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YORK
ST JOHN
UNIVERSITY
LONDON



LONDON CAMPUS Student Guidebook

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Welcome to York St John University London

We are thrilled that you have chosen York St John for your university studies. We look forward to making sure you have the best possible experience.

Most of what you need to know about York St John London and the services we offer are included in this guidebook or on our website:

 www.yorks.ac.uk/london-campus

Our aim is to support you while you follow your passions and further your education. While some sections of this guide are specific to international students, we hope that this guidebook will be helpful in answering most of your questions and give you the best start on your York St John journey.

We wish you all the best on your studies and your time here at York St John University London.

Best wishes,
The York St John London Campus Team



Lets get social

-  YSJLondon
-  yorkstjohn
-  yjsu
-  York St John University - London Campus

How we support you

Here at York St John, we offer a wide range of support services to help guide you on your academic and personal journey through our Student Hub.

The Student Hub brings together all our support services so that you have a single place to go to for help. It is dedicated to resolving your queries and issues as quickly as possible.

The Student Hub can assist you:

- online – at studenthub.yorks.j.ac.uk. This is open 24 hours a day, 7 days a week, all year round.
- in person – at the Student Hub desk on Level 3, 9.00am to 5.00pm, Monday, Tuesday, Thursday and Friday. 10.00am to 5.00pm on Wednesday
- by telephone – on 01904 876 500, 10.00am to 4.00pm, Monday, Tuesday, Thursday and Friday. 10.00am to 3.00pm on Wednesday

How to use the online Student Hub portal

You can access the Student Hub online portal on any mobile or computer device. The online portal is your route to access:

- information articles
- submit enquiries
- receive responses from our support teams
- book appointments with our support teams.

Finding help pages on the online portal

The Student Hub online portal gives you access to over 300 help pages covering support topics, searchable by category or keyword.

- Use the search bar to type key words – such as wellbeing, assignment, study skills, library or careers.
- The search will find and give you a list of relevant expert advice written by University services, as well as an artificial intelligence-generated summary of them.
- Prefer to browse? Choose 'Help Pages' from the menu and explore by category to find relevant articles.

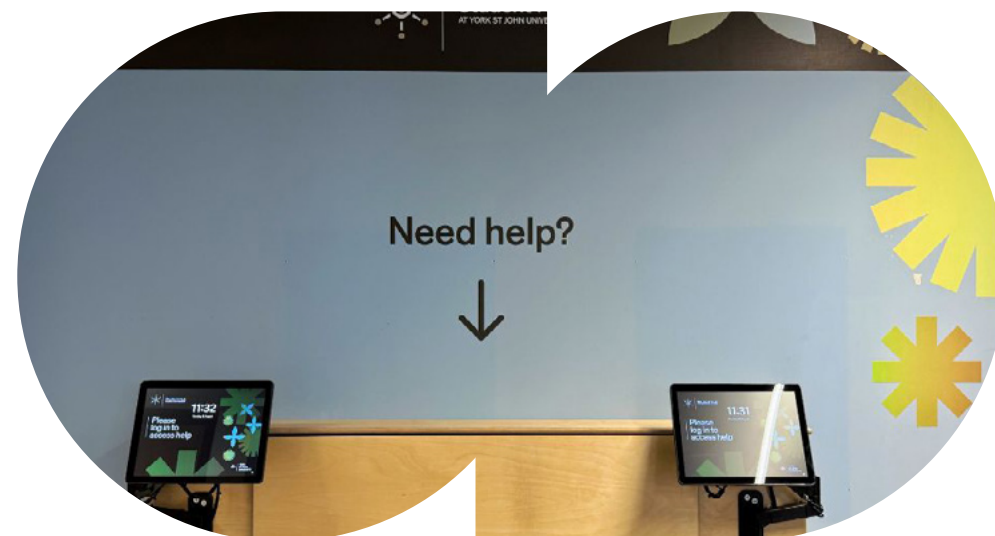
Each page is designed to give you clear, fast answers, plus links to more support if you need it.

Level 3 Student Hub desk

At the Student Hub desk you will also find a dedicated waiting area with a self-service support zone, where you can use the touchscreen tablets to:

- browse online help pages
- book appointments, and
- check the status of your queries.

A one-to-one meeting room is also available for confidential support meetings.



Student Hub
AT YORK ST JOHN UNIVERSITY

Asking for help

You can check your query using the Help Pages or raise a case with the HELP (Here to Empower, Listen and Provide) team. Our HELP team is your friendly first point of contact for any questions or support requests that you have.

- Choose 'Ask for Help' at the bottom of the Student Hub homepage.
- Sign in with your York St John University (YSJ) IT account.
- This will open a new 'case'. A case is a record of each time you ask for help.
- Enter a title for the help you need – for example, 'Visa', 'I have an accommodation query', or 'I need help with my assignment'. The portal will suggest articles that might answer your question.

- Choose the 'Category Search' button to find the topic that best fits your issue – for example, 'Visa support', 'Finance' or 'IT support'. Then choose 'Select'.
- Select a subcategory that is more specific – such as visa extensions, exams, or placement years.
- Type in what you need help with. The more details you give, the better we can support you.
- Choose 'Next' to upload any supporting documentation that might help explain what you need help with - for example, screenshots or documents.
- Submit your request.

You will receive an email confirming that our HELP team has your case.

Booking and viewing an appointment on the online portal

If you need to see someone, booking an appointment through the Student Hub online portal is quick and easy.

- Choose 'Sign In' and log in with your YSJ IT account.
- Head to the 'Appointments' area of the portal.
- Choose 'Book Appointment' and then select the team you need. The Student Hub portal will take you to the relevant appointment booking page.
- Choose the type of appointment that suits your needs - such as online or in person.
- Choose a date and time that works for you.
- Complete the rest of the booking form with your details and choose 'Book'.

You will get a confirmation email right away, so you know that your appointment is booked.

To see your appointments, go to 'My Appointments' in the portal.

You can find further details about the Student Hub on our dedicated page.

yorks.ac.uk/students/student-hub

There are some helpful videos on our YouTube channel www.youtube.com/@InternalcommunicationsforYSJ to assist you. These include:

- [a general overview of the Student Hub](#)
- [how to ask for help on the Student Hub online portal](#)
- [how to book and view appointments online with the Student Hub, and](#)
- [how to use our online Student Hub help pages.](#)



First Few Days in the UK

Administrative Information

The Visa and Compliance team act primarily on behalf of York St John University students in matters relating to their sponsored student visas within the UK.

The length of your visa will be determined by your course dates. For courses that are less than 12 months long, you will get an additional 2 month visa wrap up period after your course end date. This is additional time given so you can prepare for your next steps, such as looking for work. If your course is 12 months or longer, you will receive an additional 4 month visa wrap up period.

Please check your visa length as soon as your application is approved. Immediately contact the Visa and Compliance team through the Student Hub if you believe your visa dates are incorrect.

If you need support, please visit the Student Hub online portal. Or, for more information on what to do during your first few days in the UK, please visit:

yorks.ac.uk/international/international-student-support/first-few-days.





Enrolly CAS Shield:

Once you have obtained your eVisa and opened your UKVI account, make sure you have uploaded the following documents onto your Enrolly CAS Shield account:

- Passport ID page
- E-Visa share code
- UKVI Visa Decision letter
- Entry clearance vignette (if you were issued with one)
- Passport page with entry stamp.

If you did not receive an entry stamp, then please upload your airline ticket and boarding pass.



You must upload all the above documents onto your Enrolly CAS Shield account before your arrival on campus, to have your right to study checks and face-to-face enrolment completed.

You must also complete your online enrolment to get full access to the University's services and your course before you arrive. This includes making all the required payments for your enrolment. The final date for enrolment is Monday 12 October 2026.

Please visit the online Welcome Guide on the YSJ website for more information:

 yorks.ac.uk/international

Enrolment

On your designated enrolment day, you will need to visit the student registration drop in desk on Level 6. Bring along your original passport and Enrolly CAS Shield login details.

The Visa and Compliance team will check that you have met all the right to study checks. The team will also check if you have completed your online enrolment and made all relevant payments to complete your face-to-face enrolment, as well as updated your UK contact information in e:Vision. Only when you have completed all the above steps will your record be set to fully enrolled. This will:

- confirm your contract with the University
- allow you to view your timetable
- allow you to access University facilities
- allow you to collect your student ID card

You will not be able to get your student ID card or other essential letters that you may require from the University until the relevant documents have been received by the Visa and Compliance team, and tuition payment has been made. You can find more information about paying your tuition fee in this guidebook.

Support on how to enrol will be available on campus during Welcome Week. You can find answers to frequently asked questions on our Visa and Immigration Frequently Asked Questions web page:

 yorks.ac.uk/international/international-offer-holders/visas



Our IT systems

Once you have completed registration and enrolment you will have a valid YSJ IT account.

Your username and email address will look like this: firstname.lastname@yorks.ac.uk.

Your username, along with your password, will give you access to important systems:

- Microsoft 365 – you will have free access to Microsoft Office, Outlook, Teams, and OneDrive.
- e:Vision – an online portal that gives you access to information about your courses, student records, and will allow you to generate official documents and manage your personal information.
- Moodle - Moodle is the main YSJ academic system. It holds details of all your modules and is where assignments are submitted.
- MyYSJ app - The MyYSJ app is your home for all things YSJ. Through the app you can view your timetable, register your attendance and receive important updates from the University.



Student Attendance and Engagement

All international, European Union (EU) and European Free Trade Association (EFTA) students should attend all lectures, tutorials, seminars, meetings with tutors, and Support to Study meetings. Failure to do so may have serious consequences for your studies here and your visa.

Please register your attendance via the Register your Attendance tile on the My YSJ app.

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. To apply for an authorised absence of 3 days or less, you can do so through the online absence report form.

tinyurl.com/online-absence-report-form

If you are a Visa holder and need to apply for an authorised absence of more than 3 days you need to apply through this separate online absence request form.

tinyurl.com/YSJ-Absence-Request-Form

All other information regarding student absences can be found on the Student Hub.

studenthub.yorks.ac.uk



Study support and academic integrity

As a student you are bringing a wealth of academic experience and knowledge from your previous studies, whether that's in one country or several. Part of studying in the UK is learning about what practices align with your previous experience and what new expectations exist. We encourage you to use your previous experience for your study at YSJ, while also developing a strong understanding of what academic integrity is within UK Higher Education.

When studying and working at York St John University, we are guided by the values of honesty, trust, fairness, respect and responsibility. Together, we call these values 'Academic Integrity.' It is important that we show a commitment to being honest and open in our work and our approach to our work. This means:

- A commitment to doing your own work
- Crediting others for their contributions when you write about their ideas
- Being transparent in your research and its findings

Norms around academic integrity differs across educational systems. What is allowed and practiced in one educational system may not be permitted in another. Therefore, it is important that you understand what is expected in the UK. You will have opportunities across Welcome Week, the Enhanced Programme, and subject teaching weeks to learn more about this, until then the following information will help you get started.

Citations and Referencing:

- When you read about someone else's work or ideas and include them in your writing you need to give credit to that person. This is called 'citing'.
- You also need to give the full details of the source in your reference list at the end of your work. This is known as referencing.
- If you read about someone else's work and then write about it in your own words, known as paraphrasing, this also needs to be cited and referenced. Those ideas and thoughts belong to another author. You must be clear about who they belong to.

At YSJ University London Campus we use Harvard referencing style. Harvard referencing can vary between publishers, journals, and source types. The version we use is Cite Them Right Harvard, 13th edition. It's important to use this version consistently across your work and assessments.

For more detailed information on Harvard referencing, you can:

1. Read the [referencing skills guides](#)
2. Read information found in Academic Integrity Module AY26/27 on Moodle
3. Book an [in-person 1:1 referencing tutorial](#) or an [online 1:1 referencing tutorial](#) with the London Academic Liaison Librarian
4. Search the '[Cite them right](#)' webpage
5. Search for relevant information on your YSJ Moodle module pages

Generative AI ('GenAI') Use:

'Generative AI' (GenAI) is a type of artificial intelligence (AI) technology that can produce various types of content, including text, imagery, audio and synthetic data in response to prompts (Lawton, 2025).

YSJ University has [Guiding Principles on the Use of GenAI](#). This means that there are rules that guide you how to use it appropriately. It's important that you read the principles, understand them and know how GenAI can be used during your studies. The appropriate use of Gen AI varies across programmes, modules and assessments. However, it is critical to understand that while GenAI can support you with your work, you cannot use to replace your thinking or produce written text.

During the Enhanced Programme you will attend a masterclass called 'Academic Integrity meets Generative AI: Your essential guide'. This masterclass will provide you with more detailed guidance. For further information you can:

[Read the YSJ Guiding Principles of the Use of GenAI](#)

- Read the assessment guidelines provided by your lecturers (accessed on Moodle)
- Read information in the Academic Integrity Module AY26/27 on Moodle
- Book a [1:1 Digital Skills Tutorial](#) with the London Digital Training Tutor
- Book a [1:1 Academic Writing Tutorial](#) on Academic Integrity with a member of the Learning and Wellness team



Common mistakes:

- **Plagiarism:** This means using someone else's work or words without acknowledging that it is not your idea. Even if you change the words, the thoughts and ideas still belong to another person so you must give credit to them through citing and referencing.
- **Self-plagiarism:** This means plagiarising yourself. For example, if you write something in one assessment, and then resubmit same thing in another assessment you self-plagiarise.
- **Collusion:** Some assessments during your study will be group work, such as presentations. For these assessments you will work with others as a team. For individual assessments you must work by yourself and produce your own work. You cannot work with others, exchange ideas, and produce work that has been formed collaboratively for an individual assessment.
- **Using an essay writing service:** This means paying someone else to complete your assessment and then submitting it as your own work. This is not only unethical, but also a criminal offence within the UK.

How to avoid the common challenges:

- **Paraphrase well:**
For your assessments you will need to read widely, critically engage with other people's ideas, form and express your own ideas, often in writing. When you write about other people's ideas it's best to write these in your own words rather than copying text word for word – this is called paraphrasing. Even when you paraphrase, you still need to cite and reference the original source as the ideas belong to someone else.
- **Cite and reference correctly:**
You may already be familiar with citing and referencing i.e. giving credit to others within your work for their ideas. Understanding Harvard Style referencing (Cite Them Right, 13th edition) and how to use it consistently across your assessments is essential. Citing and referencing correctly will ensure you don't accidentally commit academic misconduct. If you feel unsure about this, you can book a 1:1 Library Tutorial to understand referencing in more detail.
- **Study independently for individual assessments:**
Engaging with your seminar activities is the best way to help you prepare for individual assessments. In seminars, your tutor will give you individual or group tasks to complete. You can exchange ideas with your peers and engage in facilitated conversations. You'll then work independently to produce your individual assessment by drawing on these previous tasks and conversations

• Understand how to use Turnitin:

Turnitin is the system used at YSJ to submit assignments and check the similarity of your work against published sources and previous submissions. You can access the Turnitin submission links through the Academic Integrity module on Moodle.

After submitting, you will receive a Similarity Report highlights text that matches other sources and shows where those matches originate. Students can use this feedback to improve their paraphrasing, add missing citations, and ensure their work follows good academic practice before the final submission.

Remember, the Similarity Report is a learning tool to help you improve your academic writing and referencing—it does not automatically determine plagiarism.

[Check your own work in Turnitin before submission](#)

Implications of not adhering to YSJ guidelines and policy:

Not adhering to principles of being honest and fair in our work is called 'Academic Misconduct' or 'Research Misconduct', and our university approach to this is explained in 2 places depending on your degree programme.

- Top-Up Degree students (Global Business Management, Business and Computing, and Computing In Industry) Section 27: [Academic Misconduct Policy 2026-27](#)
- Postgraduate students (MBA, International Project Management, Digital Marketing, Public Health, Global Healthcare Management, Computer Science, Data Science and Hospitality Management and Tourism: ([Section 27: Academic Misconduct Policy 2026-27](#) of the Code of Practice for Assessment for Taught Programmes.
- Postgraduate Research Students (Master of Research): Research Misconduct policy as part of the Regulations for Research Degree Awards



Further Support and Guidance:

- **Welcome Week:** Explore the 'Getting Started Hub' on Level 3. This level has a space dedicated to understanding what academic integrity is and how to avoid misconduct. Come along, take part in the games independently and learn something new that will support your studies.
- **Enhanced Programme Masterclasses** – Various masterclasses will give further information on academic integrity. Look out for 'Academic Integrity meets Generative AI: Your essential guide' on your timetable.
- **1:1 Tutorials:** You can book various 1:1 tutorials for free with the Learning and Wellness team and Library and Learning services.
- **Academic Integrity Module:** Access the module on Moodle and work through the information independently. Got further questions? Book a 1:1 tutorial, speak to your Academic Tutor or class lecturer.

Make sure you engage with the activities during Welcome Week and attend all the compulsory Enhanced Programme masterclasses. The Enhanced Programme contains essential information and helps you to develop necessary skills for your study. Therefore, attendance is mandatory and will be monitored in line with UKVI guidelines.

Some students may experience delays due to Home Office processes which impacts their ability to attend the Enhanced Programme. If this happens, go on to Moodle and click the module E.P London Enhanced Programme. Here, you will find all the PowerPoint slides from the masterclasses. These will remain available throughout the course of your study.

In addition to the Enhanced Programme students are also supported through additional embedded academic skills sessions delivered across the semester, alongside online resources. You can also check out the Academic Integrity module on Moodle.

Your module lecturers will also talk to you about academic integrity during your lectures and seminars. If you remain uncertain about any aspects of academic integrity it's important that you are pro-active and seek guidance early. Make sure you are clear about academic integrity before you submit assessments.



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. Travel is only permitted outside of term time. You should limit any travel to official University holiday periods such as winter and spring vacation. You can find more information on student visa conditions on the Student Hub and academic dates on the York St John website.

studenthub.yorksj.ac.uk

yorksj.ac.uk/academic-dates

If you wish to travel to your home country during term time due to exceptional circumstances, please ensure you get authorisation and a travel letter from the Visa and Compliance team. You will need to make your request by completing the Absence Request Form:

tinyurl.com/Absence-Request-Form-2026

Travel to an EU/Schengen nation may require an extra visa. You can find more information on traveling outside of the UK at the Student Hub.

studenthub.yorksj.ac.uk



Requesting your No Objection Certificate (NOC)

If you are planning to travel to Europe (Schengen Zone) during vacation periods you may need a No Objection Certificate (NOC). This document proves you are committed to your studies, and you plan to return to your home country after university.

Please complete the Absence Request Form and include the following information, with evidence attached:

1. Exact dates of travel
2. Country or countries to be visited clearly outlined
3. The address of the consulate/embassy where your appointment will occur.

The request should be submitted at least 2 weeks before travel and you must allow 5 working days for these letters to be produced. **Please do not book an appointment at a consulate/embassy until you have received your letter.**

Family life: Maternity or paternity leave and dependents

Maternity and Paternity leave

Maternity leave under the UKVI rules and regulations means that we may be able to authorise a short term of leave of absence (not exceeding 60 days) under exceptional circumstances. It will be at the University's discretion to determine the length of leave that can be granted, based on your supporting evidence.

However, where such leave is granted, you will be required to complete your studies within the validity of your current visa. We are unable to support you with a visa extension should you fail to complete your studies within the validity of your current visa.

It is important that you contact the Visa and Compliance team to discuss maternity requirements, as well as applying for maternity leave, by completing an Absence

Request Form and uploading your MATB1 form or Maternity Certificate A MATB1 form is a government form, that can be requested through a midwife or doctor, and is evidence of your pregnancy and due date.

Paternity leave is usually granted for a period up to of 2 weeks in line with the UK statutory paternity leave. You can apply for this by completing the Absence Request Form with your partner's MATB1 Form or Maternity Certificate.

<https://www.gov.uk/government/publications/maternity-certificate-mat-b1-guidance-for-health-professionals/maternity-certificate-form-mat-b1-guidance-on-completion>



Accommodation

You must have accommodation ready before you arrive in the UK. Arriving without accommodation in place can seriously impact your start to university life, as well as your enrolment if you cannot provide a UK address.

You may want to use a student accommodation provider such as Chapter London Canto Court or IQ. Prices with these accommodations include bills and services.

chapter-living.com/properties/old-street

<https://cantocourt.com>

www.iqstudentaccommodation.com

Or you may want to research private accommodation. It can be the cheapest option, although costs can vary depending on location and accommodation type.

We recommend taking into consideration your commute to campus.

When researching accommodation always consider the cost of bills and commuting as this can raise the prices significantly. Read your contracts carefully as your contract is a legally binding document.



Subtenancy

You may choose to rent a room in a professional or family household via websites such as SpareRoom.

www.spareroom.co.uk

Please be aware that renting a single room is not suitable for families. However, there is a possibility that some landlords will rent out a room to couples, please check beforehand.

If you would prefer not to stay in shared accommodation, then you may consider booking a self-contained apartment or studio apartment. This will be more expensive, and availability may be limited during peak tourist season. Look at websites such as Airbnb and HolidayLettings.

www.airbnb.co.uk

www.holidaylettings.co.uk

If you need somewhere to stay for a short period of time whilst you find somewhere to stay for the duration of your studies, local/private accommodation or chain hotels such as Travelodge, Premier Inn and AccorHotels are also available in most major cities.

If you have a limited budget, then you may want to consider hostel accommodation for a temporary stay.



Finding a rental property

Most properties are advertised approximately 1 month before they become available. Regularly check websites such as, Rightmove and Zoopla. These websites allow you to browse properties from different letting agencies.

🌐 www.rightmove.co.uk

🌐 www.zoopla.co.uk

As soon as you find a property that you like, contact the agent to arrange a viewing. Viewings can be in-person or online; any reputable or trusted Landlord should provide viewing options that are accessible to you.

The rental market tends to move quickly, so it is not unusual for viewings to be cancelled. Plan to view several properties so you have plenty of options if a property is removed.



Securing a rental property

To move into a rental property, you may need to pay a few costs upfront, so make sure you budget appropriately.

To secure most rentals you can expect to pay:

- a holding fee - This will take the property off the market while the agency completes their checks.
- referencing/agency fees - This will cover the administration costs associated with reference checks, credit checks and the cost of drawing up a contract.
- tenancy deposit - This is usually 1 and a half times the monthly rent.
- This will be held in a secure deposit scheme until the end of your tenancy.
- the first month's rent.

The letting agent will be able to give you a clear breakdown of these costs before you begin the process. Ask them if there are any other fees that you should be aware of.

As a York St John London student you can benefit from the University's partnership with Housing Hand a rent guarantor service. A guarantor is a person or service who agrees to pay your rent if you don't pay it.

🌐 <https://housinghand.com/>

More rights for renters

In May of 2026, the UK government made significant changes to renters' rights under the [Renters' Rights Act 2025](#) that include changes for international students; these include:

- The cap on advance rent - Landlords and estate agents are now prohibited from requesting more than one month's rent in advance. While security deposit remains legally capped at five weeks' rent and must be placed in a government-backed protection scheme within 30 days.
- The end of fixed term contracts - under the new law it means almost all private rentals are now Assured Periodic Tenancies. That means tenants are no longer "locked in" for 12 months. Your tenancy rolls from month to month from day one.
- The end of "no-fault" evictions - it is illegal for Landlords to evict tenants for no reason. Landlords must now give a legal reason to end your tenancy such as selling the property.

- Awaab's Law- Landlords are now legally required to investigate and fix hazards like damp and mold within strict timeframes.
- Bidding wars- It is now illegal for landlords or agents to invite or accept offers above the advertised rental price.

The UK Government ensures that students, including international students, are protected when renting private property.

In Houses in Multiple Occupation (HMOs)—typically properties with more than 3 unrelated students- the landlord must give four months' notice to the tenants, and the move-out date must fall between **1 June** and **30 September**. This means landlords of student HMOs can still require you to leave at the end of the academic year so they can rent out the property to a new group of students.





Council Tax

Council Tax is a local government tax to pay for local amenities. Full-time students, registered for more than 6 months, are not charged Council Tax.

A student sharing a privately owned property with other full-time students (aged over 18) will not have to pay Council Tax. If you receive a Council Tax bill, please refer to the Student Hub for advice.

If you are sharing with someone over 18 who is not a student, then Council Tax must be paid. However, in this case, it may be possible to claim a discount. Please check with your local Council, dependent on where you live.

If you move accommodation, you will need to reapply for a Council Tax exemption at your new address.

Insuring your belongings

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

If you are watching or recording any live television programmes, including international channels, you need to be covered by a TV licence. This includes watching TV channels live on any TV service or streaming service on any devices, including televisions, laptops, PCs and games consoles.

You often do not need a TV licence if you only watch TV programmes online, using streaming services like Netflix. However, if you are viewing 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 £170 a year or can be paid in monthly instalments.

If you do not have a TV licence, visiting officers from TV Licencing can be authorised to visit your property to enforce TV licence regulations. If they find you have been watching TV channels on any TV service, watching live TV on any streaming service, or using BBC iPlayer, without being covered by a licence, you could face prosecution or a fine.

Adapting to life in the UK

Life in the UK could 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.

You may feel some cultural shock when you live and study at York St John University. It might take some time, but hopefully you will soon adjust and feel comfortable in the UK. 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. Be conscious of different ways of addressing someone, looking someone in the eye when you speak, or expectations around offers of hospitality. It is important to be courteous to whoever you are talking to, no matter who they are or what their job is. Do not worry about getting these things wrong at first - it is all part of adjusting to a new culture.

Queuing (waiting in line)

In the UK, it is considered polite to queue and to wait your turn in a line anywhere that you receive a service. This includes the Level 3 Student Hub desk on the London campus.

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 other students too.



Cultural and gender equality

You may experience cultural differences from those you are used to. These could be displays of affection in public, how people dress, degrees of openness around sexual orientation or how men and women relate to each other. At York St John, we value diversity and continuously strive to enrich our community by tackling inequality, promoting fairness and challenging prejudice.

Smoking and vaping

Smoking is not allowed in public buildings. This includes restaurants, bars, pubs, and on public transport. York St John University is a smokefree university, and you are not allowed to smoke or vape anywhere on the London campus. There are dedicated smoking areas outside the boundaries of the Export building.



Time keeping

It is important to be punctual in the UK. Please be on time for all your lectures, seminars, internships and workshops. Lectures and seminars will start at the scheduled time. A 30 minute grace period applies to all seminars, with a late mark applied at 15 minutes. Students arriving to a seminar after 30 minutes will be marked as absent. For lectures, your attendance will not be recorded if you are late by more than 15 minutes.

Punctuality is also important for appointments. If you know that you will be late, or if you will not be attending (for example – an appointment or a social gathering), it is important that you call or email beforehand to let the organiser 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 (UKCISA) web pages:

 www.UKCISA.org.uk

Health in the UK

Healthcare in the UK is provided by the National Health Service (NHS). If you feel unwell, a General Practice (GP) surgery will usually be your first point of contact. Usually, your GP will be determined by your address, so you will need to register with one in your local area. For more information and how to register, visit:

 www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

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 do not feel well, you will need to book an appointment. To book an appointment, you can call your GP, book online 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 women and newborn babies).

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 will give you a prescription for your diagnosis, which you may need to pay for when collecting from a pharmacy.



If the GP surgery is closed and you are unwell, you can telephone NHS Direct on 111. They will be able to give you advice and tell you whether you need to visit a hospital.

However, please refrain from visiting the Accident & Emergency (A&E) unless you have serious injuries or are facing a life-threatening emergency (such as a heart attack, stroke or severe accident). In the case of a life-threatening emergency please call 999 or visit the A&E department. If you do not need to be seen in A&E, but still consider yourself to be seriously unwell, you can visit an Urgent Care Centre at a local hospital.

Please note that hospitals often have a very long waiting time and work in order of medical priority, not on your arrival time.



NHS eligibility

Any resident in the UK is eligible for free NHS General Practice (GP) healthcare and Accident & Emergency healthcare.

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. For information and advice visit the UKCISA website:

 www.ukcisa.org.uk

If you are not eligible for all free NHS treatment, you will still have free emergency hospital treatment. Only the treatment given in an NHS Accident & Emergency department is free of charge, once you are admitted onto a hospital 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 can be very expensive.



Dental Care

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 on the NHS services website:

 www.nhs.uk/nhs-services/dentists/who-can-get-free-nhs-dental-treatment

Eye Care

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



Keeping yourself safe from financial harm

While the UK can be relatively safe, in the last few years there has been an increase in financial crimes and financial harm. Financial harm can have a serious impact on a person and can cause mental and physical stress.

Never give out personal details or information, especially your bank passwords or PIN number. 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 organisation that issued them.

International students can be more susceptible to financial harm, such as theft, fraud, pressure to provide for others and pressure to hand over property or money.

Examples of financial harm may include:

Cuckooing

Where people take advantage of a perceived vulnerable person by taking over their house and abusing their hospitality. What could start as a 'party' or 'coming over to hang out' can result in a group of people taking up residence and using intimidating behaviour and threatening the adult to hand over their money and/or property.

People misusing formal powers (such as agents and lawyers)

Trusted advisers who appear professional and reputable put excessive pressure on you to agree to their payment proposal, for example, sending you lots of messages or saying a discount is only available for a limited amount of time.

Fraudulent calls (scams).

- The caller may appear genuine and convincing because they have limited information about you (for example, your passport number, your telephone number and name).
- The caller may give you their name and telephone number to try to convince you they are genuine.
 - They may say that there is a serious problem with your immigration status, and that you need to pay a fine, send a payment or give them some personal information.

- The payment is demanded as soon as possible, supposedly to prevent further action or investigation by the UK Home Office.
- The caller will speak in dramatic terms, perhaps talking about deportation or cancelling your visa. This is a common fraudster's technique, to make you panic and become pressurised into paying the fake fine.

Tuition fee fraud

Scammers may pose as the University, telling students that there is an overdue payment that needs to be paid immediately. You may be approached in person, via social media or your email.

Fraudsters have been known to:

- ask you or a family member to meet them in person to pay large sums of cash for their services
- recruit a student to advertise their services to you
- contact you on social media platforms or messaging apps, such as, Facebook, Instagram, WeChat, WhatsApp

Your tuition fees should always be paid directly to the University by yourself or a family member, using a University-approved payment method. Visit our how to pay web page for more information on how to make payments directly to the University.

Money Mules

Money muling is a form of money laundering, where people let someone else use their bank account to transfer money. Money Mules are recruited by criminals to transfer illegally obtained money between bank accounts, often for a payment. Criminals often target students through social media or chatrooms like Discord, or with the promise of "easy money". This is a serious crime that could land you in prison for up to 14 years.

Recruitment scams

Scammers are impersonating genuine recruitment companies and advertising fake jobs to try to steal personal information. Recruitment scams typically involve criminals luring victims with the promise of extra work or income, before getting them to reveal sensitive personal information such as passport information and credit card details. These scammers can target victims through reputable job sites like Indeed or Reed and social media.

Rental fraud

Rental fraud happens when prospective tenants are tricked into paying an upfront fee to rent a property when the property does not exist or has already been rented out. The victim loses the upfront fee they have paid and is not able to rent the property. Rental fraudsters often target students looking for university accommodation. The property might be advertised through major rental websites such as Zoopla and OpenRent.

Phishing

Phishing is when fake emails, text messages and direct messages (DMs) ask you to click on a link to verify updates. Scammers will send you a link posing as either an official company or person with information you may recognise, such as a delivery you are waiting for or an exclusive offer you were looking up. Cybercriminals often send fake messages that appear genuine to steal information, trick you into clicking malicious links or downloading harmful files.

Fake refunds or unexpected prizes

You may receive a communication, usually via text or email, claiming to be from a large organisation such as Amazon, HMRC or the Royal Mail, saying you are due a refund or tax return and asks for your bank information. They may also claim that you have won a prize or competition, but the only way to release the cash or receive the prize is to provide your bank information or to click an external link. This is wrong, and the message should be reported and deleted immediately.

Falling for a scam can happen to anyone and is nothing to be ashamed of. Do not worry, there are plenty of ways to stay safe while studying.

How can I protect myself?

- Be suspicious of job adverts that offer the chance to earn quick and easy money. Stick to reputable job sites and seek advice from our Careers team. Remember that if something looks too good to be true, then it probably is.
- Don't sign up for any opportunity without undertaking some proper research. For example, research any prospective employer or opportunity: do they have an online presence? Are the contact details legitimate?
- Don't engage with any online posts offering large sums of money.
- Don't accept message requests from people you don't know, and if you receive a message with a link to click from a friend, speak to them in person before you respond.
- Don't share bank and personal details with anyone that you don't know or trust – even among friends or family. If someone asks to 'borrow' your bank account, say no.

- Avoid bank transfer payments; use credit or debit cards for better protection, because if you are scammed you could be eligible to get your money back.
- View and review properties, goods and services that require you to part with large amounts of cash. Make sure you read verified reviews before making any purchase and do your due diligence on a company by researching them and checking they are legitimate.

If YSJ contacts you about overdue payments, here are some tips to help you know that the email is legitimate:

- Signpost to support – in all our communications we will tell you to reach out to the Student Hub if you need help. We will put the phone number (01904 876500) or tell you to visit us in person at the Student Hub desk.
- We tell you who we are – in our emails we will provide our VAT Registration number (171 8938 30) and our Company number (449 8683) so you know it is us.

If you believe fraud has been committed, report it to the police immediately and report it to Report Fraud for advice and support.

 www.reportfraud.police.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'. This 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'. This can be free or have a monthly fee, and provides extra services (debit card, online banking, ability to withdraw money at any ATM).

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. Some of the major UK banks include:

- Barclays
- Halifax
- HSBC
- Lloyds
- NatWest
- RBS
- Santander

Once you have decided on the account you want to open, the bank or building society will ask you to fill in a simple application form.

This can be done either in person or online. If you are opening an account with another person or people, then each of you will need to complete an application form. You should refer to the bank's instructions for opening a joint account.

Although each bank asks for different documents, most UK banks will ask to see proof of identity such as, passport, national identity card, and driving licence, as well as proof of address. This may be utility bills or a Council Tax bill.

There are other online-only banks such as Monzo, Revolut or Starling but these do not offer dedicated student accounts. You can find out more by researching them online.

For general information about banking in the UK, visit the UKCISA website:

 www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account

To prove that you are a student, you will need to provide them with a bank letter. You can request this on e:Vision from the University website by:

- Logging on to:
 <https://evision.yorksj.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?

Most international students need to pay a deposit. The amount is 50% of the first year's tuition fees (or 50% of full fees for a 2 year master's course). Your deposit amount will be shown on your offer email.

You need to pay the deposit before your Confirmation of Acceptance for Studies (CAS) can be given for your visa application.

After you have paid your 50% deposit, you can usually pay the remaining fees in 3 instalments. Your instalment plan must be set up before your course start date, so you can fully enrol.

If you are a home student you will still need to pay your remaining tuition fee balance prior to being able to fully enrol on your course.

An invoice will be sent to you with the deadline of when you will need to pay your tuition.



Whether you are an international or a home student (not paying through Student Finance England), you can make your payment to the University through:

- your e:Vision account
- the University online payment system, or
- the international payment platform Flywire.

Before your enrolment, you can pay through Flywire, which accepts international currencies. Flywire is a payment portal that can be accessed internationally. This way you can pay your tuition fees, including your 50% deposit from anywhere in the world.

After enrolment you may choose to pay through e:Vision. Any invoices raised to your student record will be visible on your e:Vision account. The system accepts Visa, Mastercard and Maestro.

You are personally responsible for the fees, even if payment will be made by someone else such as Student Finance England (SFE), a relative or a sponsor. If there are concerns relating to a payment made by someone else, additional information may be requested as per the details in the anti-fraud policy:

 yorksj.ac.uk/media/content-assets/finance/documents/Anti-Fraud-Policy.pdf

If you would like to pay through the University's specified online system, you can do so through the website at

 yorksj.ac.uk/staff/finance/online-payment-system

To log on to this payment system, you will need to enter your student ID number and date of birth.

When do I need to pay my fees?

After paying the minimum of 50%, the remaining fees must be paid over 3 instalments:

- September Starter: the first payment is due in December. The second payment is due in February, and the third in May.
- January Starter: the first payment is due in April. The second payment is due in June, and the third in August.

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 contact the Student Hub. The HELP team will respond as soon as possible.

Managing your money

Learning to manage your money is a key part of being a student. You can learn all the foundational skills you need to manage your money on Blackbullion.

Blackbullion is an online learning platform that gives helpful tips and advice on how to manage your money through workshops and videos. YSJ provides you with free access to this service – all you need to do is set up an account on:

 www.Blackbullion.com

Student Discount Card

You are also entitled to a student discount card, called the TOTUM card. This offers discounts all around the UK. TOTUM is recommended by the National Union of Students. Find out more on the TOTUM website:

 www.totum.com

There are similar options available, such as UniDays or Student Beans, that offer student discounts on several goods and services.



Transport in the UK

Airports

There are over 40 airports in the UK that operate domestic and international flights. There are 6 major international airports in London. These are:

- London Heathrow Airport (LHR)
- London Gatwick Airport (LGW)
- London Stansted Airport (STN)
- London Luton Airport (LTN)
- London Southend Airport (SEN)
- London City Airport (LCY).

For more information on UK airports and their accessibility please visit:

www.tinyurl.com/UK-Airports-Map

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 for example, driving on the left side of the road. 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.

For more information on driving in the UK please read The Highway Code. This is available on the government website:

www.gov.uk/guidance/the-highway-code



Cycling

Cycling around the city is a fun and healthy way to reduce your carbon footprint. Many people choose to either buy a bicycle or rent an electric bike (e-bike). E-bikes are a popular choice within London. There are many options and places to rent an electric bike in London. Santander Cycles and Lime bikes are bike-sharing schemes where you can pick up, and drop off, a bike on the street through their apps.

When riding 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 a cycle path/lane. For all the rules on cycling in the UK, read the Highway code rules for cyclists

www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82

Coaches

Coach travel can be an easy affordable mode of transport between cities and even countries. Most coach fares are considerably cheaper than train fares. However, be aware that there are fewer coach journeys than there are train journeys, and they have longer journey times.

Trains

All major UK cities are accessible by train and frequent services operate to other city centres, such as Liverpool, Manchester, Leeds and York. You can plan your journey on websites such as Trainline or National Rail.

www.thetrainline.com
www.nationalrail.co.uk

You can also save money on travel by purchasing a Railcard or buying your ticket in advance of your travel.

Be aware that different railway companies have different rules regarding their tickets and how to travel. If these rules are not obeyed, you may get a fine.

National train timetables are available online at:

www.nationalrail.co.uk

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

www.lner.co.uk
www.trainline.com
www.nationalrail.co.uk

You can get a Young Person's Railcard:

- if you are aged between 16 and 25, or
- if you are a mature student over the age of 26 and in full-time education.

If you are aged over 26, you will need to have the application form signed and stamped by a member of staff. You can do this at the Student Hub desk on Level 3. This card saves you up to a third on most rail fares throughout the UK. You can buy a railcard at a train station or online for £30, which is valid for 1 year. For more information visit:

www.railcard.co.uk

The Underground

You may hear the London metro system referred to as the Tube or the Underground. The Tube covers most areas of Greater London and is one of the main ways that Londoners travel. To find more information about the Tube, visit the Transport for London website:

<https://tfl.gov.uk>

Transport for London

Transport for London (TFL) is the integrated transport authority responsible for managing all London buses, trams, trains and underground trains, also known as the Tube. When travelling on all TFL transport and services you must 'tap in and out'. This means that you pay through:

- a contactless credit card or debit card, or
- an Oyster Card

by tapping them on the yellow circle card readers that can be found on buses, and at train and Tube stations.

You can add top-up money onto your Oyster Card at a Tube or train station through the travel card machines.

If you are planning to live and travel within London, we recommend that you apply for an 18+ Student Oyster Card. This will allow you to save 30% each time you travel with TFL, which also includes London buses. You can learn more and apply for an 18+ Student Oyster Card on the TFL website:

<https://tfl.gov.uk/fares/free-and-discounted-travel/18-plus-student-oyster-photocard>

Remember to use your student email address when registering for an Oyster account. The University can verify your student status so that you can receive your Oyster Card in the post.

Working while studying

Working entitlements

Most international student visa holders can work up to a maximum of 20 hours per week during term time. During vacation periods, when there are no timetabled sessions, you can work full time. You can check when your vacation periods are on the Student Hub online portal:

<https://studenthub.yorks.ac.uk/helppages/article/KA-01277/en-us>

All employed people who earn over a certain amount of income per week must pay National Insurance (NI) contributions. If you get a job in the UK, you will need to apply for an NI 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 NI numbers, income thresholds and how to obtain on the GOV.UK website:

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

If you work while studying, you may be required to pay Income Tax. The amount you must pay is decided by a range of factors, including the amount you earn. Check how much you will need to pay on the GOV.UK website:

www.gov.uk/student-jobs-paying-tax



In the UK we also have a fair way of paying people for their work. This is called the National Minimum Wage (NMW). The NMW is an hourly rate of pay that employers must pay to their employees. The rates vary depending on your age and are often updated. You can find the most up to date figure on the GOV.UK 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,
- 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 on 0300 123 1100 or complete the Online Complaint Form:

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

Our
career
support
is for life



Students' Union

The Student's Union (SU) is an organisation made up of elected students to help the student community. From support to societies, the Students' Union (SU) covers many aspects of student life. The SU run campaigns, charity days and events. Our dedicated London SU officers will help you get involved during your time at YSJ. Find out more by visiting the SU website:

 <https://ysjsu.com/about-us>



Prayer space and spiritual care

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

The London campus has a part-time Chaplain and Hindu Faith Adviser. They provide spaces and opportunities for:

- reflection
- listening
- confidential support
- prayer
- worship
- meditation
- socialising, and
- spiritual exploration.

Our London Faith Advisers are Calebmark Onyemaobi (Assistant Chaplain - London Campus) c.onyemaobi@yorks.ac.uk and Kalā-Nidhi Dasā (Hindu Faith Advisor - London) k.nidhidasa@yorks.ac.uk.

Multi-faith rooms can be found:

- In LX-633 on Level 6
- The basement floor of the Export building

For more information, or to make an appointment with any of our Faith Advisers, please visit the Student Hub.



Personal safety

London is a great place to live and study. However, as with any major city, you still need to take sensible precautions and be aware of your safety.

Protecting yourself against fraud

- Do not leave your personal items unattended in public areas, including on campus.
- Always close and lock your windows and doors when you are out, even if it is only for a short time.
- Make sure that 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.

Hate Crime Awareness

At York St John, sexual violence, partner violence, and hate crime, including harassment such as racism and sexual harassment, will never be tolerated.

While London is a wonderful place to live, sometimes people experience negative attitudes. In rare cases, students 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, gender 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 belongs to the group to which the hostility is targeted. 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 to the police.

How do I report it?

You can dial 999 for emergencies, or 101 for the non-emergency police line.

If you experience hate or harassment on campus, please use our Report and Support platform:

 reportandsupport.yorks.ac.uk

You can report something either anonymously or with contact details so you will get a response. Reports can be about an individual or a group of people. A York St John Welfare Adviser can contact you to talk through your options.

Student counselling

As a York St John student you have free access to Spectrum.Life. Spectrum.Life is a free student assistant and wellbeing platform, which offers counselling to all students. Spectrum.Life also offers counselling in many different languages so students can access counselling support in their home languages.

 <https://yorks.ac.uk/spectrumlife/login>

As well as offering a free, confidential counselling and wellbeing support service to all students 24/7, 365 days a year, Spectrum.Life also run short, online courses for managing stress and anxiety:

- Managing anxiety and stress
- Understanding stress
- Dealing with anxiety
- Stress Less!

Their Be Calm video offers a range of self-guided meditation and tips on how to improve your sleep and reduce your anxiety.

 <https://vimeo.com/768094242/0af2a74f41>

Visit the Student Hub information article to find out more about the service.

 <https://studenthub.yorks.ac.uk/helppages/article/KA-01294/en-us>



Staying safe at York St John

We would ask that you take a few moments to familiarise yourself with the health and safety information provided for your safety. The London Campus Management and Student Hub team will be able to answer any queries that you may have regarding your visit to the Campus.

Health and Safety Information

Please come to Reception to report an emergency such as:

- Fire (activate the fire alarm first);
- Injury or ill health requiring first aid;
- Any dangerous situation.

The London Campus Management and Student Hub team will provide the first response, including First Aid, and will summon the emergency services if required. AED is situated at the reception on the ground floor.

Fire Safety

Fire action notices are displayed (see picture left). They remind you what to do if you discover a fire or hear the fire alarm. They are located close to all fire alarm call points and building exits.

Please familiarise yourself with the means of escape that are available. They are indicated by the green running man signage. When the alarm activates continuously, please leave immediately.

Please note: The fire alarm system is tested every THURSDAY morning between 8.15 am to 8.45 am.



If you discover a fire:

- Sound the alarm using a red call point
- If you think it is safe:
 - Close all doors and windows
 - GET OUT. Do not attempt to fight the fire
 - Inform the London Campus Management and Student Hub team of your actions
 - Wait at the assembly point for further instructions or directions

Assembly Point is at rear of the Export Building, in the open area through the arch next to the DLR station (near Gelato Casa).

If you require assistance to exit the building in the event of an emergency, please speak to The London Campus Management and Student Hub team who will provide you with the Assisted Evacuation Procedures and highlight your nearest refuge.

Accident, Incident and Near-Miss Reporting

Please report all Accidents, Incidents and Near misses that occur whilst you are on Campus. These must be reported via the London Campus Management/Student Hub Team, who will submit the details via the accident reporting system.

Electrical Safety

You must ensure that all electrical equipment you introduce into the area is in good condition and subject to you carrying out visual checks to identify any visible signs of defects, damage or deterioration. Extension leads must not be overloaded or connected to another extension lead. Do not use block adaptors or reel extension leads.

Ensure you switch off non -essential electrical equipment when you have finished and report any defects to the London Campus Management/ Student Hub Team.

Please note the building is smoke free, this includes e-cigarettes. Smoking areas can be found outside the building.



Fire Safety Plan

In case of an emergency, what should you do?

If there is an emergency, an alarm will ring loudly throughout the building. Once you hear the emergency alarm, please follow these steps to evacuate safely:

- **Leave your belongings behind.**
Collecting personal items will delay your exit and put both your life and the fire marshals' lives at risk.
- **Follow the fire marshals/wardens' instructions**
They will be wearing high-visibility jackets with the University's name. Fire marshals are trained to keep you safe by directing you to the points of exit
- **Follow the green exit signs and use the staircases only.**
Do not use lifts - they will be deactivated during a fire.
- **Use the nearest exit.**
There are four exits in total (two on the east side of the floor, near the reception desk and two on the west side, next to the common areas), all clearly marked with exit signs.
- **Proceed to the fire assembly point.**
After exiting the building, follow the fire marshals' directions to reach the assembly point located at the rear of the Export Building, in the open area through the arch next to the DLR station (near Gelato Casa).
- **Wait for further instructions**
You must wait quietly and calmly at the assembly point while the fire marshals conduct checks to make sure everyone is out of the building. Once the fire marshals deem it safe to go back inside, they will let you know.



Assisted Evacuation Procedures

The following instructions are intended to support emergency evacuation within the building. Please ensure you are familiar with the procedures outlined.

Where assisted evacuation is required, established procedures are implemented that incorporate the use of a buddy systems or the London Campus Reception Team that may include the use of evacuation chairs.

Where evacuation can be undertaken with limited mobility, please allow all others to evacuate before proceeding within evacuation routes.



- The fire alarm is an electronic sounder.
- When activated, all occupiers are required to evacuate the building immediately.
- Do not re-enter the building until it is indicated it is safe to do so.



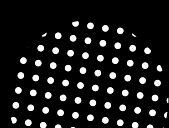
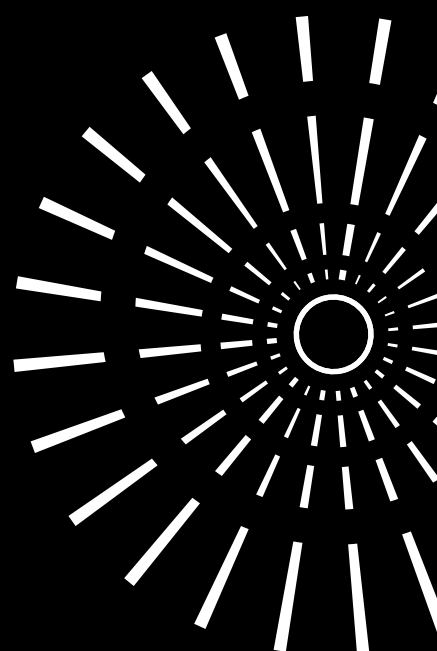
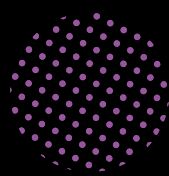
- Refuge Point signs are used to indicate all temporary waiting spaces/ refuge point locations.
- This building has temporary waiting places strategically located within stair enclosures.
- If assistance is likely to be required, please ensure you inform the London Campus Reception Team who will point out your nearest refuge point during your stay.
- Instructions for summoning assistance are found on the devices. A member of the London Campus Reception Team will meet you at the refuge point when the alarm sounds.



- Passenger lifts should not be used in an emergency.



- **Assembly Point:** All occupiers, including visitors, are required to attend the designated assembly point which are located at the rear of the Export Building.



Contact

York St John University London

6th Floor Export Building, 1 Clove Crescent,
East India, London E14 2BA

✉ ContactYSJLondon@yorks.ac.uk

🌐 yorks.ac.uk/london-campus

📞 01904 876 944

📷 @YSJLondon