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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 us for your postgraduate studies, and we look forward to working with you to make sure you have the best possible experience.

Our staff are friendly and welcoming, and our aim is to support you while you follow your passion and further your education.

We understand that there is a lot to take in when you arrive in a new country to live and study. Most of the things you need to know about York St John London and the services we offer are included on our website or in this guidebook.

On the next page you'll find a variety of useful contacts that you might need throughout your time at York St John London. If you have any questions, please contact a member of staff or your tutor directly.

Best wishes,
The York St John London Campus Team



Lets get social!

York St John University

- 📷 @yorkstjohn
- 🐦 YorkStJohn
- 📘 /York St John University

York St John London

- 📷 ysjlondon
- 🐦 YSJLondon
- 📘 /YSJLondon
- 📌 York St John University - London Campus

York St John Students' Union

- 📷 YSJSU
- 🐦 YSJSU

Insessional Language Development (ISLD)

- 🐦 YProgrammes



Useful Contacts

Information Services

Visit either the 3rd or 6th floor reception desks, or contact the team by email or phone:

Monday – Friday | 9.00am – 5.00pm
✉ contactysjlondon@yorks.ac.uk
☎ 01904 876944

International Visa and Compliance Team

For visa questions or to make an appointment, you can visit or email the visa information desk:

Monday – Friday | 11.00am – 3.00pm
✉ visa@yorks.ac.uk

Academic Liaison Libraries

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

You can book tutorials at:
yorks.ac.uk/library/academic-liaison-librarians

Careers Support

For help with career advice and queries.

✉ london.careers@yorks.ac.uk

Digital Training Team

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

✉ digitaltraining@yorks.ac.uk

Finance

For help with any payment issues or financial queries.

✉ 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 campus reception desk for assistance. For more advanced issues, contact our IT support.

✉ support@yorks.ac.uk

Wellbeing

Providing emotional support and guidance for looking after your mental health during your study.

✉ london.wellbeing@yorks.ac.uk



First Few Days in the UK

For more information, please visit yorksj.ac.uk/international

Visa

Administrative Information

The Visa and Compliance Team act primarily on behalf of York St John University students in matters of their studies within the UK.

Biometrics Residence Permit (BRP)

What is a Biometric Residence Permit?

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 - your fingerprints and photo. These will have been taken during the visa application process.

Your BRP is one of the 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 your 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

York St John University is an Alternative Collection Location (ACL) for BRP cards. If you entered our ACL code when applying for your international student visa, then your BRP will be delivered directly to the University. You can then collect the BRP from the Visa and Compliance team at one of their drop-in sessions during Welcome Week.

If you did not use the ACL code, your BRP will be delivered to the local Post Office.

If you lose your BRP or if you have any visa-related questions the York St John Visa & Compliance team is here to assist with any visa-related matters, including:

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



To Fully Enroll and Comply with Visa

1. Before following this guide, it is vital that you have completed your online enrolment and have uploaded a clear colour image of your passport data page to your student record.
2. Once this has been completed, you will need to submit a clear color image of your Entry Clearance Vignette (ECV) to the Visa and Compliance Team. If you have chosen an alternative delivery point for your Biometric Residency Permit (BRP) outside of campus, you will need to bring your BRP to the Visa Team to be scanned and logged.
3. You must make sure that the 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). If you intend on collecting your BRP from campus, you must bring your passport along with you. If you intend to collect a BRP for any dependents, you should also bring along their passports too.
4. Once you have received your ECV and BRP, 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 2024 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 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 Team at [✉ visa@yorks.ac.uk](mailto:visa@yorks.ac.uk).

Student Attendance and Engagement

All international, EU and EFTA students must maintain excellent attendance levels throughout their studies. 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

Attendance monitoring is collected via the MyYSJ app.

Please note: 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/student-visa-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

All students must respond to the Visa and Compliance Team each new semester, when asked to re-register and confirm their personal details on their e:Vision account. This must be done promptly and include changes to address, personal e-mail accounts or mobile phone numbers.

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 team.



Family life: Maternity or paternity leave and dependents

Maternity leave

Under UKVI rules and regulations, we may be able to authorize a short-term leave of absence under exceptional circumstances for students wanting a period of maternity leave for maximum of 60 days. This does not have to be reported to UKVI and does not affect international student visas for the 60 days that it is in force. You can apply for maternity leave through e:vision. Visa extensions will not be permitted for maternity leave absence from a programme, and studies will still need to be completed within the period of a current BRP card.

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.



European travel and Schengen visa applications

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

Travel to an EU/Schengen nation may require an extra visa. You can find additional guidance and advice on how to request a No Objection Certificate letter for an embassy or consulate here:

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

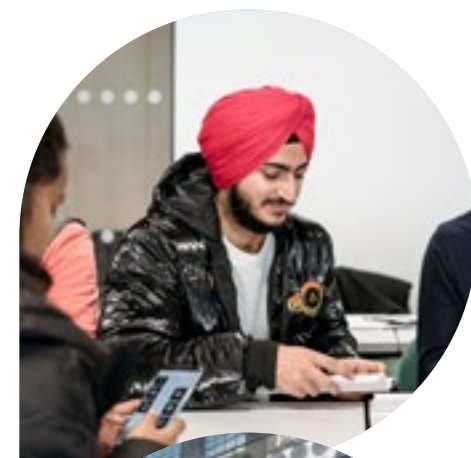
Please email your request to

✉ visa@yorks.ac.uk

Include the following:

1. Absence Request form (during term time) with evidence attached for exceptional reasons.
yorks.ac.uk/international/visa-and-immigration/student-visa-conditions
2. Exact dates of travel
3. Country or countries to be visited clearly outlined
4. The address of consulate/embassy where your appointment will occur

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



Accommodation

Finding accommodation

Information about accommodation can be found on the London campus website, as well as in the pre-departure briefings, and various university support sessions. The academic timetable for London campus students has been designed to ensure that students are on campus for two consecutive days of seminars, and one online day of lectures.

Please note that the University cannot arrange accommodation for you, but if you require additional support in arranging accommodation, you can speak to a member of staff.

yorks.ac.uk/london-campus

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 student 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 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, so please check with your local Council dependent on where you live.
- If you move accommodation, you will need to reapply for 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 License

In the UK, all televisions must be licensed. You also need a TV license 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 license 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 license. If in doubt, visit: www.tvlicensing.co.uk

There are various ways to purchase a license and the cost is approximately £160 a year. You can be heavily fined for having an unlicensed television.

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.

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. Everybody's adjustment experience is unique. 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 things 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 reception 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 other students too.

Relationships and gender issues

You may experience cultural differences from those you are used to. These could be displays of affection in public, how people (especially women) 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 is a smoke-free university and you are not allowed to smoke anywhere on campus. There are dedicated smoking areas outside the boundaries of campus.

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 for example), it is important that you phone or email beforehand to let the person know.

Please be punctual for all of your lectures, seminars, internships and workshops. For lectures and seminars, your attendance will not be recorded if you are late by more than 15 minutes. You will be unable to receive the attendance code and will then be recorded as absent.

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



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 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 don't feel well, you will need to book an appointment. To book an appointment, you can ring your GP 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), 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 will give you a prescription for your diagnosis. This is a letter that explains which medication you require and is signed by the doctor. You will need to take this to a pharmacy who will then give you the medication. You may need to pay for the medication.

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 visit a hospital. You can visit the Accident & Emergency (A&E) or Urgent Care Centre at the local hospital if you cannot wait until the GP surgery opens. 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. 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 for information and 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 & Emergency department is free of charge. Once you are admitted on to 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.

Eye Care

If you need your eyes tested 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.



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 other online-only banks such as Monzo, Revolut or Starling, which are great at helping you track your spending, but these 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, visit:

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 from the university website.

- Log on to <https://evision.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: yorks.ac.uk/students/your-finances/paying-fees-for-eu-and-international-students/flywire

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

York St John University payment system: payments.yorks.ac.uk

You can use the university online payment system to make payments by credit or debit card. The system accepts Visa, Mastercard and Maestro.

e:Vision: <https://evision.yorks.ac.uk/>

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.

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?

For all postgraduate students, 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:

September Starter: the first payment is due in December, the second is due in February and the third in May.

January Starter: the first payment is due in April, the second 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 email finance@yorks.ac.uk and the team will respond as soon as possible.

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 the financial systems in the UK. Learn all the basic skills you need to manage your money well on www.Blackbullion.com. YSJ provide you with free access to this service – all you need to do is set up an account.

Student Discount Card

You are also entitled to a student discount card, called the TOTUM card, which offers discounts all around the UK. 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 www.totum.com. There are many other options available, such as UniDays or Student Beans, that you can find on your smart phone app store.

Saving money worldwide

An International Student Identity Card (ISIC) gives discounts on cinemas, shops, museums and restaurants 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@yorks.ac.uk.



Transport in the UK

Taxis & Uber

You can go to a taxi rank or book a taxi with a taxi firm. You can also download the FreeNow app to call a black cab, or Uber if you wish to book, locate, and pay for a car 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 that if you are a provisional driver in the UK, you are not allowed to drive on certain roads, such as M (motorway) roads. If you are a provisional driver then you cannot drive on any road unless you are accompanied by a somebody that has a full driving license.

Cycling

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 also not cycle on the pavement, only on the road or cycle path.

For all the rules on cycling in the UK, read the Cycling Highway Code on the GOV.UK website.



Buses

The London Bus system covers all of London and some surrounding areas. For more information on the London bus system, and how to plan your journey, visit

<https://tfl.gov.uk/modes/buses/using-buses-in-london?intcmp=53125>.

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



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

You can get a Young Person's Railcard if you are aged between 16-25 or if you are a mature student over the age of 26 and in full-time education. If you are over 26, 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 a train station or online for £30, which is valid for one year. For more information visit www.railcard.co.uk.

National train timetables are available online at www.nationalrail.co.uk. You can also buy tickets at the train station or online.

The Underground

You may hear the London metro system referred to as the Tube. The Tube covers most areas of greater London and is one of the main ways that Londoners get around. To find more information about The Tube, you can visit <https://tfl.gov.uk/>

If you are planning to live and travel often 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 Transport for London (TFL), which also includes London buses. You can learn more and apply for an 18+ Student Oyster Card at

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

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

Working While Studying

Working entitlements

Most international 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 40 hours per week. A work entitlement letter for an employer can be downloaded from your e:Vision account.

All employed people who earn above £242 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 and how to obtain one from GOV.UK.

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 Minimum Wage. The national minimum wage is an hourly rate of pay the employers must pay to their employees. The rates vary depending on age and are often updated. 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, 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-helpline



Student Support

Study support and skills development

Academic misconduct, plagiarism and behavioral code

York St John is a community that embraces diversity, recognising the cultures and traditions of staff and students 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 a question 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.

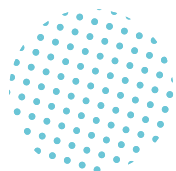
All students must, without exception, observe the rules and regulations of York St John University and additionally the laws of the United Kingdom.

For further information please visit:

yorks.ac.uk/library/copyright/copyright-for-students

www.plagiarism.org

For further information on plagiarism and copyright for students, you can also speak to a member of the London Student Support team.



Students' Union

The Students' Union (SU) is a brilliant organisation for all students. From support to societies, the SU covers many aspects of student life.

Among many other things, the SU runs campaigns, charity days and events. There is something for everyone, so pop in and chat to the officers who run the Students' Union to see how you can get involved during your time at York St John. Find out more by visiting the website www.yjsu.com.

✉ su@yorks.ac.uk

What else can the Students' Union offer you?

We encourage you to use the Students' Union as much as possible because of the friends you will meet, the skills you will gain, and the experiences you will have. The SU aims to provide a high-quality entertainment programme in a safe, student-friendly environment.



Eduroam WiFi

Login to Eduroam

You must change the account password from the one given to 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@yorksj.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 login does not work

The main cause of problems is not using the full York St John email address as the username.

Some devices may not connect automatically. For these, there is a configuration tool on the Eduroam website. Cat.eduroam.org

Select York St John University from the list, then download and run the installer package.

Microsoft Authenticator

As part of the email registration process, you may be asked to download the Microsoft Authenticator app for additional security using a two-step verification process, and to make logging into your YSJ accounts easier across your devices.

First, you will need to download the app on your mobile phone, and login to your York St John email account. You will then be able to connect your YSJ account with Authenticator, which can be used to make the login process easier.

Make sure that the phone number you provide in the app is one that you can access in the UK, as it may require you to verify that number for login access in the future.



Prayer Space and Chaplaincy/Spiritual Care

The London campus prayer space is open whenever the campus is open, typically from 8:30am to 8.30pm, Monday to Friday, and is open to anyone regardless of religious or non-religious affiliations. Access is available for any YSJ students, regardless of religious or spiritual background or belief. We also have our Chaplain, Philippa, who offers religious and spiritual guidance. She aims to help address the religious and spiritual needs of staff and students and provide contact information for other religious groups on request.

For more information, or to make an appointment, please email:

✉ p.cook@yorksj.ac.uk

Personal Safety

Although London is a great place to live and study and is one of the most amazing cities in the world, as with any major city, 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 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.

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.

Hate Crime Awareness

While London is an extremely wonderful place to live, sometimes there are unfortunate circumstances in a city so large and widespread. 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; 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 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?

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

Supporting Victims

01609 643100

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, go to this link:

<https://reportandsupport.yorks.ac.uk>

What support is available?

York St John University Welfare Adviser

✉ Wellbeing@yorks.ac.uk
01904 876477

London Campus Student Support & Guidance Team

✉ Wellbeing.london@yorks.ac.uk

Police & Community Support

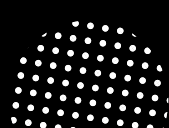
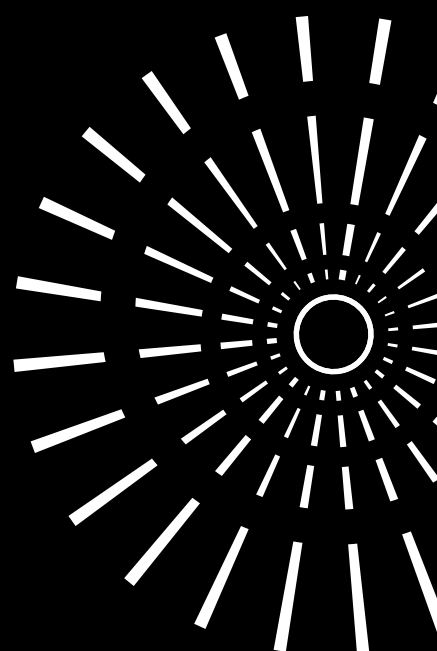
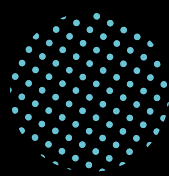
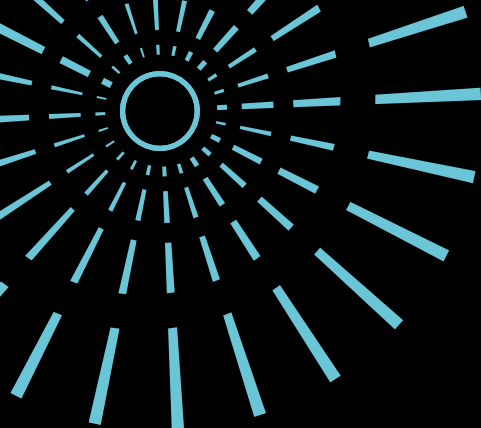
You can report an instance of hate crime online.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

If the crime isn't an emergency, call 101 or contact your local police.

All about Respect

yorks.ac.uk/allaboutrespect



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