1 to 1 tutorials

You can book an individual tutorial with a member of the ISLD team to discuss your language development and study needs. Scan the QR code below to book.



outlook.office365.com/owa/calendar/language-support1@yorks.ac.uk/bookings/

Academic Discussion Group

Join the friendly weekly group, to enjoy discussing academic topics. Practise critical thinking and giving your opinion, with no specialist knowledge or preparation needed.

Open workshops

You can also attend the Open Workshops to learn more about the skills you will need for your university tasks in the UK and ask any questions.

To find out more about the Academic Discussion Group and the Open Workshops, scan the QR code below.



www.yorks.ac.uk/international/international-student-support/insessional-support-and-language-development/events-and-workshops/

ISLD Moodle site

You can find further advice at any time on the ISLD Moodle site. Discover a range of resources available including:

- Writing skills
- Critical thinking and evaluation
- Referencing and paraphrasing
- Using feedback
- Reading
- Presentation skills
- Listening
- Speaking
- Grammar and vocabulary
- Assignment planning and study skills

Self-enrol by scanning the QR code below for useful information and resources.



moodle.yorks.ac.uk/course/view.php?id=23912



What you can find in the Library

Ground Floor

- Fountains Information Service Desk - your first point of contact for Library, IT and student queries
- Book borrowing and returns
- Quiet study room
- Print journals
- Newspapers
- Lockers for personal belongings
- Three-day self-service laptop loan

First Floor

- Open access PCs and study space
- School Library, Language Resource Area and oversized books
- Group study room

Second Floor

- Silent floor
- Law library
- CD and DVD collections, music scores
- Student Kitchen
- Linguistics Lab



Library and learning support

Your safety and security

It is important that you do not leave your bags and belongings - unattended items will be removed from the building

There are lockers available on the ground floor that you can use to store personal belongings. Please ask at the Information Services Desk in Fountains about obtaining keys to these lockers.

Opening hours

The ground floor of Fountains is open 24/7 for self service and study space. The first and second floor are open from 6.00am to midnight. Staffed hours vary between term time and vacation - up-to-date information can be found on the website and through signage and printed materials available in each location. **Please remember to always carry your Student ID card.** Between 6.00pm and 8.00am you are required to show your Student ID card to Security when entering the Library. If you don't have your ID card, you won't be able to enter the building.

Digital training and support

The Digital Training tutors can help you develop the IT skills you need to produce high quality assignments. The trainers can provide advice on:

- Microsoft Office applications (e.g. Word, Excel, Powerpoint, etc.)
- Moodle
- E-portfolio software (e.g. Mahara, Pebblepad)
- A huge range of software support

The Digital Training tutors can offer help via email, or through tutorials (online and face-to-face) - digitaltraining@yorks.ac.uk

Assistive Technology - The Digital Training Officer for Assistive Technology is here to provide specialist help, advice and training on the use of assistive software and technology for students and staff at York St John.

Software to support note-taking, reading, planning and writing is available on campus. assistivetech@yorks.ac.uk

Academic Liaison Librarians

The Academic Liaison Librarians can provide expert assistance to help you get the most from the Library. They advise on:

- What kind of information you should need for your essay, presentation, project or dissertation
- Which resources you should use to find appropriate information
- Searching effectively to find the best information for you in the most efficient way
- Referencing and help with academic integrity

You will see the specialist Academic Liaison Librarian linked to your subject area as part of your course, but you can also book an appointment with them for focused support. academicliaisonteam@yorks.ac.uk

You can access the Library Welcome guide at the QR below:



www.yorks.ac.uk/media/content-assets/ile/documents/Library-Welcome-guide-2023---WEB.pdf

Print Services

Printing facilities are available throughout the campus and printing requests can be dropped off and picked up at the Information Services Desk in Fountains. The team can help you with:

- Printing
- Photocopying
- Print credits
- Document and dissertation binding
- Laminating
- Scanning

As a student of York St John University, you can print to any of the printer/copier devices situated throughout the University campus.

Extra resource access

Inter-Library Loans (ILLs)

The Library aims to stock the majority of resources for course requirements. Where there are items that you require for your studies that are not held with us, our Inter-Library Loan service may be able to obtain books and journal articles from other libraries for you, free of charge. For more details or to place a request, scan the QR code below:



[yorks.ac.uk/students/
library/interlibrary-loans](https://yorks.ac.uk/students/library/interlibrary-loans)

Postal Loans

The Postal Loans service provides items by post to users who are not City of York residents (this includes students who are on UK placements outside the city). Free returns are available using the Clicksit service. For more details and information on how to register, scan the QR code below:



[yorks.ac.uk/students/
library/postalloans](https://yorks.ac.uk/students/library/postalloans)

SCONUL Access

We participate in SCONUL Access, a reciprocal scheme which allows many university library users to borrow or use books and journals at other libraries which belong to the scheme. The scheme covers most of the university libraries in the UK and Ireland. The SCONUL scheme is there to support research and is not intended to replace the core teaching and learning resources provided to you by the YSJ Library and Learning Services. To find out more about SCONUL or to find out about other resources available to support your learning, scan the QR code below:



[www.sconul.ac.uk/
sconul-access](https://www.sconul.ac.uk/sconul-access)

Accessibility Support

The Accessibility Support Service is here to support you with making your learning resources accessible if you are visually, physically or learning disabled. Once you've registered as an Accessibility Support user, we can provide:

- Increased number of Library items you can borrow
- Accessible copies of books and journal articles for students and staff with a qualifying disability
- Book request service
- Self-service conversion service to create documents in accessible formats
- Specialist equipment and software, including borrowable overlays

For more information and to register, scan the QR code below:



[yorks.ac.uk/students/library/
supporting-accessibility](https://yorks.ac.uk/students/library/supporting-accessibility)

Free Microsoft Office

Did you know that, for as long as you are a student at York St John University, Microsoft Office is available free for you to download and install on up to 5 PCs and/or Macs?

To access your free copies of Office, visit the Microsoft Office portal and sign in with your full York St John University email address and password. With Office 365, you can store documents online and work on them in the browser from any computer. So long as you are connected to the internet, you are never tied to one particular computer or location.
portal.office.com



Careers support

Our specialist advisors in LaunchPad provide guidance and support for current students, graduates and employers.

Part-time job searching

Finding a part-time job is a fantastic way to both earn some money and gain valuable experience in a professional environment. The best places to search and apply for part-time jobs are:

- **Walking around York and handing in your CV or completing an application in-store.**
There are many businesses that advertise their vacancies on the windows of their shops. If you see this, feel free to go in the shop so they can contact you.
- **Applying online at local retail shops, tourist attractions, restaurants and bars.**
Tesco careers, Gough & Kelly, Aldi and McDonald's are a few ideas of where you can apply online. Careers platforms like LaunchPad Online, LinkedIn, Reed and Indeed are also great places to find opportunities.
- **Sending speculative emails to employers to enquire about part-time jobs**
Please ensure that you are sending professional emails to employers where you highlight what job you are looking for, the skills you can bring to the role and any previous experience you have.

There are only a handful of on-campus part-time jobs available, and the Careers Team are unable to offer ad hoc jobs within LaunchPad. However, the Student Recruitment Team usually recruits new Ambassadors once a year in September or October and you can apply in any year of your course. When recruitment opens, there will be adverts on the university jobs pages and campaigns via email and the Careers

service, so look out for these. Scan the QR code below for more information.



www.yorks.ac.uk/careers-and-placements/part-time-jobs/student-ambassadors/

Handshake

Handshake is our students careers platform where you can search for a range of opportunities including jobs, internships and volunteering roles. Opportunities that are advertised on Handshake are with organisations that the university partners with or trusts. There is also a function that allows students to book appointments with a range of student success advisors around Careers guidance, Volunteering, Study Abroad and other employability areas.

Placement year support

Some of you may be enrolled in a four-year Undergraduate course with a placement year included, or a two-year Postgraduate course with a professional experience or placement included. The placement year at York St John is self-sourced and you will be supported at each step of the process of securing a nine- to twelve-month placement with weekly sessions focused on recruitment success and bookable one-to-one or group appointments. If you are enrolled on a placement year route, you will have the prep sessions included on your timetable and will also be directed to when you can book an appointment. If you have any questions, please contact: placementyear@yorks.ac.uk

CV support

If you are searching for a part-time job or a volunteering opportunity, it's important that you have an up-to-date, high-quality CV that is suitable for UK employers. You can access resources to help you create and make your CV attractive to employers through attending one of the LaunchPad Drop-ins or emailing careers@yorks.ac.uk

Drop-ins

The LaunchPad Drop-ins are designed to support students with any queries they have around careers and employability. Join the sessions for support with job applications, CVs and cover letters, volunteering and many other areas. The drop-ins operate during term-time, more details on when these run at the QR code below.



yorks.ac.uk/careers-and-placements



Stay in the know

MyYSJ App

As soon as you have got your University login details, you can access your personalised student app, MyYSJ. On MyYSJ, you'll be able to check your emails, view your timetable, register your attendance, access Moodle and see important updates from across the University. You can access your MyYSJ dashboard via the QR code below, or search "MyYSJ" in your mobile app store.



yorksj.ac.uk/app

Instagram

If you haven't already, you'll definitely want to follow us on Instagram. This way you can keep up to date with what's on with our Global Campus team and any other useful information for international students.



[instagram.com/ysju_global](https://www.instagram.com/ysju_global)

Microsoft Teams

We have set up a Microsoft Teams channel for international students to join. This way you can get all the latest information on what's going on, on campus and everything the Global Campus team are doing to help you while you study and live in the UK. To join, scan the QR code below:



[YSJ Global Campus Community](#)



YSJActive

YSJActive is run by a team of fitness professionals with various qualifications and backgrounds. They offer a high quality, inclusive and sustainable service for students both on Lord Mayor's Walk campus and the Sports Campus on Haxby Road. There is a wide range of modern sports facilities, providing indoor and outdoor spaces for teams sports and individual training, including pitches, courts, a gym and exercise classes.

Fitness classes

YSJActive run a range of fitness classes such as yoga and circuits, for more information, to buy a membership or book a class, scan the QR code below.



[yorks.ac.uk/
ysjactive-gym](https://yorks.ac.uk/ysjactive-gym)



[@ysjactive](#)



Students' Union

Our students love the sense of community they feel on campus. The Students' Union (SU) is at the heart of the student experience and is a huge part of what student life has to offer.

Sports clubs and societies

Expand your interests, gain new skills and make new friends through our sports clubs and societies.

Join one of our sports teams, from football and netball, to ultimate frisbee, and cheer on your friends in our annual varsity competition. Many of our sport teams regularly compete at British Universities and Colleges (BUCS) level.

Share your love of pop culture with the Geek Society, put on a show with the Musical Production Society, or do your bit for the planet with the Environment Society.

There are over 60 clubs and societies to join. If you do not find something for you, all it takes to start a new one is a few like-minded people and the drive to make it happen.

Events

The Students' Union hosts weekly events throughout the academic year. Events include quiz nights, karaoke, live sport and live music.

They also manage larger events throughout the year. This includes varsity, seasonal special events (Halloween, Snowball) and the legendary Archie's Day.

Student voice

The Students' Union is the collective voice of students at university committees and on your course through course reps. They also represent you at specific student groups through Chairs of School and Liberation Officers.

Every year you will have the chance to vote for three Students' Union Presidents:

- President of the Students' Union
- President of Wellbeing and Diversity
- President of Education

Their role is to improve your time at university and they will represent you at a local, regional and national level.

You can contact the SU for advice or support on academic issues. They can also connect you with university services and external specialist services.

To find out more about the SU in general, you can visit their website at:



www.yjsju.com

Buddy System

Starting university can be a daunting experience for international students, that's why the Students' Union are launching the YSJSU Buddy System to help you positively transition into life at York St John. The scheme will pair 'Buddies' (current students) with new students to encourage social relationships and introduction to the university and the Students' Union.

You will be matched to your buddy based on hobbies and interests or course by the Students' Union. This will allow you to meet and be supported by like-minded individuals in true York St John family fashion.

Signing up for the Buddy System means you'll be given point of contact to help you through the early days of your journey here; whether you want someone to come with you to your first night with a society, that first sports trial or if you just want to ask someone where's good to shop, your buddy will be on hand to help everything seem a little less daunting.

For more information on the YSJSU Buddy System, scan the QR code below:



[www.ysjsu.com/
buddy_system](http://www.ysjsu.com/buddy_system)

If you'd like to sign up to the Buddy System, scan the QR code below:



[forms.gle/
iHf6D1EwVr4ztnX7](https://forms.gle/iHf6D1EwVr4ztnX7)

Useful links

YSJSU Advice Service



Get independent academic advice.

www.ysjsu.com/support

Get involved in YSJSU Activities



Join a sports club or society.

www.ysjsu.com/activities

Share your student voice



How can the YSJSU improve your experience.

www.ysjsu.com/talkysj

What's on at YSJSU



Find out what events are happening.

www.ysjsu.com/events



Chaplaincy

The York St John chaplaincy provides spaces and opportunities for reflection, listening, confidential support, prayer, worship, meditation, socialising and spiritual exploration.

Prayer spaces

The Chapel offers sacred, quiet and prayer spaces for all. It is open 8.00am to 6.00pm, Monday to Friday. Access is available outside these hours via Security.

The Contemplate Room (QN006) is available to use for prayer, contemplation or small study groups. You can use this room without booking if it's free, or book a regular time slot by emailing the Chaplaincy Office.

The Quiet Space (CP006) is a place to rest and reflect. It is open to anybody who needs some "time out" between the hours of 9.00am and 4.30pm.

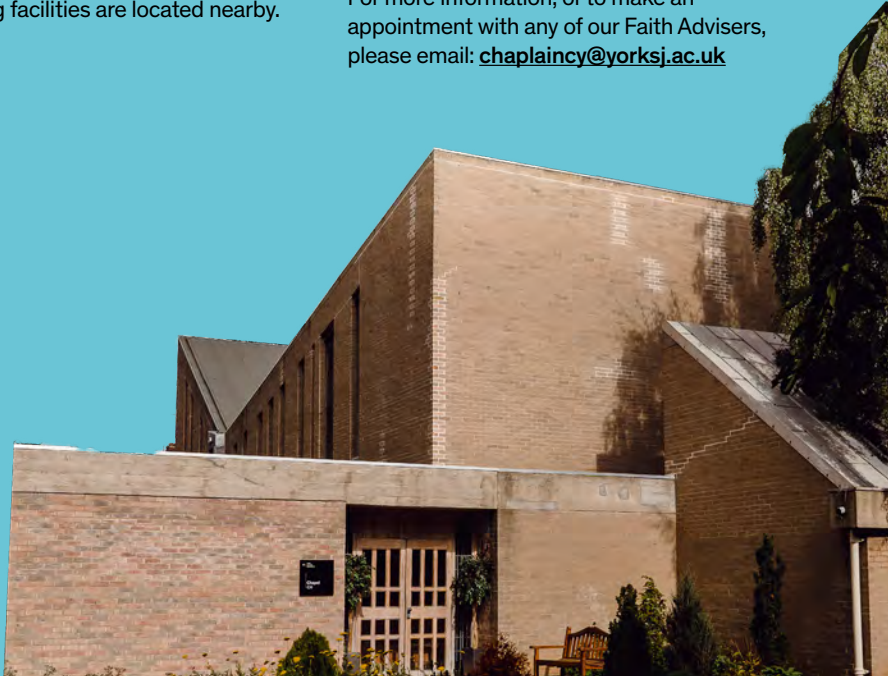
The Muslim Prayer Room (QN008) is dedicated for the use of Muslim prayer. There are prayer books and mats available and washing facilities are located nearby.

University Chaplaincy and Faith Advisors

For religious and spiritual guidance, you can turn to the University Chaplaincy Team and our Faith Advisors. The Faith Advisors are from the world faiths of Baha'i, Buddhism, Christianity, Hinduism, Islam, Judaism and Sikhism.

The faith advisors are there for everyone, helping to build community, to give people opportunities to make friends, and to walk beside you if life gets hard. They exist to make sure that people with a religious faith have their needs met while on campus, and to provide opportunities for people to explore the Big Questions about Life while here at uni.

For more information, or to make an appointment with any of our Faith Advisors, please email: chaplaincy@yorks.ac.uk



Spiritual Events

Morning Prayer

A quiet, contemplative service - the perfect way to start your day.

Weekdays, 9.00am | Chapel

Eucharist

A simple service of Holy Communion.

Thursdays, 1.15pm to 1.45pm | Chapel

Jummah Prayer

All are welcome to join the Muslim Faith Adviser, Salahuddin Dewan, for prayer and a short sermon.

Fridays, 1.00pm

Al Fihri Prayer Room (QN008)

Social Events

Soup-er Space

A safe, quiet place to grab some free lunch and have a chat.

Tuesdays, 12 noon to 1.00pm | LaunchPad

Mindfulness Wednesdays

A chance to stop, to be present, to reset.

Wednesdays, 1.15pm to 1.45pm

Contemplation Room

English Conversation Group

Improve your English and make some friends.

Wednesdays, 4.00pm | Chapel Kitchen

Knitterati

Amigurumi, crochet, knitting - relax with crafts, cake and a comfy chat. Bring your lunch!

Thursdays, 12.00pm to 2.00pm | Chapel Kitchen

Beer and the Bible

Grab a drink from the bar and join in for a delve into a bit of the Bible.

Thursdays, 5.00pm to 6.00pm | SU Lounge

Mindfulness of Breathing

A guided Buddhist Meditation practice run by Peter Harvey, York St John Buddhist Faith Adviser.

Thursdays, 7.30pm to 9.30pm

Zoom (Online)

Find out more: yorks.ac.uk/chaplaincy



Est.
1841

YORK ST JOHN UNIVERSITY

Campus Map



Key

- Reception
- Fire assembly point
- 24hr security
- Taxi pick-up and drop off point
- Blue badge parking
- Catering outlet
- Vehicle entrance
- Pedestrian entrance
- Entrance to buildings
- We operate a smoke free campus
- Toilets are located in all main buildings

York City Centre
(0.2 miles)
York Railway Station
(0.8 Miles)

- 1 Accommodation Office
- 2 Careers, Placements and Student opportunities
- 3 Finance
- 4 Graduate Centre
- 5 Fountains Learning Centre
- 6 44 Lord Mayor's Walk
- 7 Porters' Lodge
- 8 Registry
- 9 Sports Hall/Sports Performance
- 10 School Admin Team (De Grey)
- 11 School Admin Team (Quad South)
- 12 Student Services
- 13 Temple Units
- 14 Yorkshire Film Archive

Room Key

DG103 - DG 1 03

DG - Building
1 - Floor
03 - Room No.

Main Reception: 01904 624 624
24hr Security:
Emergencies 01904 876 444
Non-emergencies 01904 876 777

Should you hear the fire alarm, please make your way to a fire assembly point on the front lawns.



Where to go for an alcohol-free night out

T-total nights out in York
 Although we don't have any alcohol-free bars yet in York, there are plenty of places you can go if you'd like a night out that doesn't involve drinking alcohol. We've chosen these for their good atmosphere and range of alcohol-free drinks:

1. Micklegate Social

Another relaxed cafe-bar serving excellent hot drinks till 9pm, and soft drinks till later.

Mon-Sun: Varied
Address: 148 Micklegate, YO1 6JX

2. Evil Eye

A lively bar with the best selection of mocktails and milkshakes in town.

Sun - Thu: Varied
Fri-Sat: Varied
Address: 42 Stonegate, YO1 8AS

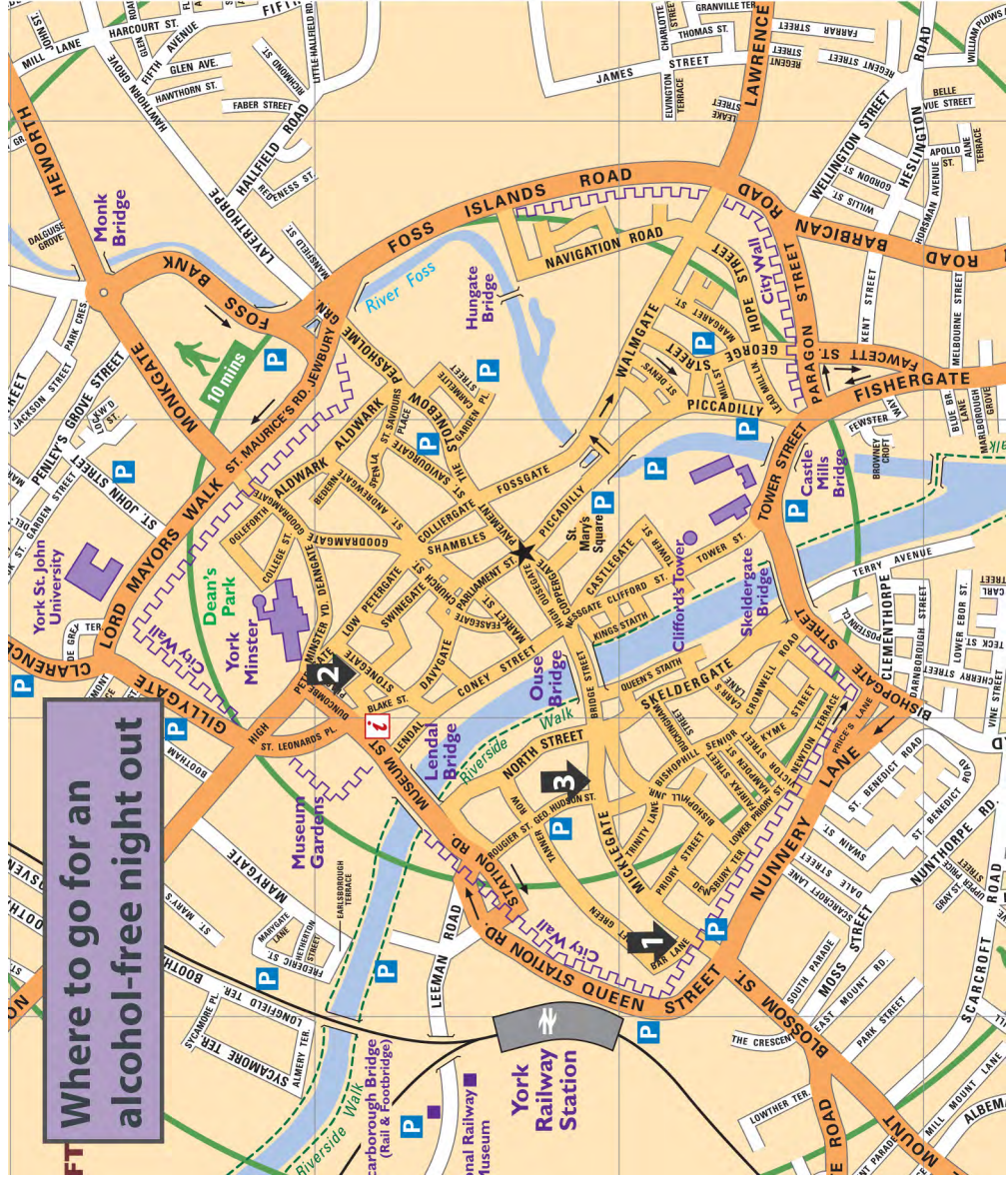
3. FortyFive Vinyl Cafe

A record shop / cafe with free live music nights most weekends. Only open on evenings when they have events on.

Mon-Sun: Varied
Address: 29 Micklegate, YO1 6JH

Any suggestions?

If you have any suggestions for places you'd like to add to this list please email us at iss@yorks.ac.uk.



Food shops in York

Supermarkets and Food Shops in York

1. Sainsbury's

A medium sized supermarket, close to YSI University.
Mon-Sat: 8am-9pm

2. Morrisons

A bigger supermarket, with lower prices than Sainsbury's.
Mon-Sat: 8am-9pm
Sun: 11am-5pm

3. Tesco Express

A small supermarket with longer opening times.
Mon-Sun: 6am-11pm

4. Lidl

Discount supermarket.
Mon-Sun: 10am-10pm Every day

5. Regency Supermarket

A small oriental supermarket.
Mon-Sun: 10.30am-7pm Every day

6. Red Chilli

A bigger oriental supermarket.
Mon-Sun: 9am-9pm Every day



International restaurants

1. Everest Gurkha Nepalese

Tibetan restaurant
Open Tue-Sun: 5pm-10/11pm
Address: 7 Fossgate, YO1 9TA

2. The Monkey & the Dog

Thai restaurant and take away
Open Mon-Sat: 5pm-10pm
Address: 85 Clarence Street, YO31 7EL

3. Happy Valley

Chinese restaurant and take away
Open Wed-Mon: 12midday-10pm
Address: 70 Goodramgate, YO1 7LF

4. Mumbai Lounge

Indian restaurant and take away
Open Mon-Sun: 12-2pm & 5-11.30pm
Address: 47 Fossgate, YO1 9TF

5. The Blue Barbakan

Polish restaurant and cafe.
Open Mon-Sun: varying times
Address: 34 Fossgate, YO1 9TA

6. Ippuku Tea House

Japanese tea house and cafe
Open Mon-Sun: varying times
Address: 15 Blake Street YO1 8OJ

Any suggestions?

If you have any suggestions for places you'd like to add to this list please email us at iss@yorks.ac.uk.



**Internationals
 restaurants**

Est.
1841

**YORK
ST JOHN
UNIVERSITY**

York St John University
Lord Mayor's Walk
York
YO31 7EX
www.yorksja.ac.uk
01904 624 624

This booklet gives information about York St John and is intended only for the general guidance of prospective students.

It does not form part of any contract. Changing circumstances may oblige York St John to add, modify or cancel its programmes or services at any time. Whilst every effort has been made to ensure the accuracy of the information contained in this booklet, the University cannot accept responsibility for errors.

