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# Staff Guide for Start of Year 2018/19

## KEY INFORMATION FOR STUDENT INFORMATION POINTS

Arts Hub  
Elizabeth Fry Hub  
INTO  
Library  
PGR Office  
Registry Reception  
School Offices  
Security (the Lodge)  
The Sportspark  
Student Support Centre  
Students' Union Gateway  
ZICER Hub

Learning and Teaching Service  
Arts Hub, Arts Building  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
Tel: (+44) 01603 597580

Student Support Service - ISAT  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
Tel: (+44) 1603592761  
Email: [ISAT@uea.ac.uk](mailto:ISAT@uea.ac.uk)

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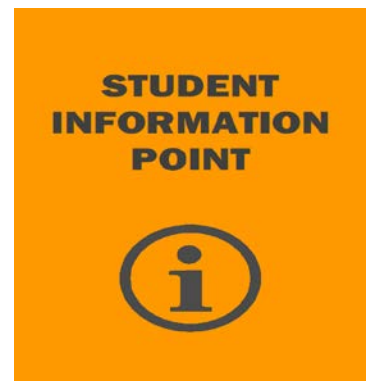
[LTS HUBS structure](#)

## Information Point

This document offers information that has been identified as the most frequently asked questions by new students and should give staff a resource that will help answering students' questions.

Staff are asked to put up the Student Information Point sign where students can see it so their area is clearly identified so students know that the building is an Information Point. Students will be made aware of these areas around campus. A template to be printed will be circulated.

Areas identified as **Student Information Points** are on the cover of this guide. Please use the information Point to show new students that they can get their queries answered or that they will be directed to the relevant service within the University.



### Useful phone numbers

Estates Helpdesk	01603 592121
IT Service Desk	01603 592345
Library Helpdesk	01603 592993
Security	01603 592352
Student Support Service	01603 592761
Student Visa Compliance	01603 597699
University Medical Service	01603 251600

DOWNLOAD THE  
**INTERNATIONAL STUDENT HANDBOOK**  
FROM THE 'WELCOME TO UEA' APP



Download the app, then download the guide.  
Available on your smartphone or tablet.  
Don't have a smartphone? Don't worry, you can use  
the app online on a computer.



**FROM ARRIVING TO GRADUATING**

### UEA's STUDENT APP

A mobile app called 'Welcome to UEA' that has been developed, with 2 guides for new students. One is also titled 'Welcome to UEA' for all new students, and the International Student Handbook to help all new international students.

Further information can be found at <https://portal.uea.ac.uk/new-students> and

<https://portal.uea.ac.uk/new-students/undergraduates/international>

Please send any queries or comments on the guide to either:

Michele Pavey, LTS  
Lorraine Newark, LTS

[M.Pavey@uea.ac.uk](mailto:M.Pavey@uea.ac.uk)  
[L.Newark@uea.ac.uk](mailto:L.Newark@uea.ac.uk)

**September:  
Times and  
location**

PGR	<p>PGR office open for early arrivals from 04 September 09.00 – 17.00 Monday to Friday</p> <p>Students should be asked to check their induction timetables on the New Student Website</p> <p><b>Main Days</b> Monday 3<sup>rd</sup> September 9:00 – 17:00 – Educational Psychology</p> <p>Monday 1<sup>st</sup> October 9:30 – 16:30 – all other programmes</p> <p>For exact details students should be asked to check their Registration and Orientation and for post registration their induction timetables on the New Student Website</p>	<p>PGR Office (Elizabeth Fry 2.30)</p> <p><b>(Please see PGR info <a href="#">below</a>)</b></p>
International, EU and Visiting students	<p><b>Main days:</b> Wednesday 19: 10.00 – 19.00 for registration Thursday 21: 10.00 – 19.00 for registration</p>	<p>Sportspark is open until Midnight for key collection. Students arriving later can collect their keys from the Security Lodge</p>
INTO Students	<p><b>Main day:</b> Thursday 20: 10.00 – 17.30 (registration slots by surname, <a href="#">here</a>)</p>	<p>Sportspark</p>
International, EU and Visiting students	<p><b>After the main days:</b> Friday 21: 10.00 - 15.00 Saturday 22: 10.00 – 15.30 Sunday 23: 10.00 – 15.30</p>	<p>Sportspark</p>
UK Home postgraduate taught	<p><b>Main day:</b> Friday 21: 10.00 – 15.00</p>	<p>Sportspark</p>
UK Home postgraduate taught	<p><b>After the main day:</b> Saturday 22: 10.00 – 16.00 Sunday 23: 10.00 – 16.00</p>	<p>Sportspark</p>

UK Home undergraduate*	<b>Main days:</b> Saturday 22: 10.00 – 18.00 Sunday 23: 10.00 – 18.00 *UK UG students in University accommodation are automatically registered when they collect their accommodation keys <i>UK home undergraduates not in University accommodation should come to register between 10.00 and 16.00</i>	Sportspark
All students	<b>After the main dedicated days:</b> Monday 24: 09.30- 16.00	<ul style="list-style-type: none"> <li>▪ All EU and International Students LSB 1.120</li> <li>▪ UK Home UG and PGT students to their Hub</li> </ul>

### Courses which register early and late (before 19 September and after 23 September)

Date	Cohort	Venue	Time
3/9/18	Doctorate in Educational Psychology (EDU)	The Enterprise Centre (TEC) 0.04	10:00 start
3/9/18	Nursing Associate Degree Apprenticeship	Edith Cavell	9.00 start
4/9/18	MSc Development Economics pre-sessional (DEV) ALL MSc Impact Evaluation pre-sessional (DEV) (those wanting a full course)	ARTS HUB Social Space for UK students ARM (Lawrence Stenhouse) for Overseas/EU registration	11.00 – 14.00
11/09/18	DEV MSc Impact Evaluation pre-sessional (DEV) (those wanted a half course)	ARTS HUB Social Space for UK students ARM (Lawrence Stenhouse) for Overseas/EU registration	11.00 – 14.00
10/09/18	PGCE Primary (EDU)	Trainees will be taken to the registration venue by their tutors	09.00-15.00
10/09/18	LAW Graduate Diploma	Arts Hub Social Space	11:00-13:00
10/09/18	BSC Midwifery (HSC) Home/EU students only 3 year and 84 week students	Edith Cavell Building Lecture Theatre	
10/09/18	DipHE Operating Department Practice (HSC)	ECB Lecture Theatre	
14/9/18	PGCE Secondary (EDU)	LSB 01.19 and LSB 01.21	09.00-15.00
14/09/18	MBA Degree Apprenticeship	Thomas Paine 2.04 (MBA Suite)	9.30 – 12.30
14/09/18	MA Creative Writing (Crime fiction)	ARTS HUB Social Space for UK students ARM (Lawrence Stenhouse) for Overseas/EU registration	9:00 (students have class at 9:30)

17/09/18	Medicine (MBBS) & Foundation Year MBBS students Home/EU and International students	MED 1.02	9am-12pm
Arrival 20/9/18 Welcome Event 21/9/18- 23/9/18	Undergraduate Drama courses	Registration- Sportspark  Welcome Event- Drama Studio	20/9/18 13.00-15.00  21/9/18 13.00-16.30
01/10/18 – PGR Registration and Orientation	PhD, MD, ClinPsyD, plus all Masters by Research (not including MRes as a taught course)	Thomas Payne Study Centre Foyer for Registration. Orientation will be in the TPSC lecture theatre on the ground floor.	
29/10/18	Nursing Degree Apprenticeships	Edith Cavell Building	9.15
Rolling online registration from 1/11/18	PG Diploma in Pharmacy Practice	<b>Induction dates:</b> <b>13/11/18</b> – ARTS 1.03 (AM) CAP 2.25 (PM) <b>4/11/18</b> - ARTS 1.03 <b>04/12/18</b> - Off Campus TBA Nb: Students only need to attend 1 of these dates	All day

### Students who arrive outside the Arrival and Registration times

If students are unable to arrive during the arrival days and times or outside normal office hours, we strongly recommend that they arrange their own accommodation, by booking a room in our University Bed & Breakfast, Broadview Lodge or B&B/hotel in town, until the Accommodation Office reopens (if after main registration days listed above, then between 09.00 and 17.00 from Monday to Friday).

- Please refer to [Broadview Lodge](#)
- Please refer to [Norwich Tourist Information](#) for B&B & hotel information in Norwich

### Students who arrive after the main registration days

- From Monday 24 September, late arriving international and EU students should be directed to Admissions Office: LSB Room 1.120 (not their Hub) between 10:00 to 16:00 for BRP Collection, Visa/Passport checking and Registration.
- From Monday 24 September, late arriving Home UG and PGT students should be directed to their hub for registration.

### Student Support Centre - weekend opening times

SSS will be open between 0900-1700 on Saturday 22 and Sunday 23 September.

### Hub: Find out how your Hub can help you

There will be Hub tours for any student who is interested on Sunday 23 September at 10.00 and again at 11.00. Meeting point is in the Lecture Theatre 1 foyer **Student Orientation Station**.

### Student Support Reps - helpers on Campus in Week 1

There will be 5 student helpers walking around campus between 10 and 5 every day during week 1 to help direct students to where they need to be, sign post them and answer any

questions.

### UEA Accommodation Key and Campus Card Collection

Students will be able to pick up the keys for their UEA accommodation when they arrive and register (dates and times on pages 4 & 5 above). Their campus card will normally be in their accommodation pack.

Students who are not living in UEA accommodation can collect their campus card from the campus card collection point in the Library. The Library will be open 10.00 – 17.00 on Saturday 22 and Sunday 23 September.

If an international student arrives during the arrival period and does not have accommodation for that night then an emergency room will be provided in Broadview Lodge (BVL). Students without accommodation will also be referred to Home Run in Student Union and/or the Accommodation Office during working hours.

### UEA Catering Outlet Opening Times during arrivals week September 2018

	Weds 19/9	Thurs 20/9	Fri 21/9	Sat 22/9	Sun 23/9
<b>Zest</b>	07.30-19.00	07.30-19.00	07.30-17.00	09.00-17.30	09.00-17.30
<b>Atrium</b>	08.30-16.00	08.30-16.00	08.30-16.00	CLOSED	CLOSED
<b>C57</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
<b>Ziggy's</b>	08.00-17.00	08.00-17.00	08.00-17.00	09.00-15.00	09.00-15.00
<b>Vista</b>	09.00-16.00	09.00-16.00	09.00-16.00	CLOSED	CLOSED
<b>Library</b>	CLOSED	CLOSED	CLOSED	11.00-16.00	11.00-16.00
<b>Blend</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED

### Students' Union outlets

	Wed 19 Sep	Thu 20 Sep	Fri 21 Sep	Sat 22 Sep	Sun 23 Sep
<b>Grab and Go, Union House</b>	7.30am – 6.00pm	7.30am – 6.00pm	7.30am – 6.00pm	9.00am – 7.00pm	9.00am – 7.00pm
<b>Unio, Union House</b>	8.00pm – 6.00pm	8.00pm – 6.00pm	8.00pm – 6.00pm	9.00am – 7.00pm	9.00am – 7.00pm
<b>BarSU</b>	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 11.00pm
<b>Costa (BarSU)</b>	8.00am – pub close	8.00am – pub close	8.00am – pub close	8.00am – pub close	8.00am – pub close
<b>PizzaSU (Found in BarSU)</b>	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 10.00pm
<b>ShopSU, The Street</b>	7.30am – 9.00pm	7.30am – 9.00pm	7.30am – 11.00pm	9.00am – 11.00pm	9.00am – 10.00pm

<b>Night Hatch (ShopSU)</b>	Closed	Closed	11.00pm – 2.00am	11.00pm – 3.00am	10.00pm – 2.00am
<b>Scholars, Unio House (Postgraduates only)</b>	12.00pm – 5.00pm	12.00pm – 5.00pm	12.00pm – 5.00pm	Closed	Closed

## Students with Tier 4 Visas

### Collecting BRP, scanning passport and visa during Arrivals & Registration Days

If students ask about collecting their BRP (visa) and getting their passport and visa scanned between 19 and 23 September please refer them to the main registration events at Sportspark where staff will assist them.

### Online Visa Resources and Information

Refer students to [International Students' Support](#) webpages for more information. They can search: 'UEA Tier 4 visa'.

### Visa and Immigration Advice

Students with immigration or visa related questions should be directed to:

International Student Advisory Team (ISAT) - Student Support Centre

or

Student Visa Compliance - Sportspark 19 to 23 September / LSB 1.120 all other dates.

Students needing to apply for a new Tier 4 Visa should be referred to ISAT in the Student Support Centre who assist in running a Visa Application Service (see below).

### Visa application support for students

The Visa Application Service is available to all international students who need to extend their visa to study at UEA. This includes visa workshops and support in completing the application form, 1:1 visa application checking sessions (book online), and managing applications through the process. This service is free of charge. Students should contact ISAT at Student Support Centre for full details.

[How-To Videos](#) are available to help students fill in the application form.

Details and dates of the visa workshops are available [online](#).

## Police Registration

### To register for the first time:

- [Download the application form](#) (or from the Norfolk Constabulary website below)
- **Fill it in and print it off with the following documents:**

Passport	UEA Offer letter or CAS	<i>applicable</i> )
BRP	Campus card	
2 passport sized photos	Proof of address	
Registration of £34-cash only	Financial Sponsorship Letter <i>(if</i>	



## To make an appointment:

- Book your appointment online at <https://uea-police-appointments.appointlet.com>
- If no appointment are available, please check back in 24-48 hours for new appointment times
- All police registration appointments will be held at the INTO UEA Building. Please go to The Mezzanine on the floor between INTO Reception and INTO Café at least 10 minutes before.

## For all details and requirements

Visit the Norfolk Constabulary website

[www.norfolk.police.uk/services/foreign-nationals-registration](http://www.norfolk.police.uk/services/foreign-nationals-registration)

It is **YOUR** responsibility to register with the police and to ensure your certificate is kept up to date, as it is a requirement of your visa. The Norfolk Constabulary is responsible for registering and issuing your police registration certificate and the availability of the Nationality Clerk.

When you register with the police, you receive a Police Registration Certificate. It is an important document that you need to keep safe and up to date with any changes.

**This is a legal requirement.**

## Updating your Police Registration Certificate

It is your responsibility to update your Police Registration Certificate when required.

You must update your certificate whenever:

- You get a new visa
- You move addresses (off-campus only. If you move on-campus to a different residence, you do not need to update your certificate)
- You change your degree course. This includes moving from INTO to UEA
- You get a new passport
- You change your name or any other personal details such as marital status or nationality

People from the follow countries are required to register with the police:

Afghanistan	China	Kazakhstan	Palestine	Turkey
Algeria	Colombia	Kirgizstan	Peru	Turkmenistan
Argentina	Cuba	Kuwait	Qatar	Ukraine
Armenia	Egypt	Lebanon	Russia	UAE
Azerbaijan	Georgia	Libya	Saudi Arabia	Uzbekistan
Bahrain	Iran	Moldova	Sudan	Yemen
Belarus	Iraq	Morocco	Syria	
Bolivia	Israel	North Korea	Tajikistan	
Brazil	Jordan	Oman	Tunisia	

For more information on Police Registration go to [www.gov.uk/register-with-the-police](http://www.gov.uk/register-with-the-police).

## School Inductions

School induction programmes are on the [new students' website](#) in the tab School Information and Induction Programmes:

[Undergraduate Students](#)

[PGT Students](#)

[PGR Students](#)

## PGR Arrivals and registration

**New PGR students' (excluding those on the Doctorate in Educational Psychology)** registration takes place **Monday 01 October 2018**. Students who arrive on 19 and 20 September, should be directed to the PGR Office. International students are very welcome to attend any of the International Welcome and Orientation activities and events but **MUST** attend the PGR Registration and Orientation event and the mandatory faculty academic induction programme.

If new international PGR students have any queries about the collection of their BRPs please refer them to the Student Visa Compliance team on extension 7699. International students are encouraged to collect their BRP on arrival and Student Visa Compliance and PGR Service have arrangements in place to record which students have been already done so prior to registration.

Please be aware that **PGR students must not be marked as seen or registered by LTS**. Please refer PGR students to the PGR Service.

### PGR Accommodation

All students will be able to pick up the keys for their accommodation when they arrive and register. Please send them to the accommodation office during normal hours or if they arrive during one of the arrivals weekends. If outside normal opening hours please direct to Security.

### PGR Events

- Please refer students to the [PGR web pages](#) for further details of events and activities

# International Orientation and Welcome Week

The two **official UEA new international students' arrival days** are **Wednesday 19 and Thursday 20 September**. International students will be directed to The Sportspark where staff and students will be available to support them through their registration processes.

**The Welcome and Orientation Week Events** runs from **19th September to Sunday 23<sup>rd</sup> September**.

The Welcome and Orientation Programme will include campus and city tours and shopping trips, social events and information.

Direct international students regarding orientation to the **Student Orientation Station** in the Lecture Theatre Foyer from Wednesday 19<sup>th</sup> – Sunday 23<sup>rd</sup> September.

All details including the Orientation Programme is available on the International Student Handbook guide in the Welcome to UEA app. <https://guidebook.com/app/uea-welcome/guide/ueaintlhanbook/>

DOWNLOAD THE

## INTERNATIONAL STUDENT HANDBOOK

FROM THE 'WELCOME TO UEA' APP



**Download the app, then download the guide.**

Available on your smartphone or tablet.

**Don't have a smartphone?** Don't worry, you can use the app online on a computer.



**FROM ARRIVING TO GRADUATING**

## UEA Students' Union Activities scheduled for arrivals and Freshers' week September 2018

Throughout the week, we will be hosting a range of events for students to meet other students, whether they are new or current. There will be a whole programme which involves a mixture of non-drinking events, an exciting evening programme and smaller activities throughout the whole welcome period – including those arriving on campus early.

Please tell students to look for the "Say Hello" branding to find out more about these events. More details are available on our website: <https://www.uea.su/sayhello/>

All new students are able to sign up for a buddy – current student volunteers who can help them navigate the campus, introduce them to new people and get acclimatized to life on campus. Please signpost them to our website to sign up: <https://www.uea.su/opportunities/buddysu/>

Please do signpost students to our stands or website if they are interested in our Fresher's Wristbands – these will be our official events, rather than the unofficial ones run by external companies capitalizing on the Freshers market. <https://www.uea.su/ents/event/4563/>

# Accommodation

## Where is the Accommodation Office?

Next door to Broadview Lodge

## Supporting students who require temporary accommodation

If a student has arrived at UEA with no accommodation out of hours and during arrivals, a Broadview Lodge (BVL) room will be made available for their first night of arrival. The issue of BVL keys will be coordinated by Accommodation Staff in the Sportspark whilst it is open and thereafter through Security Staff / Assistant Wardens in the Lodge. (BVL keys will be available at the Lodge after 10pm on arrival days Wednesday 19 and Thursday 21 September).

**During office hours and outside arrival days refer students to Home Run in Student Union and Accommodation Office.**

- [Home Run](#)
- [Accommodation Office](#)

## How long will my temporary accommodation card last?

Temporary accommodation cards are given by Accommodation Office and the length of each card will depend on the individual circumstances. Generally temporary cards are given out and are active for a week. Students with a temporary accommodation card should return it to the Accommodation Office by the deadline otherwise late return fees will be applied.

If students have lost their student card they should go to the campus card collection point in the Library to obtain a new one.

## How do I swap a temporary card for my campus card?

Go to the campus card collection point in the Library to get a new campus card which allows the student to gain access to their accommodation. This information is already on the system and therefore relevant access information is applied to the new card.

## Assistant Wardens

The Assistant Wardens (or Wardens) work closely with staff in the Student Support Service to deliver high quality advice, guidance and support to students living in residences and to facilitate the development of a well-integrated residential community. On campus and in the Village the Assistant Wardens work in teams of six or seven and together have oversight of an area of the residences.

To find out more about Assistant Wardens and how to contact them

<https://portal.uea.ac.uk/student-support-service/life-in-residences/wardens>

If students require any assistance out of office hours, they can ring their Assistant Warden who is on duty.

## I'm housed off campus and need help!

If a student has been housed off campus they can be referred to Home Run Lettings in the Students' Union, which can be found in the Gateway. Home Run can also offer advice in conjunction with the Advice Centre for housing issues and is a good point for finding a house for second year

## General accommodation information

The online [Student Accommodation Handbook](#) has chapters on what to do before students arrive, facilities and services, staying safe and essential information. It is therefore a great resource for students and their family, friends or guardians.

## Students arriving late on the arrival days and don't have accommodation

If an international student arrives late during the arrival days and does not have accommodation for that night, an emergency room will be provided in Broadview Lodge (BVL). Students without accommodation will also be referred to Home Run in Student Union and/or the Accommodation Office during working hours.

## Frequently Asked Questions Section

### Location of local shops, Post Office, Medical Centre and Security

#### Where is the nearest supermarket?

There is the **SU shop** located on The Street by Barclays Bank on campus. This offers range of fresh fruit and vegetables, milk, tea, toiletries, and other groceries with a small range of household goods and stationery.

**Express Tesco** on Earlham Green Lane at Fiveways Junction – a smaller version of a larger supermarket store

**Cooperative Shop** on Earlham Green Lane (behind Tesco) – offers a small range of fresh food, toiletries, etc

Below is a small selection of the larger supermarkets that offer competitive prices than smaller shops and are

**Asda** – Hall Road, NR4 6DP

**Aldi** – Hall Road, NR4 6DH

**Tesco** – NR4 6DZ

**Lidl** – NR3 2DP

**Aldi** – NR5 8TZ

<https://portal.uea.ac.uk/new-students/undergraduates/norwich-and-norfolk> on the New Student website has a google map to show students where these are, and further information on the [International Welcome Handbook online](#) (page 13)

#### Where is the launderette and how do I use it?

Located on the Street, next door to the SU Shop on Campus & Village launderette. Instructions on using machines are [here](#)

#### Where is the nearest cash point machine (ATM)?

Outside Barclays Bank on The Street

#### Where is the Post Office and nearest post box?

The Post Office is inside the SU Shop on The Street, a Post Box is outside the shop. There is also a Post Office in the Cooperative Shop on Earlham Green Lane (behind Tesco)

#### Where do I get my mail?

UEA Post Room underneath the Arts Building entrance either down the staircase or the slope nearest the Multi Faith Centre from the main walkway.

UEA Post Room opening hours are 10am-4.30pm, Mondays to Fridays. 10:30 – 12:30 Saturday during semesters. Please refer to campus post webpages for dates.

- Please refer students to <https://portal.uea.ac.uk/estates/living-on-campus/post>

## Where is the Security Lodge

Located on University Drive by the roundabout.

## I've had something stolen – what do I do?

**Report stolen or lost visas, passports, bank cards, wallets, laptops to Police** to obtain Crime Reference Number if visa and passport has been stolen report the theft to Student Support Centre and or email team at [isat@uea.ac.uk](mailto:isat@uea.ac.uk).

**It is important for the students to report to ISAT stolen / lost passport and visas.**

- **Report to Security Team** by ringing extension 3792 or by going into the Lodge and speaking to staff
- Lost Property is taken to the Lodge

## Which bus do I need to get into the City?

Bus numbers 25 and 26 go to the City and Station – departing every 10 to 15 minutes from bus stops by the main car park and on University Drive.

Konect and First Buses are the two companies operating regular bus service from campus to town.

Tickets, bus timetables and other service alerts can be bought and downloaded onto smart phones from the [Firstgroup website](#)

## How do I buy a bus pass?

To buy a bus pass, visit the [First Bus website](#). There are special discounts for UEA students.

## How do I buy a railcard?

Students can buy a railcard online at <https://www.16-25railcard.co.uk/> or by printing the form off and taking it to their HUB. The student's HUB will then stamp it for them to prove they are a UEA student and then they will then need to take the form to the train station in the city centre.

## Where is the nearest bank?

**Barclays Bank** The Street, on campus (**closed Wednesdays**)

**Lloyds Bank** Tuesdays between 12.45 and 3.15pm there is a mobile banking unit at UEA by the Security Lodge. Nearest main branch 136 Unthank Road, Norwich, Norfolk, NR2 2RT Monday – Friday, 9am-5pm

**NatWest** Gentleman's Walk, Norwich NR2 1NA Monday –Friday 0900-1700, Saturday 0900-1500

**Santander** 5 Orford Hill, Norwich NR1 3QB Monday, Wednesday, Thursday, Friday 0900-1700, Tuesday 1000-1700, Saturday 0900-1600

**HSBC** London Street, Norwich, NR2 1LG Monday –Friday 0900-1800, Saturday 0900-1600

For other banks search on line for nearest banks to NR4 7TJ (UEA's postcode)

- Refer new international students to the International Student Handbook on the UEA app or online (search for 'UEA money and banking') for information on opening bank accounts.**

## Carrying cash and keeping safe

Students can exchange high value bank notes at Barclays or another bank. It is recommended that students do not carry large amounts of cash and/or keep large amounts of cash in their rooms.

- Refer to the [International Student Handbook](#) for personal security information
- Refer students to Student Support Centre who have a help sheet on opening up bank account
- Refer students to the [Student Accommodation Handbook](#) that is a really helpful resource for students preparing and arriving in their UEA rooms

Lost or stolen bank cards, visas, etc should be referred to Police, Security and Student Support Centre.

## Where is the Medical Centre and how do I register?

The UEA Medical Centre is located on University Drive very near the UEA Nursery, Boots and the Launderette.

New Students should register at the [Medical Centre](#), this is useful information on what documents are required and how to register via this website

- Refer students to the [Welcome and orientation programme](#), On Friday 21 September there are talks on key services to students including the medical centre.

## How do I use the Library?

There is extensive information on <https://portal.uea.ac.uk/library> about how to use the library

## How do I connect to Wi-Fi?

- Refer students to this [web site](#) for information about logging onto Wi-Fi

If this doesn't help

- Refer students to the Library and speak to someone on the IT Service Desk

An IT technician will be in the Sportspark between 19-23 September to advise students on linking to eVision and their timetables etc. Students should have their UEA username and password handy.

### **Where do I get my campus card?**

If students are living in UEA accommodation, their campus card will be given to them when they sign their UEA accommodation licence and go through their contract.

**If students are living in non-UEA accommodation, then they will be able to collect their card from the Library. The opening times of the Campus Card collection point in the Library (Floor 0 Conference Room) will be:**

**Wednesday 19, Thursday 20 and Friday 21 September 9.00 – 17.00**

**Saturday 22 and Sunday 23 September 10.00 – 17.00**

**From week commencing 24 September 9.00 – 17.00**

### **Where is the Finance office?**

Finance and the Cashiers are based in the Registry Building.

On Saturday and Sunday 22 and 23 September there will be staff from the Finance Office in the Sportspark to advise on student finance and to take payments.

### **Where can I get proof that I am a student?**

#### **(ID might be required to open a student bank account)**

From 24 September students should be able to print off their own confirmation of studies letter from eVision. If this is not the case the HUBs can provide them. Hubs can also produce a Bank Introduction Letter. The letter request form is available online or in hardcopy in the HUB reception areas. Letters can only be issued once a student has completed registration in person.

### **I am a first year student and want to transfer to another course, how can I do this?**

Should a student wish to transfer in their first year then they will need to obtain a form from the Admissions Office which is located in the Lawrence Stenhouse Building (LSB) room 1.120.

### **I've lost my campus card. How do I get into my accommodation?**

Go to the Accommodation Office to obtain a temporary card.

If a card has been lost or stolen out of office hours, students should go to Security to report their card lost and to gain access to their UEA accommodation.



## **Financial Support Short term loans**

The Student Support Service Financial Advice Team provides a Hardship Fund loan.

For more information go to [www.uea.ac.uk/services/students/Fin/fin\\_vc](http://www.uea.ac.uk/services/students/Fin/fin_vc) or <https://portal.uea.ac.uk/student-support-service/finance>

To see an adviser, please contact the Student Support Service (SSS) reception on 01603 592761, email [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk) or visit SSS Reception in person (opposite Waterstone's first floor and next to the Student Union).

Refer students to [UEA bursary \(for undergraduate home and EU students\)](#).

## **What to do when student loan not received and applied within the deadline**

If students haven't received their student loan by the end of the first week of term, they can phone the **SFE (Student Finance England) helpline (0300 100 0607)** for information on the progress of their application. If their situation is more complex, students can book an appointment with a financial adviser in SSS (01603 592761). If necessary the adviser can phone the practitioners' helpline with the student present.

## **Paying accommodation and/ or tuition fees, and how to arrange instalment plan**

Refer students to this webpage <http://www.uea.ac.uk/fin/studentsfinance>.

Students are required to complete all finance tasks on their e-vision as soon as possible.

## **Students wishing to withdraw from UEA**

If the student hasn't made their mind up about leaving, please refer them to the Student Support Centre where they will be able to meet a general adviser who they can talk about their situation and discuss their options.

## **Where do I get Council Tax Letters?**

Council Tax letters can be printed off from students' eVision page and their HUB can also produce these letters if they have difficulty printing one.

## **What are the semester and vacation dates?**

Semester and vacation dates for specific courses can be found on the [UEA Portal](#).

## **Can I change modules/seminar groups?**

Some courses offer flexibility, and students can apply to change modules or seminar groups by completing the relevant LTS form (found online [here](#) on the LTS web pages). The form should be completed by the end of Week 3 in the Autumn Semester and end of Week 2 of the Spring Semester.

## **I need to update my address**

Students should update their personal and contact details on eVision via the UEA Portal.

## **Where do I present my references and qualifications and get registered after the main registration events?**

After 24 September Home UG/PGT students should go to their Hub for this whilst EU and International UG/PGT students should go to Admissions in the relevant room in Lawrence Stenhouse Building, room 1.120 where staff from the UEA Visa Compliance Team will check their visa and carry out qualification checks and fully register them

## **Disclosure and barring service (DBS) where do I go if I have a query?**

Any DBS queries should be directed to the Student Support Service either in person or by telephone **01603 592761**

# UEA Students' Union

## How to find the Students' Union

Students' Union main entrance is the first floor of Union House, down from The Sportspark through the Gateway.

The bar and shops can be accessed at ground floor level on The Street.

The Students' Union information and welcome points are located within the Gateway (main reception area) and upstairs in the student advice area.

## The opening times of Unio, Grab N Go, Advice and Info and Welcome

	Wed 19 Sep	Thu 20 Sep	Fri 21 Sep	Sat 22 Sep	Sun 23 Sep
Grab and Go, Union House	7.30am – 6.00pm	7.30am – 6.00pm	7.30am – 6.00pm	9.00am – 7.00pm	9.00am – 7.00pm
Unio, Union House	8.00pm – 6.00pm	8.00pm – 6.00pm	8.00pm – 6.00pm	9.00am – 7.00pm	9.00am – 7.00pm
BarSU	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 12.00am	12.00pm – 11.00pm
Costa (BarSU)	8.00am – pub close	8.00am – pub close	8.00am – pub close	8.00am – pub close	8.00am – pub close
PizzaSU (Found in BarSU)	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 11.00pm	12.00pm – 10.00pm
ShopSU, The Street	7.30am – 9.00pm	7.30am – 9.00pm	7.30am – 11.00pm	9.00am – 11.00pm	9.00am – 10.00pm
Night Hatch (ShopSU)	Closed	Closed	11.00pm – 2.00am	11.00pm – 3.00am	10.00pm – 2.00am
Scholars, Unio House (Postgraduates only)	12.00pm – 5.00pm	12.00pm – 5.00pm	12.00pm – 5.00pm	Closed	Closed

## How to get a National Union Student (NUS) Extra Card

NUS cards can be bought from SU Grab N Go located in the Gateway or purchased online at <https://www.nus.org.uk/en/nus-extra/> and students can arrange for the card to be delivered to Union House Reception.

These can also be purchased as an add-on for students wishing to purchase the Freshers' Wristband bundles: <https://www.uea.su/ents/event/4563/>

## How to find out more about the Student Union Clubs and societies

With over 200 student societies and more than 55 sports clubs, from a student run radio station (livewire1350) to British Sign Language, and from Korfbal to Yoga, there's something for you at uea(su) - and if you're passionate about something and there's not a society yet, uea(su) will help you set one up! These student opportunities are run by students, for students, and help you go beyond your degree, giving you the chance to learn incredible things, take life changing opportunities and to make friends for life. If you can't find something you like in student groups make sure to head to [www.ueadifferent.com](http://www.ueadifferent.com) to find out about all the amazing events and activities on campus you can just join with no commitment as part of the Do Something Different Scheme!

➤ Refer students' to <https://www.uea.su/join>

- Refer students to the Welcome and Orientation Programme as SU are hosting events and there will be presentations about their work
- Monday 24 September – Say Hello at the Food Fayre, Union House
- Tuesday 25 September – Say Hello at the Societies Fayre, Sports Park
- Wednesday 26 September – Say Hello at the Sports Fayre, Sports Park
- Thursday 27 September – Say Hello at the Freshers Fayre, Union House

If students have any queries about how to order their Society Kit, book a room for their Society or Club or hire a Hive Stall please refer them to SU website or ask them to visit Student Union.

## UEA Administrative Structure & Support

### HUB locations and the service they provide

There are three Learning and Teaching HUBs. Each will provide support for a range of courses offered by a group of schools. The HUBs are staffed from 08.00 to 18.00, Monday to Friday (except for University closures such as Bank Holidays and when the University buildings are closed).

My School is:	My Course is:	Your Hub location is:
AMA (ART, AMS, FTM), DEV, ECO, HIS, HUM, LAW, LDC, PPL (PHI, PSI, LCS)	<b>Undergraduate (UG) and postgraduate taught (PGT) courses</b>	<a href="#">Arts 1 building</a>
BIO, CHE, CMP, ENV, MED, MTH, NBS, PHA, SCI	<b>UG &amp; PGT courses, Graduate Diplomas &amp; Integrated Masters</b>	<a href="#">Elizabeth Fry building</a>
EDU, HSC, PSY, SWK Placements for courses in: EDU, HSC, MED, PHA, PSY, SWK	<b>UG and PGT courses (including post registration &amp; post qualification courses) &amp; Work-based placements</b>	<a href="#">ZICER building</a>

Postgraduate Students undertaking research rather than taught courses are served by the [PGR Service](#) which has an office on Floor 2 of the Elizabeth Fry Building (EFB 2.30) and another for NBI students at the Earlham Institute (room 105).

\*NOTE: the signage on the ZICER building states that it is the Zuckerman Institute for Connective and Environmental Research.

Postgraduate Students undertaking research rather than taught courses are served by the [PGR Service](#) which has an office on Floor 2 of the Elizabeth Fry Building (EFB 2.30) and another for NBI students in the John Innes Centre.