

international students guide

A handy guide to discover all the ways you can get involved and receive support as an International student at the University of Greenwich.

As one of our 20,000 members at Greenwich Students' Union, your student experience matters to us in ensuring you are represented and know how to access our services.



Life in the UK

We've put together a guide to help you settle in when arriving to the United Kingdom.

1. Bank account

a. To open a UK bank account, you will need to provide the following:

- Your passport & visa/Biometric Residence Permit (BRP), or your EU ID Card
- A letter from the University of Greenwich confirming details of your course
- Evidence of your current address in the UK (e.g. a tenancy agreement, student accommodation contract, or a letter from the University confirming your address)
- Some banks may also ask for proof of your address in your home country

b. Student letters are available through the University Portal

- Go to the Student Portal
- Click "Help & Advice"
- Click the link for "Student Letters"
- Select the type of letter that you need: Bank Letter
- Complete any mandatory fields, such as bank name
- The letter should then be available within 3 working days

Please be aware that due to Covid-19, we are currently not able to issue physical copies of our letters to students.

Please email StudentCentre@gre.ac.uk to request a digital version that can be emailed to you.

2. Biometric Residence Permit (BRP)

a. If you have opted to have your BRP delivered to the University, the University will contact you when they have received it and let you know from where you can collect it from. If you have not selected to collect your BRP from the University, you should check your visa grant letter which will confirm where you need to collect your BRP from.

b. Your BRP (Biometric Residence Permit) card is your tier 4 visa and you should keep it safe at all time. It's my advice that you should keep it at home and not use it as a proof of ID, if you lose it it's a very long process and it could take time before you get your new BRP. You will not be able to travel until you get a new BRP, as its purpose is to be used for traveling. If somehow due to any reason you lose it then please contact International Student Advice.

3. General Practitioner (GP) – local Doctor

a. On Campus Medical Centre

If you live on or near Avery Hill Campus, you can register with the on-campus medical centre. Students at Greenwich and Medway register with local practices. International students should register with a medical practice as soon as you arrive, so that you can access the full range of NHS services.

b. What medical care is covered by the NHS?

When you arrive in the UK, you should register with a General Practitioner (GP) to get access to these services for free:

- Consultation with a GP
- Hospital treatment in Accident and Emergency
- Hospital treatment if your doctor recommends it
- Contraceptive services
- Maternity care

c. How to register with a GP

I. Find a GP on the NHS website. You just need the postcode from your UK address to use this tool. In the UK it is important to select a GP which is close to your home address. Normally in the UK, GP surgeries will only allow you to join their patient list if you live close to them.

II. Contact the GP surgery to check if they can accept you. This will depend on how close you live and if the surgery has space for new patients at that time.

III. Complete the registration form for the GP surgery (this may be a paper form at the GP surgery, or it may be an online form.)

IV. Provide evidence to the GP surgery of your UK address and your right to access healthcare in the UK. You will need:

V. A student status letter from the University (you can get this when your University registration is complete.)

VI. Your Passport, Biometric Card (BRP) or your EEA/ EU residency card.

VII. A document to prove your address. This could be your tenancy agreement or any official document proving your address.

d. Sometimes there are minor differences for what documents you are asked to provide. The GP surgery you speak to will explain this to you.

e. If you have questions or concerns about registering with a GP, you can ask the university for some help by contacting the Student Centres or the International Student Advice Service.

4. Travel – Between campus and in London

- a. To pay for public transport in London, you will need an Oyster Card or a contactless debit or credit card. Most transport services in London do not take cash. You can get an Oyster Card online, at your newsagents, and some Transport for London (TfL) ticket machines. You need to pay £5 deposit for your Oyster card, which you get back when you return the card.
- b. Did you know that full-time students are entitled to up to 30% discount on season tickets and bus passes?! This only applies to monthly or annual season tickets - not pay-as-you-go credit or weekly tickets.
- c. To get this discount, you need to register online for an 18+ student Oyster Photocard. You will need to supply a scanned copy of your student ID and a digital photo. There is a £20 fee for this, but you should easily make that money back with discounted fares.
- d. You can top up your Oyster card at the Village Shop located on the Avery Hill campus.



5. Work – NI

Most Tier 4 students are allowed to supplement their funds or gain work experience by working part-time while they study, as long as you ensure you meet the restrictions and conditions outlined below. Be sure to check your visa to make sure that the work limit during term time indicated below is what you have actually been granted.

Undergraduate students	20 hours per week limit during standard University terms dates.	Full time work permitted outside of standard University terms dates.	Full-time work permitted after your last term at the University ends, until the date your visa expires.
Postgraduate Taught students (Masters)	20 hours per week limit during standard University terms dates.	If you are studying on a standard 12 month Masters programme, the 20 hour limit also applies during the summer vacation period, when you are writing your dissertation.	Full-time work permitted after your last term at the University ends, until the date your visa expires.

To apply for a National Insurance number you must:

- Be in England, Scotland or Wales
- Have entered the UK on a visa
- Have the right to work in the UK
- Call the National Insurance number application line to ask for an application form. National Insurance number application line (England, Scotland and Wales) Telephone: 0800 141 2075



Work with us!

We advertise jobs at
the Students' Union
on our website:

greenwichsu.co.uk/jobs

Academic Essentials



1. University portal - Moodle

University portal will be where you access all your things such as your academics you should live and even your accommodation and Journal news about the University you will be able to login by username and password which will be provided to you before registration.

You will need to use Moodle which is accessed through the portal. Here is where you will be able to find your academic information and submit assignments.

2. Study methods

a. At University you will be taught, but you are also expected to learn in your spare time, such as reading widely around topics, reflecting on the ideas you have encountered during your lectures and seminars and further research.

b. Your lectures are the most traditional form of learning, even though notes are provided you should listen carefully and make your own notes of the important points, you may also be directed to online resources associated with the lectures.

c. Seminars and tutorials are discussion groups with your Tutor and a

group of students. This discussion could be about a previous lecture or a specific topic. Sometimes are students asked to prepare a short presentation for discussion.

They are more informal than lectures, but you are expected to prepare for the discussion. This is your opportunity to ask questions and to improve your presentation skills. Always tell the Tutor if there is something you have not understood.

d. All of the following may constitute assessment: examination, coursework, assignments, projects, presentation or essays. It is your responsibility to check the requirement for each form of assessment at University of Greenwich.

e. Almost all subjects will require some form of computer work as part of the course. You will be required to type your assignment or maybe undertake computer analysis of data.

f. If you have problems with using a computer to complete your work you should contact your Personal Tutor, IT support or the Accessibility Office.

3. Tutor (Staff)

a. Program Leader or Personal Tutor – Their role is to offer academic guidance relating to your programme of study, but also to offer general advice and support and signpost to specialist services if necessary.

b. Module Leader - You will have a Module Leader for each Module, they are responsible for putting together all learning material. If you are confused about anything then do email them.

c. Personal Tutors have your best interest in mind, they want you to succeed on their course and enjoy your time at University.

4. Plagiarism

a. Plagiarism means copying work from another student or using, in

your work, text or ideas from a publication or any other source without referencing it correctly. Do not Plagiarise, you could get into serious trouble!

b. Please note the University has very strict definition of plagiarism and penalties are severe. There is support provided by the libraries on each campus make sure you check them out to ensure you understand how to reference properly.

c. Academic skills support is available to support you in writing. University have academic skill Department in in the library they also have support related to your assignments and they also have GRE Fest and Study Skills.

5. Student Centre

a. The Student Centre is a student services centre it's your first port of call for all questions you have regarding the vast areas of student services offered by the University within this you will find accommodation, finance, health wellbeing and International Student Advice

b. They will be able to give students letter and answer your queries and book specific appointment for specific services.

For further information go to:

gre.ac.uk/student-services/student-centres/student-letters.

6. Attendance monitoring and communications

a. An important condition of your Tier 4 visa is that you maintain regular attendance on your programme of study and fulfil the academic requirements of your programme. This requirement is also laid out in the university regulation. UK Visas & Immigration (UKVI) require the University to monitor attendance of all Tier 4 students.

Poor attendance or failure to engage with your programme could lead to you being withdrawn from the University and your Tier 4 visa being curtailed.

b. The University is currently reviewing attendance monitoring procedures for the 2020/21 academic year in light of the changing circumstances surrounding the Covid-19 pandemic and associated government advice. Keep an eye on this webpage for more information.

7. Absence

Attendance is very important. However, we recognise that, occasionally, this may not be possible due to external factors. If you do need to notify the University of an absence, you should use the appropriate procedure.

- If you know are going to be absent for up to a maximum of three consecutive days, you should submit apologies via the online system ([click here for guidance notes](#)). If this is not done, the absence will count as a missed point of contact.
- For absences of more than 3 consecutive days, you need to complete an Authorised Absence Form which must be authorised by your Programme Leader or Research Supervisor. Your request will need to be supported by appropriate evidence. You should always try to discuss longer absences with your Faculty Retention and Success Officer.
- If you believe your absence might affect your academic performance, you should read our guidance notes on extenuating circumstances in case you need to make a claim.
- In some cases, students may decide to request to interrupt their studies for a period of time.

- Your Personal Tutor can advise on support systems within the University and provide guidance on University procedures.

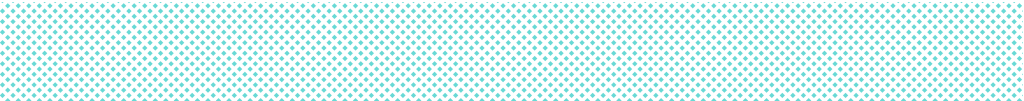
The University has created an engagement booklet.

8. Placements

- a. You might want to do a placement, or you might be on sandwich course it is always good to talk your Personal Tutor about it as they can advise you about suitable placement opportunities.
- b. Make sure you talk to the Careers and Employability team.
- c. You will be required to submit an essay related to your placement for more information book a 1-2-1 appointment with your Personal Tutor.

9. Academic support

- a. The online academic skills centre can help you improve your essay writing, research skills, presentation and exam techniques. They offer a range of free workshops and tutorials to help you improve your essay writing, research skills, presentation and exam techniques, and any other study skills you may need. These workshops are free and run throughout term time.
- b. Whether you are a new, continuing or master's student we have the resources you need to get ready to learn online and develop your digital skills.
- c. Make sure you enrol yourself it will have more useful information around your academic life at Greenwich.





Campus events

Discover events
where you can meet
new people:
greenwichsu.co.uk

Balancing your studies

Starting University can be a big change in your daily routine and life, we believe that making friends, having good mental health and developing your employability are key activities to balance around your studies.

1. Student wellbeing support

a. Greenwich's Student Wellbeing Service offers counselling and mental health support in order to help students achieve their full personal and academic potential. Students can access the service through one to one appointments as well as motivational and self-developing workshops. The University have professional counsellors to support you with a range of issues such as anxiety, low mood, homesickness, stress, and relationship problems.

b. You can also find a wide range of self-help materials available on our wellbeing hub.

c. Togetherall - an award-winning online wellbeing space which offers safe space for you to talk, share and get support and it is free to University of Greenwich students.

d. International Student Support We have a dedicated team of International Student Advisers to provide you with free and confidential immigration advice. The Advisers can help you with a range of immigration issues, such as visa applications and extensions, visa refusals, or lost documents.

e. If you feel that you're at crisis point, or you know someone else is, then contact your campus Student Centre or the Students' Union Advice Service. It could be the first step in taking back control of your health or someone else's. If you feel there's no one else to talk to, contact the Samaritans, they are available to provide emotional support to anyone, 24 hours a day, all year round. Sometimes we all need someone to just listen. See www.samaritans.org, or phone 116 123.

2. Student Fees and Funding

a. The Student Fees and Funding Team will provide you with information and advice on financial issues, including budgeting and money management, financial hardship and debt management. They can also advise whether there are any funding and bursaries available to you.

b. You can book to see a Student Finance Adviser at one of the Student Centres. Your adviser can check you are receiving your full entitlement to financial assistance and will help you budget and plan ahead.

3. Employability and Careers

All students benefit from a comprehensive Careers Service which offers CV clinics and advice on employability skills. They also run the Student Ambassador Scheme which is very popular among our students and a good way to earn a little money whilst you study.

4. Students' Union

a. Join a Society or Sports club – greenwichsu.co.uk

b. There are a range of International Societies at Greenwich.

c. Your Union runs activities specifically for International students to enjoy their culture here in the UK, such as Global Week!



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