



a.r.u. | London



International Student Handbook

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Getting started at ARU London

The following information will help you within your first few days. Here is a suggestion of the order you should try to do things:

- 1 **Contact your family and friends** to let them know you have arrived.
- 2 **Update your UK contact details** including address and UK telephone number. If you have problems with online registration, contact our information centre called the iCentre.
- 3 **Complete your online registration tasks** once you have received your unconditional offer you will be emailed instructions on how to complete the online registration tasks. Once you have completed your online registration you will be able to access your timetable, ARU London email account and other online resources.
- 4 **Part of the online registration task requires you to pay your tuition fees.** If you are paying your own fees, ensure payments are made in full as per your agreed payment. If sponsored by your government, provide a copy of the sponsorship letter to our finance team at fees@aru.ac.uk
- 5 **Visit the iCentre with your passport**
Bring the BRP and your passport to campus to complete your registration.
- 6 **Complete your registration at the iCentre**
Visit the iCentre with your passport, visa vignette (entry clearance sticker in your passport) and 'share code' generated from UKVI's. **View and prove your immigration status** to complete your registration settle into ARU London.
- 7 **Start attending classes to begin your learning journey**
- 8 **Register with the NHS.** Student visa holders are eligible to use the National Health Service (NHS). We recommend registering with your local medical centre as soon as you can.
- 9 **Open a local bank account.**

Communication

We ask that you check your ARU London email address daily as this is the only account staff will use to communicate with you.

Always keep your details updated on e:Vision in case we need to call you or send something important to your term-time or home address.

We also recommend that you download the myARUL app as we send notifications via the app and it's an easy way to keep in contact with ARU London.

Telephone

International calls can be very expensive, especially from a mobile phone so you may want to select a provider that specialises in offering discounts on international calls. To dial an international number from the UK:

- Dial 00
- Then the country code, i.e. 91 for India
- Then the area code and the rest of the number.

If your family and friends want to call you in the UK, our country code is +44.

- Dial 00
- Then 44
- Then the area code, minus the first 0
- Then the rest of the number.

Mobile phone

There are several UK phone networks – we recommend shopping around to find the best option for you. The two main payment schemes are pay as you go and contract.

- Pay as you go: you pay a one-off fee for the SIM card only or the SIM and handset and buy 'credit' which allows you to make calls up to that value. Credit can be bought easily online and allows you to keep control of your spending, but it can be more expensive if you use your phone a lot.
- Contract: pay a monthly rental fee which is debited from a UK bank account every month. The rental usually includes the cost of certain calls, texts, internet usage and the handset, however contracts are usually for 12 months in length and extra costs can be incurred. You generally need to be in the UK at least three months before you can take this option.

Make sure you know what you are committing to before you sign any contract and make sure you can afford to pay the monthly charges.

Internet and email

As a registered student, you are given access to an email account and internet services while on campus. We provide a free, reliable Wi-Fi service on campus. You can connect to it on any device once you are on campus, you will be able to find the name and password on site.

myARUL mobile app

Once fully registered, you will also be given access to myARUL, our student app, where you can find information and guidance on a variety of topics, plus featured events and activities on campus. If you have any problems accessing your email or any of the academic applications you need, visit the Learning Resource Team (LRC).



Social media

We have various social media pages for you to follow or join:

-  Instagram - @angliaruskinuniversitylondon
-  Twitter - @arulondon
-  Facebook - @londonaru
-  LinkedIn - school/arulondon

Post

Postal services operate from the post office, normally open 9am to 5pm Monday to Saturday. Smaller post offices may have shorter opening hours. To find your local post office and cost of posting letters or packages, go to postoffice.co.uk.

Immigration regulations

The International Office offer free help and advice to our international students. They can assist with queries you might have about your visa.

The staff in the International Office are the only ARU London staff permitted to give visa advice. You can email them at Internationaladvice@aru.ac.uk.

Student visa key conditions

As soon as we issue you with a Confirmation of Acceptance of Studies (CAS) to obtain your student visa, both ARU London and student visa holders must comply with UK Visas and Immigration (UKVI) regulations. This includes monitoring your attendance and reporting absences. You can request absences by completing the Notification of Absence form which will be available on the VLE or from Londonvisacompliance@aru.ac.uk.

Please make sure:

- You attend all your timetabled classes at ARU London – your attendance is being monitored.
- Your visa is tied to ARU London. You cannot just transfer to another institution.
- You take your visa and passport to your campus iCentre so that we can take copies of them.
- You engage with all your classes and if you can't, inform your faculty and the Visa Compliance team and tell them why you are unable to attend. Absences of more than one week must be authorised in advance.
- On the dissertation stage of your course you need to meet with their supervisor on campus.
- Your passport and visa remain valid. Plan a renewal at least 3 months before they are due to expire.
- You notify the University of any change of address or telephone number by updating it on e:Vision.
- You abide by your work conditions – don't work in excess of your working entitlements.

Changes to your enrolment status

If any of the following apply, ARU London must inform the UK immigration authorities (UKVI) and your visa will be shortened.

- If your attendance is poor for your teaching elements or you are excluded, withdrawn or discontinued from your studies.
- If you're not making satisfactory progress as stated in our Academic Regulations.
- If you intermit (take a break from studies but keep your place on your course).
- If you withdraw (leave your course completely).
- If you have a valid student visa but are not studying for more than 60 days.
- If you breach your visa conditions, e.g. work in excess of your permitted hours.

If you are unsure about anything relating to your student visa conditions, please contact us Londonvisacompliance@aru.ac.uk

Always read emails and letters sent to you from the Visa Compliance and International Student Advice teams. These are always very important and relate to your student status.

Studying in the UK

As an international student, you may find the way we study at a UK university, as well as the way we deliver our teaching, different to your own country.

Visa extension advice

Please keep a regular check on the date when your visa expires. Inform the International Office on internationaladvice@aru.ac.uk if your visa will expire before your studies finish. ARU London can advise you on your options and help you make the application.

An application for an extension must be submitted in advance of your current visa expiring. It's very important that you make an appointment to see an International Student Advisor at least three months before your current permission expires.

If you wish to extend your visa because you are progressing from one ARU London course to another, you can only apply in the UK if your current visa ends within 28 days of your new course starting. If your current visa ends more than 28 days before your new course begins, you will have to return home to apply for the visa.

If you have entered the UK on a short-term study visa for up to 6 months, you will not be able to extend your stay in the UK.

If you have less than three months' permission remaining:

- apply for further immigration permission if you are eligible; or
- leave the UK before your permission expires.

If the BRP was valid for less than three months you do not have to replace it, but you should still report the loss.

Digital visas

Student Visas are now issued digitally (eVisa) replacing the old BRP card. You will need to generate a Share Code online to prove your immigration status and employment rights. You may be asked for a Share Code by ARU, your employer, your landlord or your bank.

You can generate a **Share Code** whenever you need to by using the View and Prove service at gov.uk/view-prove-immigration-status

- **Independent study** – we encourage you to be an independent and active learner. You will be expected to devote a lot of time to reading, researching, revising and making notes of your own.
- **Assessments** – our assessment methods can take the form of assignments, exams, essays and presentations for group work. Once coursework is submitted, you are not able to edit or amend it further and resubmit. You will always be given feedback on your work once it has been marked.

Academic Regulations

Many students coming to study in the UK for the first time find the experience of learning in a new country very different. ARU London has academic regulations which outline the academic standards we will provide and the standards we expect you to meet. You may not be used to such regulations so you should familiarise yourself with them to avoid committing an academic offence. To succeed you need to ensure you avoid plagiarism, collusion and personation which are included in the regulations.

- **Plagiarism** – the word plagiarise means to copy work from another person or source without acknowledging or referencing it. If you copy sentences or expressions without saying where you have found them and referencing them correctly, this is plagiarism. Always use quotation marks and references when quoting from a book or online resource.
- **Collusion** – this is when students work together on assignments when they should have been completed alone.
- **Personation** – someone other than you prepares your work for submission or undertakes the assessment.

Help and support

- **International Student Advice Service** - specially trained staff who can advise you on visas, immigration, policies, health entitlement. To book an appointment, email: internationaladvice@aru.ac.uk.
- **The Students' Union Advice Service** – provides a free, independent and confidential advice and representation service to all students. Trained advisors are independent from the University and can talk over any worries you have. Visit: angliastudent.com/london
- **Wellbeing support** – the Counselling and Wellbeing service is here to offer you support throughout your time with us. Making the transition from home, friends, familiar culture and country can be daunting, especially coupled with demands of academic study. They are here to help. They can help you manage stress and anxiety and develop strategies for success. Visit: london.aru.ac.uk/student-life/student-wellbeing

Visa compliance

The Visa Compliance Team is here to ensure your visa is protected during your studies at ARU London from enrolment to graduation.

The Compliance Team are happy to help you with all queries relating to your Student Visa:

- Attendance and Engagement monitoring
- Notification of Absence requests
- Changes to your enrolment status, such as withdrawals/intermission, course transfers and Graduate route reporting.

As a Student Route (formerly Tier 4) sponsor of International students, the University has a responsibility to the UKVI to undertake a number of sponsorship duties for the students sponsored by ARU under the Student Route.

Visa sponsored students are required to get in touch with the Visa compliance team about any intended enrolment changes. You may also wish to contact our International Student advice team to discuss the potential impact of a withdrawal/intermission from your studies could have on your Immigration status.

Course transfers

There are only certain circumstances in which a sponsored student can change course, without applying for a new Student Route visa, as course changes are restricted by the UKVI in their guidance:

- Either the new course is related to the previous course for which the student was granted Student leave. (This means that it must be either connected to the previous course, part of the same subject group or involves deeper specialisation); or
- The student's previous and new course combined, support the student's genuine career aspirations.

To adequately assess this, we ask students and the prospective faculty to complete the course change request form. If you are unable to meet the UKVI requirements, you will be required to leave the UK and make a new visa application, before starting the new course. The Compliance team, in conjunction with the International Student Advice Service will assess this using the completed Tier 4 course change request form. Therefore, this form must be completed and approved by Compliance before the course change is processed by registration.

View the [course change factsheet \(PDF\)](#) for more details on the implications of course changes.

Attendance and Engagement

Visa sponsored students are required to be academically engaging throughout the period of leave for which the students are being sponsored. Failure to do so may result in withdrawal from your studies and subsequent withdrawal of visa sponsorship.

It is your responsibility to register your attendance via the VLE, as this is how we monitor your attendance. Lateness is not a valid reason for non-attendance. For detailed guidance on how to register your attendance, please refer to the [ARU London Attendance guide](#).

If you are unable to attend any course event or require authorised absence from your course/the UK for a short period due to personal reasons, you **must** inform Londonvisacompliance@aru.ac.uk as soon as reasonably possible and complete the [Notification of Absence Form](#) which requires you to provide the reason(s) and evidence (such as a medical note) for your absence.

Maintaining your immigration status

- Your student permission is granted with conditions, which is usually stated in your UKVI decision letter. You must ensure that you maintain your right to study during your studies.
- Please refer to the [UKCISA page](#) on Protecting your Student status for some useful guidance on student visa holder requirements and obligations.
- If you change your immigration status during your studies, for example from Student Route visa to pre-settled status, you must notify the Compliance team and bring your passport and share code to the icentre to be scanned.
- Remember - we are here to help you with your studies and remain compliant during your stay with Anglia Ruskin London. You can email us at Londonvisacompliance@aru.ac.uk

Employability and working in the UK

Our Employability Service is here to help you with writing your CV, preparing for an interview, or planning your future career.

Working while studying can give you some valuable work experience. The Employability Service is here to help you negotiate and understand the job market and the range of jobs on offer to you.

- Student visa holders have restrictions on the number of hours and the type of work you can do whilst you study: 20 hours per week during term-time and full-time during the university holidays. If your visa doesn't give you permission to work, you shouldn't breach this. The International Office can check your eligibility to work and help with correcting the work entitlement on the visa if it is incorrect.
- To get a letter for full-time work for your employer during university winter (Christmas) and spring (Easter) holidays, email icentre@london.aru.ac.uk.

Postgraduate students undertaking the Major Project module, who have a student visa, are limited to 20 hours per week until the major project has been submitted.

Our term-time and holiday periods are set in accordance with the university academic calendar.

It is your responsibility to ensure you do not breach your immigration conditions by working too many hours. If you are in any doubt, please contact the International Office. As a sponsor, ARU London is obliged to report any breaches of immigration conditions to the UKVI.

You are permitted to work full time for up to 4 months after you have completed your studies.

National Insurance number

Everyone who works in the UK must pay National Insurance contributions. You don't need to have a National Insurance number before starting work but you must apply for one when you get a job.

- Applications for an NI number are made online. Visit: gov.uk/apply-national-insurance-number.

You do not have to pay for your NI number they are totally free. There are a lot of scams on the internet that ask you to pay for your number so please be careful.

Please note, it may take around four weeks to get your National Insurance number but you are allowed to work whilst waiting for your number.

Working in the UK during your studies

UK Visas and Immigration (UKVI) is extremely strict about international students and the number of hours they are working. Do not work more than the number of hours you are allowed to work. If you are unclear about your working entitlements, please contact your internationaladvice@aru.ac.uk.

Frequently asked questions

Where can I get a letter confirming my holiday dates?

You can apply for a letter on VLE via 'My Forms' > 'Letter request'. You will then have the option to choose the appropriate letter from the list provided. Letters will be sent in PDF format via email.

I only have my major project to do in Trimester 3 over the summer. Can I work full-time?

No. If you are enrolled on your postgraduate Major Project module in trimester 3, you are considered 'in term' during the summer and can only work 20 hours per week, until you have submitted your major project.

I have submitted my major project. Can I work full-time?

Once you have submitted your final major project and have no further studies you are able to work full-time for the last four months of your student visa. You can request a letter confirming this from the i-Centre. Don't forget to attach a copy of your Turnitin/Canvas receipt. Letters take at least two working days to produce.

I have a Student visa. How many hours can I work?

Student visa holders studying at degree level can usually work up to 20 hours per week during term-time and full-time during the University holidays unless you have academic studies to complete e.g. your major project. Holiday dates may vary between courses. The UKVI consider a working week to be a 7-day period starting on a Monday, so during term-time you should be very careful not to exceed 20 hours during any 7-day period beginning on a Monday.

IMPORTANT - please note: It is your responsibility to ensure you do not breach your immigration conditions by taking too many hours of employment. If you are in any doubt about your working entitlements or vacation dates, please contact internationaladvice@aru.ac.uk. Please note that as a student visa sponsor, ARU London is obliged to report any breaches of immigration conditions to the UKVI.

See the [UK Council for International Student Affairs \(UKCISA\) guidance](#) for further information.

Further advice

For further guidance on working in the UK, please visit the following pages:

[Right to Work Checklist](#) (this outlines the checks an employer needs to make on you)

[UKCISA – Student work](#)

Working in the UK after you graduate

If you're interested in starting your career in the UK after you graduate, you can now to apply for the Graduate Immigration Route. This will enable you to stay in the UK and continue to work if you already have a job, or to look for work if you don't, for up to two years (undergraduate and postgraduate).

Please note, eligibility for the Graduate Visa depends on completing your course successfully on time, and being awarded your degree within the period of your Student Visa. Failing modules can jeopardise your eligibility, so make sure you do everything you can to pass your course on time if you wish to benefit from the Graduate Visa.

Graduate Visa Route

If you are in the UK with a valid student visa, have successfully completed your course in the UK and been awarded your degree, please view the video below for information on the Graduate Visa, as well as how and when to apply.

Click here to watch the video youtu.be/-Du_yag8kMA

Further details

- This visa is available to international students who have completed a degree at undergraduate level or above, who have a valid student visa or student permission at the time of application.
- Successful applicants on this route at bachelor's or master's level will be able to stay in the UK and work or look for work, at any skill level for two years. Doctoral students will be able to stay for three years.
- Applicants will not need a job offer in order to be eligible. There will be no minimum salary requirements nor caps on numbers. Graduates on the route will be able to work flexibly, switch jobs, work freelance and develop their career as required.
- Individuals who already have permission as a dependant of a student visa holder who is applying for this route can also apply to extend their permission as a dependant from within the UK.
- The route does not count towards settlement in the UK, however, graduates will be able to apply to other routes at the end of their 2-3 year stay, for example, the Skilled Worker, Global Talent or Innovator routes.
- You can only apply if you have completed your course before your student visa expires. Therefore, if you need to resubmit work at the end of your final trimester it is unlikely that your award will be confirmed before your student visa expires and you will not be eligible to apply. It is therefore essential that you focus on your studies as you approach your final assessments.



Frequently Asked Questions

When do I apply?

You make an application for the Graduate Route visa after you have received formal confirmation from ARU London that you have successfully completed your course. This will be emailed to you within 20 working days of the Awards Boards.

Will the Graduate Route require a new application?

Yes. The Graduate route will require a new visa application.

How much will it cost to make the application?

It will include the payment of a visa fee and the Immigration Health Surcharge. For further information on fees, visit [Student visa: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Please note that all course fees owed to ARU London must be paid in full in order for you to be eligible for the route. ARU London cannot report the successful completion of your award to the UKVI if fees remain outstanding.

Can I apply from outside the UK?

No, you can only apply from within the UK.

Is there a deadline to apply?

Your deadline for applying is the expiry date of your student visa or Student permission. As long as you apply by this date, your current permission (visa) is automatically extended until the outcome of your application, even if its original expiry date has passed.

Do I inform UKVI that I have successfully completed my course?

No, the university informs the UKVI that you have successfully completed your course. ARU London will upload this information directly to UKVI systems normally within 20 working days of your faculty awards board ratifying your result. We will send an e-mail to your ARU London e-mail account letting you know when this has been done. PLEASE NOTE: ARU London will not upload your information to the UKVI if you are in debt to ARU. You must therefore clear all debts to ARU London if you wish to apply for the Graduate visa.

What information will I need to make an application?

You will need to know the Confirmation of Acceptance for Studies (CAS) number you used for your most recent Student (or student visa) application in order to apply for the Graduate Route. ARU London will send this to you when your results have been confirmed so don't worry if you can't find it.

You will not need to show any bank statements to make an application.

Do I need to show any funds in my bank account?

No evidence of maintenance (your money) is required if you are applying in the UK and you have been living here with a valid visa for at least 12 months.

Will this route count towards settlement?

The route is non-extendable and does not count towards settlement. However, graduates who find an appropriate job and meet the requirements will be able to apply to work routes, including the Skilled Worker, which is a route to settlement.

Are there other visas I could apply for?

For further useful information and guidance on your options for working in the UK after your studies, visit the [UKCISA website](https://www.ukcisa.gov.uk).



After finishing your course

Find out how you get your results, what you need to be aware of with your visa and what you need to do before you leave ARU London and the UK.

Once you have finished your course

- Your results will appear on [e:Vision](https://www.aru.ac.uk/e-vision)
- If you have passed all your modules, your award will be confirmed at a meeting of the ARU London Awards Board. The Awards Board consists of university staff only – you don't need to attend this meeting. Please note that your results are provisional until the Awards Board has officially confirmed your award
- After the Awards Board meeting, if you have been successfully granted your award, your transcript of results will be sent to you at your home address. Please make sure you have entered your correct address on e:Vision
- Information about the Graduation ceremony will also be posted to your home address. It is not compulsory to attend the Graduation ceremony. You can find information about ARU London graduation ceremonies at london.aru.ac.uk/alumni/graduation

Your Student visa

- If you were studying in the UK on a Student visa, make sure you leave the UK before your visa expires, unless you are applying for further permission to stay in another category
- Once your course has finished and you have left the UK, you should not attempt to re-enter the UK using your Student visa. This is because your course has finished and you may be prevented from re-entering the UK by immigration staff
- If you plan to return to the UK for the Graduation ceremony, you should apply for a Standard Visitor visa. More information about applying for a visitor visa is available at [gov.uk/standard-visitor-visa](https://www.gov.uk/standard-visitor-visa)

Before you leave ARU London

- Make sure your home address and contact details are up to date on e:Vision, so your transcript and certificate are sent to you at the correct address
- Ensure you have paid all tuition fees, rent, library charges etc. to ARU London before you leave. If you have any debts outstanding to our university, we will not be able to release your transcript, certificate or any confirmation of your result

Tips for your departure

- Plan your journey home as early as possible. This will enable you to prepare more thoroughly and reduce your travel costs
- Consider how you plan to send your belongings home. You may want to use a courier company to transport items rather than taking everything with you as luggage
- Make sure you pay all your bills and overdrafts etc. before leaving the UK. Many banks have agreements with overseas banks whereby they can recoup unpaid debts
- Consider using Royal Mail's Postal Redirection Service to forward any mail to a trusted friend or contact in the UK
- Be aware of the possibility of experiencing 'Reverse Culture Shock' when you arrive back in your home country. See more information on the UKCISA Infosheet.

Contact our International Student Advice team

Email: internationaladvice@aru.ac.uk



Key Dates 2024/2025 Academic Year

We operate in trimesters – (1) September, (2) January, (3) May

- You are starting in trimester 2, which is January - April 2025
- Your next trimester is May - August 2025



January trimester

Week beginning Monday 13th January 2025 - Friday 17th January 2025

Trimester 2 Teaching	Saturday 18th January - Friday 11th April 2025
Trimester 2 Examinations	Saturday 26th April – Friday 2nd May 2025



May trimester

Trimester 3 Teaching	Saturday 10th May - Friday 1st August 2025
Trimester 3 Examinations	Saturday 2nd August – Friday 8th August 2025



Holiday dates

Easter Vacation	Saturday 12th April 2025 - Friday 25th April 2025 (inclusive)
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*dates are subject to change.

Healthcare

If your visa lasts for more than six months, you are entitled to use the National Health Service (NHS) for free.

You register via a Medical Centre/ Doctor's (GP) surgery close to where you live. You may be asked for your Immigration Health Surcharge (IHS) number, which you would have received after paying the IHS on your visa application.

If you are already suffering from an illness or have a particular medical condition prior to coming to the UK, it may not be covered by the NHS, and you should consider taking out private healthcare insurance.

It is really important to let the university know if you are unwell, so we can give you the appropriate advice about your studies.

Register with a doctor

Most people in the UK access medical care through our state healthcare called the National Health Service (NHS).

All students are recommended to register with a doctor, also known as a General Practitioner (GP). Most doctors' surgeries have male and female doctors, and you can request if you have a preference.

You can register at a doctor's surgery by visiting [nhs.uk/service-search/find-a-gp](https://www.nhs.uk/service-search/find-a-gp)

To register with the NHS, you will need:

- Proof of identification – passport or ID card
- Proof of student status – Request Letter from VLE
- IHS number or evidence of pre-settled/settled status

Appointment with a GP (doctor)

You may find that it can take longer to get an appointment to see a GP than in your home country. If you are concerned about the urgency of a situation, ask the GP reception staff if you can speak with a nurse first, or a GP over the phone for help and advice.

Medicine

If a doctor recommends medicine, they may write a prescription for you. Not all medications prescribed in your home country will be available in the UK. When you have the prescription, you will need to take it to a pharmacy and pay a standard prescription charge of £9.90 per medicine.

Pharmacists can provide advice and assistance with minor illnesses. From a pharmacy you can also buy medicines and remedies for a wide range of medical conditions without needing a prescription. Pharmacies also sell other health supplies such as vitamins, toiletries, travel supplies, first aid supplies, some contraception, and cold and flu remedies.

Medical insurance

An insurance policy with access to private health care could also give you much quicker access to health care and treatment. It can also cover additional possible costs resulting from illness such as lost tuition fees and travel costs if you have to return home.

Dental treatment

You should have your teeth checked by a dentist at least once a year. If you are not entitled to NHS treatment, or the dentist you choose doesn't take NHS patients, you will need to pay the full cost of the treatment which can be very expensive.

Opticians

Eye care is provided by opticians who usually operate from clinics in the city centre such as Specsavers or Vision Express. You will normally have to pay a minimum charge for an eye test (around £20). If the test shows you need glasses, or need a different prescription for existing glasses, the optician will give you a prescription and can help you with selecting and buying your glasses.

Emergencies

999 is the number for the emergency services in the UK. If you need the Fire Service, Police or Ambulance, you should call this number.

Emergency services

The call is free, even from mobile phones. This should only be used in the case of a real emergency. You will be asked to give your name, phone number and location of the emergency.

Numbers for non-emergency services should be used when there is no immediate danger or threat to safety or security. These numbers are as follows:

- 111 medical service – you can call 111 when you need medical help that's not an emergency. This is an NHS service for people who need medical help when the doctor's surgery is closed and you will be directed to the local service that can help you best. It is available 24 hours a day, 7 days a week, and the call is free, even from mobile phones.
- 101 police service – you can call 101 when you need to report something to the police that's not an emergency. You will be connected to the constabulary closest to your location, unless otherwise requested. It is available 24 hours a day, 7 days a week, and the call is free, even from mobile phones.

Accident and Emergency

If you need urgent treatment but you are well enough to travel, you can also make your own way to a hospital with an Accident and Emergency department (A&E). These departments are open 24 hours a day, 7 days a week, and deal with people needing emergency and urgent treatment, or with serious illness or injury.

UK Police

The police in the UK are here to assist you. Their role is to protect you and your property and prevent crime, along with bringing people to justice who commit a crime. Police in the UK don't routinely carry firearms, although they may do this in some high-security areas such as airports.

Always be cooperative with the police. Remember that breaking the law in the UK can impact your studies and visa.



Accommodation

In the UK you will be required to sign a tenancy agreement for most accommodation. These are legally binding and difficult to get out of, so always read everything before you sign.

Whilst we do not have any halls of residence on campus, we are able to direct you to our preferred partners who can offer various types of accommodation within easy travelling distance of ARU London.

In London, there are many different types of Student Accommodation to suit every budget, style and preference. The main types of student accommodation consist of private student halls, house or flat shares, bedsits/studios and lodgings.

The iCentre team can assist you with all aspects of living in our local communities. They can also help if you are concerned about your accommodation, the landlord, other tenants, or your tenancy agreement. Visit: london.aru.ac.uk/admissions/accommodation to check our **Accommodation Guide 2024/25**, or drop by the iCentre desk at our East India campus.

TV licence

If you want to watch live TV, download or record live programmes on any channel, or watch BBC iPlayer on any device, you will need a TV licence. If you watch or record live TV, or access BBC iPlayer, without a licence, you risk prosecution and a fine of £1000. It costs £159 a year and you can buy one at tvlicensing.co.uk.

If you change accommodation, your licence doesn't move with you. You need to inform TV Licensing so they can update your details and make sure you are correctly licensed at your new address.

Private possessions insurance

You will need insurance for your belongings for loss or theft. Do some research online to find the best package for you depending on your needs.

Electricity

Electricity in the UK is 230v. If you are from a country operating on a different voltage, ensure you have a 3-pin plug adaptor and a voltage transformer. UK appliances such as kettles, hair dryers and rice cookers are reasonably cheap to buy.

Council Tax

Council Tax is a tax on your accommodation which the government uses to pay for local services.

A Council Tax Exemption Certificate can be requested from the iCentre.

It's important to note that if anybody living in a shared house is not a student, the property will need to pay for Council Tax.

If you move into a house before the course starts, or you remain beyond your course end date, you may be charged Council Tax for these periods.

Your tenancy agreement

If you rent in the UK, you are likely to be offered an Assured Shorthold Tenancy agreement, which is usually 12 months in length. It's very important to read your tenancy agreement in full, as you could end up breaching your contract by mistake. Here are some key things to look out for:

- Check the start and end date of your tenancy.
- Make sure every tenant's name is on the agreement, as well as the landlord's.
- Take a look at your obligations in detail (what you can and can't do during your time in the accommodation) and make sure you agree.



Accommodation
Guide for Students



- Take a look at your landlord's obligations in detail (what they can and can't do while you are their tenant) and make sure you agree.
- Check the rent amount and who is liable for it, and the dates on which it should be paid.
- Check the address for the property is correct.
- Check the notice period to end the tenancy and how this can be given, by both landlord and tenant.
- Check deposit information and how it needs to be paid.

Never sign anything until you are fully aware of your rights and responsibilities as a tenant. If you need help understanding a tenancy agreement, you can contact the Residential Services team for advice.

It's important to take an inventory when you arrive at your accommodation. An inventory is a checklist of furniture provided by the landlord as well as any known faults or damages before anyone moves in. If your

landlord doesn't provide one to you, make one yourself: keep a note of all the furniture in the accommodation, log its condition, record all marks on walls, doors, floors and windows and any damages to the furniture itself. You can take photos to keep with your inventory too. You and the landlord will need to agree to the inventory to make it valid but it could save you tenancy deposit disputes when you move out.

Utilities

Your utilities (water, gas, electricity) are not included in your rent, so you should allow £10-£15 per week, unless otherwise stated. Don't forget to budget for things like internet and telephones. If possible, ask the landlord or previous tenants about the utility costs beforehand.

Paying rent

Check with your landlord how this works for you, but normally you will pay on a monthly basis.

Finance

To help you become familiar with our currency, here is a guide to the banknotes and coins we use in the UK.

One pound sterling (£1) is divided into 100 pence (100p). Coins issued are: 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2. Notes issued are: £5, £10, £20 and £50. Make sure you become familiar with the different sizes and shapes of coins and the colours and values of notes. Some shops don't accept £50 notes; you can change these to lower denominations at your bank.

There are a number of on-line tools to convert your currency into UK currency such as oanda.com/currency-converter/en.

Most payments in the UK are made by card. It is possible to use 'contactless' (paying without using your PIN number) up to the value of £100.

Cost of living in the UK

In comparison to some countries, the UK appears to be an expensive place to live, however with sensible planning and budgeting, you should find it affordable to live and study here.

We have put together an example budget below. This shows the minimum funds that you would need for one academic year. Don't forget that your own budget should reflect your own priorities.

Example budget – approximate average costs per 40-week academic calendar (Sept-June):

Accommodation	£8,400
Food	£2,500
Clothing/Books/Telephone/ Socialising/Travel in the UK etc.	£2,050
Total	£12,950

Approximate monthly budget: £12.00

Example of grocery prices:

Loaf of bread	From 80p
Pint of milk	From 90p
1kg dried pasta	From £2.50
1kg rice	From £3.00
1.5l bottled water	From 85p
Take away coffee	From £2.50

Opening a UK bank account

You will need to open a UK bank account to make and receive payments, shop online and to receive earnings if you have a part-time job. We suggest that you make opening a UK bank account a priority.

Look for a bank that gives you a debit card. Some banks have accounts specifically for international students; monthly charges may apply for those accounts, however all banks have standard accounts that are free (no monthly charges).

The documents required to open a bank account will be changing in January 2025. You will need to show ID and you may also need a letter from ARU London. You can request this from the iCentre on campus after you have completed registration and arrived in the UK.

For students joining from January 2025 onwards we will provide new guidance on the **International Hub**.



Managing your bank account

- Sign any bank cards you receive straight away.
- Report any loss or theft of cards to your bank immediately.
- Keep your Personal Identification Number (PIN) a secret to keep your money safe.
- Only spend money you have in your account. If you go into your overdraft or overspend, you may incur expensive charges.
- Your bank will never ask you to share your PIN.
- Be careful of scams – if something feels too good to be true, it probably is. Similarly, if someone calls you pretending to be an employee of the Home Office or your bank, demanding money ("a fine") to fix a problem with your immigration status or your account, this is a scam and you should not send money to them. If this happens, hang up the call and block the number.

Help with finance

If you have questions regarding tuition fees or accommodation, contact our iCentre Team on internationalhub@london.aru.ac.uk

The British way of life

Living in the UK and getting to know the customs and cultures may mean you will take a little while to adapt to your new environment.

Settling in tips:

- Remember that it's perfectly normal to feel homesick.
- Keep in touch with your family and friends back home.
- Get involved! Come along to our Welcome Week events so that you can meet other students and make friends. Don't sit in your room on your own.
- Join one of the societies run by the Students' Union – this is an excellent way of meeting new and current students with similar interests or of similar backgrounds.
- Find a supplier of familiar food if you can. Make sure you eat a balanced diet with lots of fresh fruit and vegetables.
- Take regular exercise and maybe join a sports club or our on-campus gym. As well as being good for you, sports and exercise can be a great way of meeting people.
- Make use of the university services, including the Counselling and Wellbeing Service, and the Students' Union.

Staying safe off campus

It's important that you enjoy your time at university. As with any situation when out enjoying yourself, you should be aware of your surroundings and make sure you and your friends look out for each other. Our cities are safe places to live as long as you use common sense and remain sensible:

- Plan your evening out and know how to get back home safely.
- Purchase a portable charger, so you can navigate an online map such as Google Maps at all times to know which tube line, bus route or taxi you may need to get to get home.
- Keep a note of a reliable taxi firm other than the online app's such as Uber or Boltwith you and make sure you have enough money for a taxi fare.
- It's always advisable after dark to walk with a group of friends or get a licenced taxi. If you must walk alone,

let a friend know the route you will be taking and what time you expect to arrive, and use well-lit roads and avoid shortcuts.

- Avoid the risk of your drink getting 'spiked' when in a public place. Never leave your drink unattended and never accept a drink from someone else unless it is poured or opened in your presence. If you get worried or begin to feel strange, ask a friend or a member of staff for help. Stay with your friends and don't walk away.
- Watch your bags, wallet, phone and laptop.
- Keep the amount of cash you carry to a minimum.
- Always be aware of your surroundings and remain alert. If you are worried, move to a place where there are others around.
- Your keys belong to you and shouldn't be given to anyone else.
- Close your windows and lock your doors every time you go out. Always keep your accommodation secure even if you only leave for a few minutes.
- If you have a bike, always lock it when not in use.
- Be aware of identity theft (someone pretending to be you).
- Bills and bank statements are useful to criminals who would like to spend your money. Keep them safe.
- Be vigilant when using cash machines.
- Make sure any high-value items are fully insured.
- Don't allow anyone into your accommodation that you do not know.
- If you do become a victim of crime, it is important you report it as soon as possible to ARU London Security and the police.

Shopping discounts

As a student, you are entitled to a TOTUM membership and card, giving you access to hundreds of student discounts and deals on everything from eating out and fashion to technology and travel, and even daily essentials. A TOTUM membership can also be used as proof of age for visiting nightclubs and bars. Visit totum.com to sign up and download the TOTUM app to access discounts. Prices start at £14.99.

Unidays, Student Beans and Save the Student also have their own forms of student discounts that are free to access. You just need to confirm your ARU London email address when you sign up.

myunidays.com/GB/en-GB

studentbeans.com/uk

savethestudent.org/student-deals

Weather

UK weather is very changeable. Our summers are mild with temperatures rarely exceeding 25°C, while in winter daily temperatures may not rise above 2°C. Wet and windy weather can occur throughout the year. UK clothes shops will sell clothes according to the season.

Clothing

Most people in the UK dress in casual clothes when not at work; jeans, t-shirts and trainers are common. People may 'dress up' for nights out to dinner, bars or clubs, which means wearing smarter or more formal clothing. In summer, shorts and lighter clothing will be worn.

British Summer Time (BST)

The UK has daylight savings time. Clocks go forward one hour in the spring, and back one hour in the autumn.

- Sunday 27 October 2024 – end of BST, clocks go back one hour.
- Sunday 30 March 2025 – start of BST, clocks go forward one hour.

Smoking

It is illegal to smoke in enclosed public places in the UK, including buses, taxis, trains, entertainment venues, restaurants, bars, nightclubs, and within all university premises. This also includes e-cigarettes (vapes). You may only smoke in designated smoking areas outside. At ARU London, these are signposted.

Recycling and waste

Recycling is encouraged in the UK. It is normally processed by the local council of the area you live in. Different local councils will use different coloured bins and may have different rules, but materials such as cardboard, paper, glass, food and drink cans, and some plastics will be taken and recycled by all local councils. What day of the week your waste is taken depends on the local council. You will be able to find a timetable on your local council's website.

Some areas may operate a food waste system and encourage you to put food waste in a compostable bag.

Punctuality

Being punctual and arriving on time for appointments is important in the UK. If you are running late, you should contact the person you are meeting to let them know.

Your class attendance at university will be monitored. Being on time to your classes is especially important if you have a student visa, as you will be recorded as absent if you are more than 10 minutes late and this can impact your visa.

Politeness

British people like good manners, such as saying 'please' and 'thank you'. Failing to do this can be considered impolite. Say 'excuse me' when you would like someone to move out of the way and 'sorry' if you accidentally bump into someone.

Queueing

British people are renowned for forming orderly queues (standing in line) and waiting their turn. This includes bus stops, shops, train stations, etc. 'Queue jumping' (moving to the front of the queue without waiting) is considered impolite.

Eating in the UK

Breakfast in the UK is often eaten at home before going to work or study, however our university restaurants offer a breakfast service where you can buy cereals, toasted breads or pastries, a full English (egg, bacon, sausage, tomato, baked beans), yoghurts and other things.

Lunch time in the UK is normally brief, lasting no longer than one hour between lectures or work breaks. Light, quick meals are popular such as sandwiches, salads or soup. The campus restaurants have a variety of hot and cold foods available for lunch times.





Dinner, the main meal of the day, is eaten between 5:30-9pm. British people enjoy eating out and in their homes. If you are invited around for a meal in someone's home, it is considered good manners to take a gift such as flowers, chocolates or a bottle of wine. If you eat in a restaurant, you may wish to tip the serving staff if you have received good service although this is not compulsory. Tips are usually 10%.

Tap water in the UK is safe and sanitised, so you don't need to buy bottled water to drink or brush your teeth.

You will be able to find a wide variety of international food in major supermarkets. There are also smaller shops specialising in Middle Eastern, South Asian, South East Asian and East Asian, and African and Caribbean ingredients as well as Halal and Kosher food. If you can't find what you are looking for, the best thing to do is ask another student or ask the iCentre.

Trying new foods is exciting, but your body may need a little time to adjust to new flavours or ingredients. Initially you may feel a little unwell if you are eating more meat, dairy or wheat products, for example. You may share accommodation with other students of different nationalities. Their cooking may be strange to you or smell or taste unpleasant. It's important to remain tolerant of each other, try each other's food, and teach each other recipes. Sharing food and cooking together is a great way of settling into your new surroundings.

Frauds and scams

A 'scam' is a dishonest scheme and criminals often target international students. A popular scam at the moment is a person pretending to work for the UKVI (immigration authorities), a UK Government department telephoning students and demanding money (a 'fine') for a non-existent immigration problem. They claim that if the payment is not received quickly, you will face visa sanctions.

Please note, the Home Office (UKVI), Police or any other UK Government department will never call you and ask for money. If you receive a phone call like this, hang up and block the number. You may also receive phishing emails of a similar nature. If you are unsure, go to the International Office and we can help you.

Alcohol

You must be over the age of 18 to buy and drink alcohol in pubs, bars and nightclubs in the UK. You may be asked for ID – rather than carry your passport, apply for a TOTUM card.

If you don't drink alcohol, you may be slightly worried if you are invited to a pub, bar or nightclub. Don't worry – these places are popular and sell non-alcoholic drinks too, and it is acceptable to go into a bar, pub or nightclub and not drink alcohol. Both men and women visit pubs, bars and nightclubs in the UK.

Relationships with others

The idea of the 'British reserve' may not actually be quite what you think. You may find when you first meet people they appear a little cold or always in a hurry. Do persevere and take the time to socialise with British students, once you get to know them you could become friends for life!

In the UK, men and women are treated equally and consequently you may find the relationships between men and women more or less formal than you are used to. Similarly, the relationships with your tutors and lecturers may be different. In the UK, you will find that we often address our tutors by their given names. Please remember that, although you may be friendly with your lecturers, you will receive no preferential treatment – your lecturer is still your lecturer no matter what you call them.

Equality

Men and women have equal rights in the UK. It is illegal to discriminate against anyone according to their race, gender, age, religion, sexual orientation or disability. Hate crime is defined as a criminal offence which is perceived by the victim or any other person that is motivated by hostility based on a person's race, gender, age, religion, sexual orientation, disability, or against a person who is transgender.

Hate crime can take place in many forms including physical attacks, damage to property, verbal abuse, abusive calls/texts/emails/postings on social media, or exclusion. If you see or hear any forms of hate crime, or any discriminatory comments/behaviour please report it to Security (if it is on campus) and the iCentre.

Laws in the UK

Laws in the UK may be very different to those in your home country. Please note that it is illegal to carry, use or supply any illegal drugs and to carry any sort of weapon, including knives and even pepper spray.



Travel

Getting around our cities is very easy. Students mostly get around by, tube, bus, train, walking and cycling.

The best way to access our campus is through London's public transport.

East India DLR station is situated onsite, from the platform to the classroom is only a minute's walk.

From East India DLR - Canning Town in 2 minutes (Jubilee Line), Custom House in 5 minutes (Elizabeth Line), Canary Wharf in 15 minutes (Jubilee line and Elizabeth line), Stratford and Bank in 15 minutes (Central line, Jubilee line, Northern line, London Overground, TFL Rail and Greater Anglia rail services).

Walking

Walking can be one of the easiest ways to fit exercise into your daily routine and can double as a form of transport. It saves you money, gets you fit and contributes to a cleaner environment.

Cycling and E-Scooters

Cycling can be one of the cheapest and quickest ways to get around, and it keeps you fit. There are many new and second-hand cycle shops in London, and discounts are available, along with free safety checks and maps. You can also use a pay-as-you-go bike rental service in many areas nearby our campus, such as Lime and Santander bikes.

E-scooters are also becoming a popular mode of transportation. You can find e-scooter rental services in many areas near our campus. Lime, for example, offers a convenient and eco-friendly way to travel short distances. You can find more information and download their app at Lime.

Here are some simple things you can do to make sure you stay safe while cycling or using e-scooters:

- Stop at red traffic lights, even if the road ahead looks clear.
- Make sure you have front and back lights and a red rear reflector. It is illegal to cycle in the dark without them, and you could face a fine if you do not have them on your bike.
- Be aware and follow road signs and rules about cycle paths, either on the pavement or roads.

- Don't cycle down one-way streets the wrong way unless there is a dedicated cycle path.
- Be considerate to pedestrians, other cyclists, motorists, and e-scooter riders. This includes not cycling or riding while drunk, or cycling on pavements that don't have a dedicated cycle path.
- Wear a protective helmet and bright, reflective clothing.

For e-scooters:

- Use designated e-scooter lanes where available.
- Always park e-scooters in designated areas to avoid blocking pedestrian pathways.
- Check local regulations, as e-scooter rules may vary by area.
- The [Highway Code](#) provides further information about the rules for cyclists and e-scooter users.

Bus

Regular bus services run in and around our cities. When boarding a bus, just tap your contactless card or Oyster card.

Taxi

Taxis in London are a convenient but expensive way to travel. Before you start your journey, ask the driver how much the journey is likely to cost and ensure you have enough money with you or you can pay by card. Black cabs operate from designated taxi points, including train stations and city centre locations – these do not need to be booked in advance. If you need a taxi to collect you from your home, the university or your workplace, you will need to book this in advance with a taxi company.

You can also use app-based taxi companies such as Uber or Bolt, which is prepaid before it arrives to collect you, you just need to put your end destination into the app. This app tracks your journey and is a safe way to travel.

Travelling around the UK

Train travel

If you're under 26 and plan on using the train regularly, you can apply for a Young Person's railcard. The card costs £30 (or £70 for 3 years) and gives you 1/3 off the cost of the train ticket. If you're 26 or over, you can still obtain this card but you will need the iCentre to certify on the form that you are a student. You can obtain further information, or apply online and see train timetables, by visiting [railcard.co.uk/](https://www.railcard.co.uk/).

To book tickets you can download the 'Trainline' app to your phone where you can display your rail card, plan your journey, find train times and costs, and find information about delays or cancellations. Visit: [thetrainline.com](https://www.thetrainline.com)

The UK rush hour is normally around 8am to 9:30am and 4:30pm to 6pm. Expect traffic delays during these times. It is also more expensive to travel by train during these times.

London Underground

The London Underground, often referred to as the 'Tube', has different lines running for around 20 hours every day (some lines run a night service on Fridays and Saturdays). Each line has a name and is shown in a different colour on the Underground map.

Travel in London is more convenient with an Oyster card. An Oyster card is a smart card you can add money to, allowing you to pay as you go, and it can be used to travel by bus, tube, tram, DLR, London Overground, most Elizabeth line, IFS Cloud Cable Car and Thames Clippers River Bus services, so it's useful if you travel around London regularly. To buy an Oyster card, visit [tfl.gov.uk](https://www.tfl.gov.uk) or download the 'TfL Go' app.

Coach travel

National Express is the largest coach company in the UK, travelling to hundreds of destinations. If you have a TOTUM card, you can get 15% discount on National Express coaches. For timetables, student discount and further information, visit [nationalexpress.com/en](https://www.nationalexpress.com/en).

Motor vehicles

If you drive a car or motorbike in the UK, you need to be legally entitled to it. Rules are very strict in the UK. You must:

- Have a valid driving licence, valid for use in the UK – most people can only drive on their overseas licence for 12 months and then need to take a test in the UK.
- Have valid car insurance
- Have paid road tax
- Have a valid MOT certificate (motor vehicles must pass an MOT test every year)
- Drive on the left-hand side
- Stick to the speed limits as displayed on the road signage
- Not drive under the influence of alcohol or drugs.
- Wear a seatbelt in a car and all motorcycle riders must wear a helmet.

Driving offences can result in a period of disqualification of at least 12 months, an endorsement on your licence and a punishment ranging from a fine to a period of imprisonment in more serious cases. This can have serious visa implications. Find out more information about driving here: [ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Driving](https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Driving)

Our university does not have parking facilities for students.

Travelling to Europe

Air travel

Heathrow, Gatwick, Stansted, London Luton and London City Airport are all the main airports in and around London which can be conveniently reached by public transport. They all offer international and domestic flights, and some low budget airlines that travel mainly to home and European destinations. e.g. Ryanair.

Eurostar

The Eurostar is the train service to Europe, connecting London St Pancras International with various destinations such as Paris, Amsterdam and Brussels. Visit: [eurostar.com/uk-en](https://www.eurostar.com/uk-en)

Inviting family to visit you in the UK

During your course, your family may wish to come to visit you in the UK. In most cases, family members living outside the EEA will require a Standard Visitor visa in order to come here.

What do I need to do?

Check if your family members would need a visa at [gov.uk/check-uk-visa](https://www.gov.uk/check-uk-visa).

If your family needs to apply for a visit visa, we suggest you supply them with the following documents to support their applications:

- Download the Enrolment letter from your VLE account. You can find this in the 'Letter Request' section under 'My Forms'
- Request the template invitation letter from the iCentre and add the appropriate details. Then print, sign and send it to your family, along with the Confirmation of Registration letter.

Information about the other documents needed to apply for the Standard Visitor visa is available on the UK Government website.

Feel free to contact an International Student Adviser with any queries internationaladvice@aru.ac.uk.





Things to do

Student life is about more than just studying. ARU London, and your city as a whole, offer a wide range of events, activities and projects to make sure you get the most out of university life.

- Students' Union. This is a great place to meet people, have fun and forget about your studies for a while. The SU has something for everyone.
- Clubs and societies. There are many student-led societies you can join, from religion, culture and course-based to all manner of interests and activities.
- Try something new. These one-off activities organised by the Student Union can let you explore the UK and participate in activities like ice skating, picnic days, or karaoke.
- Request an event. If you have an event or celebration you would like to organise, let the Students' Union know about it and they can see what they can do to help celebrate.
- With cricket, rugby, and football all originating in the UK, it's no wonder that London is a hotspot for sport. Not only can you watch just about any sport in London, but we encourage you to take part in opportunities to play throughout the capital. Lord's Cricket Ground is located near Regent's Park in central London, Wembley Stadium can be found in the west, and in the east, a stone's throw away from the East India campus, is the Olympic Village in Stratford, where the legacy of the 2012 London Olympics can be found.
- Some of the most famous, popular and largest heritage gardens, royal buildings, street parties and festivals, film locations, theatre and musicals, and art shows in the world, mixed in with a pub on almost every corner, make London the place to be all year round. You'll quickly find yourself embedded into the everyday culture of London – even hopping on the tube is part of it.

Exploring London

With a total student population of over 400,000, London offers an unrivalled multicultural experience and is one of the most popular student destinations in the world.

Studying at one of our sites in the capital allows you to immerse yourself into the busy and diverse life London has to offer. London is rightly said to be the most diverse city in the world with its endless variety of art, fashion, culture, sports, restaurants and nightlife.

London is a city steeped in history where you will struggle to find a dull moment away from your studies. When you're not studying, you can get involved with other things the city has to offer.

- The history of London is so rich and deep that it would be impossible to summarise it all on just this page, but London has been at the centre of history since before the Romans, making it a fascinating location for landmarks, galleries, museums, and tours
- As one of the culinary capitals of the world, whatever your taste buds desire, London can cater for it all. Whether you are visiting Borough Market or checking in at Chinatown, no cuisine is left unexplored.
- There are many clubs throughout the capital that will not disappoint, as well as sell-out gigs and concerts at over 300 venues. If you're looking for something quieter, there are plenty of chill evenings happening too, such as nightly boat cruises on the Thames or comedy nights in Soho. To make it even better, at the weekends, almost everywhere in London is accessible with mainline tubes running 24-hours.



International Hub

The International Student Hub is set-up to help students moving to the UK make a successful start to their university life.

There is a range of information and assistance on offer, including:

- ARU ID card assistance
- Opening a UK bank account
- Working and health entitlements
- Studying in the UK - the academic system at ARU
- Helping to find a part-time job
- Food and shopping recommendations
- UK culture and customs guidance
- Travel and transport guidance
- Social events to help you make friends and meet your classmates



Key Contact Numbers

Main Switch Board | [0207 4006 789](tel:02074006789)

The team around the ARU London student:



Professional support

iCentre:
iCentre@london.aru.ac.uk

Employability:
Employability@london.aru.ac.uk

Visa compliance:
Londonvisacompliance@aru.ac.uk

International Advice:
Internationaladvice@aru.ac.uk

International Hub:
internationalhub@london.aru.ac.uk

Specialist personal support

Wellbeing, Disability & Inclusion team:
studentwellbeing@london.aru.ac.uk

Academic Engagement
ae@london.aru.ac.uk

Academic support

Director of Studies Office:
DoS@london.aru.ac.uk

Academic Support:
academicsupport@london.aru.ac.uk

The Bookshelf:
thebookshelf@london.aru.ac.uk

Learning Resources:
learningresources@london.aru.ac.uk

Economic support

Finance Department:
finance@london.aru.ac.uk

Social support

Students' Union Advice Service
londonsu@angliastudent.com



Where to find us

The International Student Hub is based in the West side 3rd floor reception desk in our Import Building.

Please come and meet the team once you arrive, or if you have any questions before arrival please contact us on internationalhub@london.aru.ac.uk

Contact us

The International Office has specially trained staff who can provide advice to international students on many issues such as immigration (visa entitlements, extensions), health and working entitlements, opening a bank account in the UK and unexpected problems paying tuition fees. Please visit london.aru.ac.uk/international-students/-arrival-information

Email

internationaladvice@aru.ac.uk

PLEASE NOTE:

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