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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. 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.

yorks.ac.uk/london-campus

On the next page you will 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**
@YSJLondon
@yorkstjohn
X YorkStJohn
f /York St John University
- York St John Students' Union**
@YSJSU
X YSJSU
- Insessional Language Development (ISLD)**
X ysju_global

Useful Contacts

London campus information

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

Monday to Friday | 9.00am to 5.00pm

✉ contactysjlondon@yorks.ac.uk

☎ 01904 876 944

International Visa and Compliance team

For visa questions or to make an appointment email the Visa team at:

✉ visa@yorks.ac.uk

Academic Liaison Libraries

Our Academic Liaison Librarians can provide expert assistance to help you get the most from the library. This can include advice on referencing and help with academic integrity, and which resources you should use to find appropriate information.

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

✉ placements.london@yorks.ac.uk

Digital Training team

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

✉ digitaltraining@yorks.ac.uk

Finance department

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)

Our ISLD team can help you to become more familiar with your university study in the UK. You can enrol on the ISLD Moodle page or email:

🌐 moodle.yorks.ac.uk/login/index.php

✉ 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

Our Wellness team can provide emotional support and guidance for looking after your mental health during your study.

✉ Wellness.london@yorks.ac.uk



First Few Days in the UK

Visa and Compliance team

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. If you need to get in touch with the team, please email visa@yorks.ac.uk

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

Please note:

From Wednesday 1 January 2025 onwards, the UK Visas and Immigration (UKVI) will no longer be distributing BRP cards. This is due to the adoption of eVisas for all students. You will receive an email from the UKVI to advise you on how to register for a UKVI account in order to access your eVisa once it is issued. For further information please visit the Gov.uk

www.gov.uk/get-access-evisa

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. If your course is 12 months or longer, you will receive an additional 4 -month visa wrap up period after your course end date.

Please check your visa length as soon as your application is approved and urgently contact the Visa and Compliance team if you believe your visa dates are incorrect. (UKVI does, unfortunately make mistakes sometimes, when calculating visa lengths).

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 of 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 services and your course before you arrive. This includes making all the required payments for your enrolment. The final date for enrolment is 24 February 2025. Please visit the online Welcome Guide on the YSJ website for more information:

yorks.ac.uk/international/international-student-support



Enrolment

Our campus is located in the Export building at East India Dock. On arrival at the University campus, you will need to visit the Student Registration Drop-In Desk on the 6th floor with 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.

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

Please be advised that you will be unable to get your student ID card or other essential letters you may require from the University until the relevant documents have been received by the Visa and Compliance team and payment has been made.

Support 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 page:

yorksj.ac.uk/international/visa-and-immigration/faqs



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 implications for your studies here and your visa.

For a copy of our Student Attendance Policy, please visit:

yorksj.ac.uk/students/policies-and-documents/attendance-monitoring

To report a short absence please visit:

yorksj.ac.uk/students/your-student-record/report-an-absence

Attendance monitoring is collected via the MyYSJ 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. Please contact the Visa and Compliance team for further information.

If you hold a visa, you must apply for an absence of more than 3 days during term time. You can apply for it here:

yorksj.ac.uk/international/visa-and-immigration/student-visa-conditions

Absences of more than 5 days without due authorisation, or any absences of 10 or more key contact points, will need to be reported to the Home Office.



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.

You can find more information on student visa conditions here:

🌐 yorksj.ac.uk/international/visa-and-immigration/student-visa-conditions

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 via the link below:

🌐 tinyurl.com/Short-Absence-Request-Form

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

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

Requesting your No Objection Certificate (NOC)

Please complete the Absence Request Form and include the following information with evidence attached for exceptional reasons:

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.

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 leave

Maternity leave Under the UK Visas and Immigration (UKVI) rules and regulations, 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 relevant supporting documents.

Paternity leave

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 through e:Vision. You will need to supply a copy of your partner's MATB1 certificate when requesting this leave.

Find the Absence Request Form here:

🌐 tinyurl.com/Short-Absence-Request-Form



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.

🌐 yorks.ac.uk/london-campus/welcome/life-in-london/#accommodation

It is essential that you arrange your accommodation yourself before you arrive in the UK. You can see some helpful accommodation websites on our Study in London page:

🌐 yorks.ac.uk/london-campus/study-in-london

Council Tax

This 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 (over 18) does not pay Council Tax. If you receive a Council Tax bill, please refer to the Student Information desk for advice.
- If you are sharing with someone over 18 who is not a student, then Council Tax must be paid. In this case, it may be possible to claim a discount. Please check with 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 television programmes as they are being shown/broadcast (live), 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, PC 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. 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.

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

Being polite

Most British people use expressions such as 'please', 'sorry' and 'thank you' a lot more than other nationalities. It is easy to occasionally misunderstand and interpret something as impolite. It might be a gesture, a different way of addressing someone, looking someone in the eye when you speak, expectations around offers of hospitality. Don't worry about getting these things wrong at first; it's all part of adjusting to a new culture. It is important to be courteous to whoever you are talking to, no matter who they are or what their job is.

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 London Campus 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.

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; including 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 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 (for instance, a class or a social meeting), it is important that you phone or email beforehand to let the person know.

Please be punctual for all 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.

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



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. For information and advice visit this webpage:

 www.ukcisa.org.uk

If you are not eligible for all free NHS treatment, you will still have free emergency hospital treatment. However, only the treatment given in an NHS Accident & Emergency department is free of charge. Once you are admitted on to 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 is very expensive.



Dental Care

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

You can find out who is exempt on the NHS services website:

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

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.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?

Flywire:

🌐 yorksj.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:

🌐 <https://payments.yorksj.ac.uk/open/default.asp>

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.yorksj.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 email us and we can advise you on alternative ways to make a payment.

✉ finance@yorksj.ac.uk

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 3 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 and the team will respond as soon as possible.

✉ finance@yorksj.ac.uk

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. 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 Blackbullion. YSJ provide 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, 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. There are many other options available, such as UniDays or Student Beans, that you can find on your smart phone app store. Find out more at:

🌐 www.totum.com

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 and 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.

🌐 www.free-now.com/uk

Driving

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

Cycling

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:

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



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>

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, visit the National Express website:

🌐 www.nationalexpress.com



Trains

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 and 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 1 year. For more information visit:

🌐 www.railcard.co.uk

National train timetables are available online. You can also buy tickets at the train station or online at:

🌐 www.nationalrail.co.uk



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 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/how-to-pay-and-where-to-buy-tickets-and-oyster-buying-tickets-and-oyster>

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 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 or your employer can check when your vacation periods are on our website at:

🌐 yorks.ac.uk/international/visa-and-immigration/working-in-the-uk-on-student-visa

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 have to pay is decided by a range of factors including the amount you earn. Check how much you'll need to pay at:

🌐 www.hmrc.gov.uk/students



In the UK we also have a fair way of paying people for their work. This is called the National Minimum Wage. The NMW is an hourly rate of pay that 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 on 0300 123 1100 or complete the Online Complaint Form:

🌐 www.gov.uk/pay-and-work-rights



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

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

yorks.ac.uk/students/your-student-record/attendance-monitoring

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 to answer a question.

Use of mobile phones 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, while 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 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.

Our dedicated London SU officers will help you get involved during your time at YJS. Find out more by visiting the website:

ysjsu.com/LondonCampus

su@yorks.ac.uk



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@yorks.ac.uk
- Usual_password

You may need to accept or trust a certificate.

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

If you login does not work

The main cause of login 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 your email registration process, you may be asked to download the Microsoft Authenticator app.

This provides additional cyber security by using a 2-step verification process, and it makes logging into your YSJ accounts easier across your devices. You will need to download the app onto your mobile phone and then log into your YSJ 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.

Visit our multi-factor authentication page to learn more:

🌐 yorks.ac.uk/it-support/multi-factor-authentication



Prayer space and spiritual care

The London campus prayer space is open whenever the campus is open. This is typically from 8:30am to 8:30pm, Monday to Friday. It is open to anyone, regardless of religious or non-religious affiliations. We also have our campus Chaplain, Calebmark, who offers religious and spiritual guidance.

They will aim to help address the religious and spiritual needs of staff and students. Calebmark can also provide contact information for other religious groups on request. For more information, or to make an appointment, email:

✉ c.onyemaobi@yorks.ac.uk



Personal Safety

Although London is a great place to live and study, 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

At York St John, sexual violence, partner violence, and hate crime, including harassment such as racism and sexual harassment, are never ok.

While London is a wonderful place to live, sometimes people experience negative attitudes. 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 to 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 to the Police.

How do I report it?

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

Supporting Victims

01609 643 100

www.supportingvictims.org

If you experience hate or harassment on campus, please use our Report and Support platform via the website below. 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. To learn more, go to this link:

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

What support is available?

York St John University Welfare Adviser

✉ Wellness.london@yorks.ac.uk
01904 876 477

London Campus Student Support and Guidance team

✉ Wellness.london@yorks.ac.uk

Police & Community Support

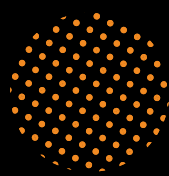
You can report an instance of hate crime online.

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

If the crime is not 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@yorksja.ac.uk

🌐 yorksja.ac.uk/london-campus

☎ 01904 876 944

📷 @YSJLondon

