



**Northumbria
University**
NEWCASTLE

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northumbria
students' union

WELCOME TO NORTHUMBRIA

A GUIDE FOR INTERNATIONAL STUDENTS - LONDON CAMPUS
MAY 2025

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WELCOME

WELCOME TO NORTHUMBRIA

Whatever time of year you arrive at Northumbria, we understand that starting at a new university can feel a bit overwhelming. That is why I am absolutely delighted to have the Students' Union here and ready to make you feel right at home at Northumbria and provide a fantastic and enriching student experience.

As we welcome a huge number of international students each year, we are constantly working to improve your time at the university. This means offering more work and study opportunities, helping you develop essential skills, and ensuring that you feel part of our vibrant and inclusive student community. The Student's Union plays a key role in creating this supportive environment and hosts a wide range of engaging activities and events throughout the year for you to take part in!

Thank you for choosing Northumbria. We wish you a lot of success in your studies and hope that you have a wonderful time during your studies with us.

Professor John Woodward
Pro Vice-Chancellor International



WELCOME

WELCOME TO YOUR STUDENTS' UNION

Welcome to Northumbria Students' Union aka NSU. As a Northumbria student you're automatically a member of NSU and part of a thriving international community, with students from across the globe making up around 20% of the student population here.

NSU also offers various extracurricular activities, clubs and societies to enhance your uni experience. Volunteering is a great way to meet new friends and make connections with others who have similar interests or backgrounds. Whatever you choose to do, I can't wait to welcome you to Northumbria Students' Union!

Arushi Sinha
NSU President





**BEFORE YOU
ARRIVE**

FORGOTTEN YOUR USERNAME OR PASSWORD?

Contact IT via **Chatbot** available 24/7

BEFORE YOU ARRIVE

ESSENTIAL ACTIONS



ENROL

STEP 1 OF 2 PRE-REGISTER

Click the 'Enrol' link in your **Student Portal** and follow the online enrolment instructions.



FEES

PAYING YOUR TUITION FEES

Access Ask4Help Online on your Student Portal to find information on **paying your tuition fees**.



ACTIVATE

IT ESSENTIALS

Set-up your **IT account** and install **DUO multifactor authentication**.



KNOWLEDGE

YOUR STUDENT PORTAL

Get to know your **Student Portal** to help you navigate Northumbria.



DIGITAL

START YOUR IT INDUCTION

Get ready to **learn the basics** of all the apps, digital tools and software needed to help your studies.



WELCOME

WELCOME GUIDE

Read your **campus Welcome Guide** and this **International Welcome Guide** to get off to the best start.

DAY TO DAY LIFE

The British Council have created a free online course **Prepare to Study and Live in the UK** to help you get ready for life in the UK.

They also have a free course specifically about mental health and wellbeing **Managing Your Wellbeing When Studying in the UK**.

We've also highlighted a few topics below that we think you'll find useful:

WHAT WILL THE WEATHER BE LIKE IN LONDON?

London has cold, rainy winters and mild, relatively rainy summers. Weather can be unpredictable, and you may experience four seasons in one day.

In winter you will need:

- A warm waterproof coat
- Warm waterproof shoes or boots
- Scarf, hat and gloves
- An umbrella

In summer you will need

- A light jacket or raincoat
- An umbrella
- Sunscreen
- Sunglasses

Check the current weather forecast.

WHAT ARE THE RULES AROUND SMOKING AND VAPING?

In the UK, **smoking is prohibited in all enclosed workplaces, public buildings, and on public transport.**

On Campus, smoking, including the use of electronic cigarettes or vapes, is not permitted in any part of the premises with the exception of the designated smoking shelters.

CAN I DRIVE IN THE UK?

We recommend using public transport while in the UK. London is well served by the London underground and overground as well as bus services.

If you do plan to drive in the UK, you will need to consider many factors. Driving in the UK can be expensive – you will need to pay for insurance, tax and maintenance on your vehicle and depending on where you travel, you may also need to **pay congestion charges**. You will also need to ensure that your driving licence is valid in the UK which may entail further costs.

In addition, driving in London can be stressful as roads are very busy and parking is limited. For more information, please see the UK Council for International Student Affairs (UKCISA).

You will also need to consider many factors such as insurance, tax and an MOT for your vehicle, as well as whether your licence is valid in the UK. For more information please see the **UK Council for International Student Affairs (UKCISA)**.

CAN I DRINK THE WATER?

Yes! Tap water in the UK is safe to drink.

WHERE CAN I GET FURTHER SUPPORT?

You can get specialist advice from the University about moving to the UK through **Ask4Help Online** on your Student Portal. If you do not have access to your Student Portal please use the **contact form**.

You can also contact the Students' Union **advice centre**.



WHAT TO BRING

ESSENTIAL ITEMS AND DOCUMENTS



PACKING CHECKLIST

- Warm clothes, including a waterproof winter coat (if you don't have winter clothes you will find lots of shops in London)
- Gadgets (mobile phone, charger, universal adapter and laptop or tablet if you have one)
- Things that remind you of home such as family photos, favourite books, a cuddly toy
- Essential toiletries only - you will be able to purchase larger items from local shops
- Any prescribed medication to last until you have registered with a local GP/doctor

DOCUMENTS CHECKLIST

- Passport
- Driving License
- Plane ticket (or ticket for ferry/train)
- Your letter of acceptance from Northumbria which includes your Confirmation of Acceptance of Studies (CAS) number.
- Evidence that you have enough money to support yourself while studying in the UK, for example recent bank statements, or proof of scholarship or sponsor's letter.
- Vaccination certificates and x-ray certificate (if required)
- Accommodation confirmation
- Currency (safer to carry debit/credit cards than cash, but always good to have some cash on hand)
- Original or certified copies of academic documents (e.g. previous results, International English Language Testing System (IELTS))
- Photocopies of documents (to keep as backup)

Once you have your arrangements in place it's time to start preparing what to bring with you.

Use our helpful checklists detailing what important documents and items you'll need to pack, so that you have everything you need once you arrive here.

FURTHER INFORMATION

You can find out more information on preparing for your arrival on the [UK Council for International Student Affairs \(UKCISA\) website](#).

RESTRICTED ITEMS

Remember not to bring **restricted entry products** when travelling into the UK.

YOUR LUGGAGE

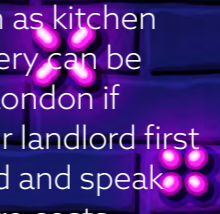
Be mindful of what you pack, as excess baggage fees can be costly. It's also wise to consider buying travel insurance to cover any potential loss or damage to your luggage.

WHAT ABOUT BEDDING, TOWELS AND OTHER NECESSITIES?

You will need your own bedding and towels as they will not be provided by your landlord. You can pre-order items in advance via [UniKitOut](#) and have them delivered for your arrival. **Use promo code NORTHUM10 for a 10% discount.**

Alternatively, you can purchase beddings and towels from many shops in London.

Household essentials such as kitchen utensils, crockery and cutlery can be purchased from shops in London if necessary. Check with your landlord first to find out what is included and speak with your flatmates to share costs.



BEFORE YOU ARRIVE

PLAN YOUR JOURNEY

Once you have secured your place on the course, obtained your visa, and confirmed your accommodation, you should arrange your journey to London.

If you are travelling from outside the UK, you can journey to London by air to one of five major airports: Heathrow, Gatwick, Luton, Stansted or London City Airport.

If you are travelling from Europe, you can also take the Eurostar or Ferry.

From inside the UK, you can travel by car, train, coach or underground.

Please visit the [Travelling to London](#) article in Ask4Help Online on your Student Portal for further information to help you plan your route.



BEFORE YOU ARRIVE

IMMIGRATION SUPPORT

Most international students require a student visa to study in the UK. Determining if you need a visa is straightforward - just visit the [UK government's official website](#).

Your visa will normally enable you to reside and study in the UK for the duration of your course.

For a step-by-step guide to the process please visit the [British Council website](#).

If you require further advice about immigration, please visit the [Accessing International Student Support](#) article in Ask4Help Online in your Student Portal. If you are unable to access your Student Portal, please use this [contact form](#).

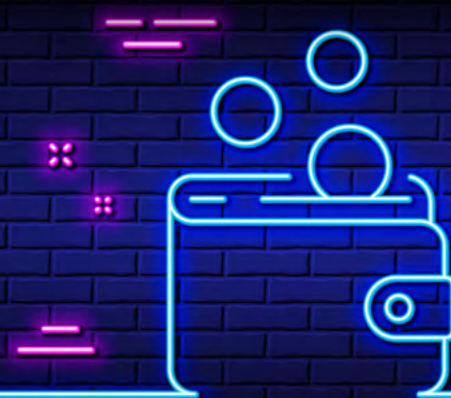


MONEY AND FUNDING

Make sure your finances are in order and that you have sufficient funds to cover tuition fees and living expenses. The article [Managing your Money in Ask4Help Online](#) on your Student Portal has lots of information to help you.

Start arranging money transfers as early as possible, especially if your country imposes restrictions on the amount of money that can be transferred abroad.

You may be able to get help to fund your studies through a scholarship or grant from your government or other organisation. For information about funding, bursaries and scholarships at London Campus, please visit the [Scholarships and Bursaries](#) web pages.



PREPARING TO STUDY

Studying in the UK may be different to studying in your home country. Learning about different aspects of academic life in the UK before you arrive can help you feel confident starting your studies.

The [UK Council for International Student Affairs \(UKCISA\)](#) provides information about what to expect and what is required for all students studying in the UK.

Northumbria University Library have also created a [Preparing to Study](#) guide for students.

To further prepare, you may be able to access your [reading list](#) in advance of your course start date.



BEFORE YOU ARRIVE

ARRANGE YOUR ACCOMMODATION

With over half a million students studying in London all needing somewhere to live, it is essential that you arrange accommodation before you arrive.

London is home to a wide range of accommodation - from ensuite, top-of-the-range residences, to traditional student housing, there's something to suit all tastes and budgets.

Visit the [Finding Accommodation in London](#) article in Ask4Help Online on your for more information and guidance. You can also contact [QA Accommodation](#) for expert advice and support in finding the right accommodation for you.



BEFORE YOU ARRIVE





**WHEN YOU
ARRIVE**



WHEN YOU ARRIVE

ESSENTIAL ACTIONS



ENROL

**STEP 2 OF 2
COMPLETE YOUR
ENROLMENT**
—
Upload your visa documents for verification. Click Enrol in your Student Portal and use the 'Visa Upload' function.



SMARTCARD

**COLLECT YOUR
SMARTCARD**
—
Access information on how to collect and use your University Smartcard.



TIMETABLE

**ACCESS YOUR
TIMETABLE**
—
Once you are fully enrolled you can access your timetable.



WELCOME

**GET
INVOLVED**
—
Take part in Welcome Week events and activities and attend your programme induction.



WELCOME WEEK

WHAT IS WELCOME WEEK?

At the beginning of term, Northumbria University along with the Students' Union host a series of events for new students known as Welcome Week, Induction Week or Freshers' Week.

These activities are designed to help you familiarise yourself with the campus, meet new people, and settle in.

WHERE AND WHEN DO THE EVENTS TAKE PLACE?

Your [induction timetable](#) will show you what activity or event is taking place, the time and location.

IS IT COMPULSORY?

It is essential that you attend Welcome Week. Participating helps you navigate the campus, access essential resources, and build a strong support network, ensuring a smooth start to your academic journey. It also provides detailed insights into your programme, fostering connections and enhancing your study skills for success.

MY VISA IS DELAYED, WHAT IF I MISS WELCOME WEEK?

Please aim to arrive in London the week prior to Welcome Week so that you can get settled. However, we know due to visa processing times this is not always possible.

If you are not going to be able to arrive in time for Welcome Week, please contact us via the article [Arriving on campus for London Campus students](#) in Ask4Help Online on your Student Portal and we can discuss your options with you.

YOUR NSU FRESHERS' EXPERIENCE

Freshers' is a fantastic chance to meet new people, make lifelong friends, and have some fun. There really is something for everyone at NSU! Check out the [events page](#) on our website and filter to 'London Campus' to see what we've got coming up in London.

Visit our [website](#) to discover more!

ESSENTIAL INFORMATION

As well as enrolling onto your programme and paying your tuition fees, there are a number of practical tasks you will need to complete as soon as possible.

OPENING A BANK ACCOUNT

You should consider opening a UK bank account when you arrive in the UK. This will make it easier for you to send and make payments. Please see the article Opening a UK bank account and requesting a bank letter in Ask4Help Online on your Student Portal for further information. Most UK banks offer student bank accounts. It will be worth looking round for one which has the best rates on international transfers.

What documentation will you need to set up an account?

- Current passport
- Valid Visa (for those from outside the European Union)
- Home bank statement from the past three months
- Proof of address in the UK or abroad

ARRANGING YOUR COUNCIL TAX, TV LICENCE AND UTILITIES

Depending on your accommodation you may need to pay additional bills on top of your rent such as:

- Council Tax
- TV Licence
- Utilities such as water, electricity, gas and broadband
- Contents insurance

Check with your landlord as some bills may be included in the price of your rent. Please see the article Getting started at London Campus in Ask4Help Online on your Student Portal for further information and guidance.

Households where everyone is a full-time student don't have to pay Council Tax. If you do get a bill, you can apply for an exemption.

To count as a full-time student, your course must:

- Last at least 1 year
- Involve at least 21 hours study per week

For more information please see the article Understanding council tax exemptions and requesting a council tax certificate in Ask4Help Online in your Student Portal.

APPLYING FOR NATIONAL INSURANCE (NI) NUMBER

A lot of students are interested in having a part-time job whilst at university and you'll be required to provide a National Insurance number (abbreviated as NI) to your employer. Please see the article Applying for a National Insurance number in Ask4Help Online in your Student Portal.

REGISTERING WITH A DOCTOR/GP

It is essential that you register with a local doctor's surgery, so that you can see a doctor - often called a "General Practitioner" or "GP" - when you need to. Please register as soon as possible, do not wait until you are unwell! Please follow the step-by-step instructions in the article Registering with a doctor/GP article in Ask4Help Online on your Student Portal.



WHEN YOU ARRIVE

SIM CARDS AND DUO

If you are joining from outside of the UK, you may need to obtain a UK SIM card for your mobile phone. SIM options include Contract or Pay as You Go.

Contracts: These are annual agreements tailored to your preferences, requiring a UK bank account for direct debit setup.

Pay As You Go: This option lets you purchase minutes and data as needed, offering greater flexibility to choose and change your plan.

Suppliers include:

- EE: shop.ee.co.uk
- O2: o2.co.uk
- Giffgaff: giffgaff.com
- Three: three.co.uk

DUO MULTI-FACTOR AUTHENTICATION SOFTWARE

Additionally, remember to update DUO if you change your mobile number or device. For instructions, refer to the **Logging into Systems using DUO** article in Ask4Help Online on your Student Portal.

If you are unable to access the Student Portal, contact **IT support** (available 24/7).

WHEN YOU ARRIVE

KEEPING SAFE

The safety of our students is our number one priority. Security work closely with the City of London Police to keep you and the area safe.

All Northumbria students have access to the free SafeZone app, which connects users to emergency services and is monitored 24/7 by our Security team. Please follow the guidance in the article **Using the SafeZone App** in Ask4Help Online on your Student Portal.

London Campus reception can also connect you to Security: **020 7247 0223**

If you need help fast but it's not an emergency:

- Call **111** if you need medical help
- Call **101** if you need to contact the police

In an accident or emergency:

- Call **999** to connect with the police, ambulance or fire services



TRANSPORT AND TRAVEL

TRAVELLING TO CAMPUS

Located at the heart of London's financial district, London Campus is just a minutes walk from Liverpool Street Station. We are situated in Zone 1 with access to the Circle, Hammersmith, City Metropolitan and Central tube lines as well as national rail.

The City of London offers the perfect combination of history and culture in a modern setting so is a perfect place for afternoon walks with the famous Spitalfields Market five minutes from the campus.

As a student living in a London borough, you can get discounted travel with an 18+ **Student Oyster Photocard**. The Oyster card entitles you to a 30% discount when you buy a weekly or monthly travelcard.

The address of London Campus is:
110 Middlesex Street, London, E1 7HT.

Please visit the [Travelling to London Campus](#) article in Ask4Help Online on your Student Portal for further information to help you plan your route.

NATIONAL TRAVEL

If you are in the UK for the first time, you'll probably want to visit a few different cities and sights while you're here.

Your two main options are coach or train. Trains are often the quickest and most comfortable way to get around the UK. However, tickets should be booked as early as possible to save money – usually around three months in advance to get the best deals. You may want to invest in a **16-25 Railcard**, which will save you a third on all rail fares!



HELP AND SUPPORT

We hope that you have a smooth journey to the UK and you are happy in your new home. However, we understand that sometimes problems arise and you may need help. At Northumbria University, our frontline student support service, Ask4Help, is here to support you throughout your studies. Whether you need information, advice or guidance, Ask4Help connects you with expert support:

- **Mental Health and Wellbeing** – specialist support to help manage stress, anxiety, and other mental health challenges.
- **Accessibility** – ensuring students have equal access to educational opportunities by providing support for students with physical conditions, health conditions including mental health, specific learning differences such as dyslexia and ADHD and neurodiversity.
- **Inclusion** – practical support for student carers, care leavers, estranged students and Sanctuary Scholars.
- **Finance** - from scholarships and funding options to budgeting advice, we're here to help you navigate financial concerns.
- **Faith and Spiritual Care** - support for students from all faiths and beliefs, offering spiritual care and community connections.
- **Welfare** - to access information, advice and guidance around general welfare issues, including keeping safe at University.
- **International** – specialist support for international students including visa and immigration advice.
- **Career and Employment Advice** - assistance with career planning, job searches and employment skills to set students on the path to success.
- **Study Skills** - resources and guidance to help you excel in your academic studies including referencing, time management and essay writing.
- **ACE (Academic Community of Excellence)** - specialist support to develop your academic skills and assist with maths and computing.

GET IN TOUCH WITH ASK4HELP:

Online: Access support through **Ask4Help Online** on your Student Portal. Available 24/7, you can search for and browse help and support articles. For further support, submit an enquiry using the enquiry box at the end of the article and a specialist member of staff will get back to you.

Phone: Call us on **+44 (0)191 349 5901**.

In person:
 London Campus
 Ground Floor
 110 Middlesex Street
 London E1 7EZ





GETTING SETTLED

YOUR ACADEMIC SKILLS

The UK education system might differ from what you are used to, particularly in teaching methods and assessments.

To help you adapt, we offer specialist academic support for international students including:

- A timetabled **Academic Language Skills (ALS)** module.
- Access to support on referencing, academic grammar and vocabulary, writing skills, computing and maths through **ACE (Academic Community of Excellence)**.



WORKING IN THE UK

Working alongside your academic studies is a good opportunity to gain valuable work experience as well as earn some additional money.

Provided you have the correct visa, you will be allowed to work part-time while you study in the UK. You must check your visa conditions carefully and seek clarification if you are unsure. Find out more and request support from an adviser through the article **Working on a Student visa** in Ask4Help Online on your Student Portal.

PROVIDING CONFIRMATION OF YOUR RIGHT TO WORK.

Your employer may request that you provide a letter from the University to confirm that you are allowed to work alongside your studies. Please follow the instructions in the article **Working on a Student visa** in

Ask4Help Online on your Student Portal to generate a letter for your employer.

NATIONAL INSURANCE

You must have a National Insurance number if you want to work in the UK at any time during your studies.

If you have an eVisa, you might have a National Insurance number already. You can find it by logging into your **UK Visas and Immigration (UKVI) account** to view your eVisa .

If you do not have a National Insurance number, you must apply for one as soon as possible if you plan to work. Please follow the guidance in the article **Applying for a National Insurance number** in Ask4Help Online on your Student Portal.

FINDING A PART-TIME JOB

The **Careers and Employment section** of Ask4Help Online on your Student Portal has lots of information to help you find and secure a part-time job while you study.

To access further support from a specialist, please see the article **Accessing careers and employability support at London Campus** in Ask4Help Online on your Student Portal.

GETTING SETTLED

YOUR STUDENTS' UNION (NSU)

Northumbria Students' Union (NSU) is here to represent your views and to make sure your time at university is the best it can be.

We speak honestly to the University about what students want and need and work together to support students through every part of their University experience.

Run by **The SABB Team**, (six students elected by you in the 'Lead Northumbria' student elections), we visit London each term and organise events and activities throughout the year. Lots of our activities and services offer a virtual/online option so make sure to check out our **website!**



GETTING SETTLED

LIFE IN LONDON

Some British customs may seem quite different or confusing for newcomers to London. Here you'll find some helpful tips and words of advice to help you adapt to living in London and the UK!

QUEUES, QUEUES, QUEUES!

You'll find that many British people will automatically gravitate towards queueing when several people are waiting. It is considered polite to queue and wait your turn.

TIPPING

Restaurants don't include a tip in your bill, as it's optional. If you've received particularly good service and want to leave a tip, you can.

ESCALATORS

Stand on the right, walk on the left.

"PLEASE & THANK YOU"

Although we're all taught to say this, the UK is a particularly polite country, so don't forget to mind your manners!

THE 'TUBE'

The London Underground can be confusing at first, but it gets easier the more you use it. There are also apps that can assist you in figuring out which lines to take.

AFFORDABLE TRANSPORT

London Buses and the tube are affordable and easy ways to get around the city.

MAKE SMALL TALK

We like talking about the weather here in the UK, especially if it's sunny!

NEED HELP?

The British people are notoriously helpful and friendly. If you need help or are lost, don't be afraid to ask.



GETTING SETTLED

EXPLORE YOUR NEW CITY

London is one of the world's most exciting places to live. From museums and galleries to concerts and clubs, ancient traditions to cutting edge innovations, London simply has everything a city could ever boast.

Our London Campus, near Liverpool Street is right in the heart of the vibrant East End, surrounded by exciting technology companies, cool bars and art galleries. It's easily accessible from a range of student accommodation, giving you the perfect base to explore and enjoy everything London has to offer.

The [Visit London](#) website is your official guide to everything that London has to offer and you can also view our [Welcome to London](#) video to see more of what the iconic UK capital city has to offer!

GETTING SETTLED



COST OF LIVING

Managing your finances is an important life skill. With the cost of living on the rise, this can be a daunting prospect, but it shouldn't hold you back from getting the most out of your time at university.

Sometimes managing your money can be a challenge and often student income is very limited. Learning to live within a budget can alleviate some of the stresses of a low income.

Because we understand that everyone's budget and financial position is different, you can access tailored support and further resources to help you along the way in [Ask4Help Online](#) on your Student Portal.



SUPERMARKETS AND GROCERY STORES

One of the initial challenges for international students in London is finding grocery stores that cater to their specific cultural and dietary needs. Fortunately, the city offers a range of supermarkets and specialty stores. These stores provide international students with the essentials they need, from fresh produce and meat to spices and specialty items, making it easier to prepare familiar meals and feel more at home in London.

AFRICAN STORES:

Sakisatu African Caribbean Foods

Address: 274 Barking Rd, London E13 8HR

Esiton African and Oriental Superstore

Address: 125 The Grove, London E15 1EN

Mama Alayo Caribbean & African Convenience Store

Address: 301 Hoxton St, London N1 5JX

ASIAN STORES:

Loon Fung Supermarket

Address: Chinatown, 42-44 Gerrard Street, W1D 5QG

China Ark Supermarket

Address: 84 Mile End Rd, Stepney Green, London E1 4UN

Huy Minh Supermarket

Address: Hackney, 185 Mare Street E8 3QE

Make sure to visit **London's Chinatown** neighbourhood too, you'll find restaurants, supermarkets, shops, cafes and much more.

EUROPEAN

Gabija

Address: 61 Burdett Rd, Bow, London E3 4TN

Mama Nasha

Address: 276 Cambridge Heath Rd, Cambridge Heath, London E2 9DA

Lituanica

Address: Unit 89, Broadway, London E15 1XQ

INTERNATIONAL

Tfx International Food Centre

Address: 124-128 Roman Rd, Globe Town, London E2 0RW

Elif Food Centre

Address: 24-28 Westferry Rd, London E14 8LW

Akdeniz International Supermarket

Address: 245-251 Well St, London E9 6RG



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The information given in this guide is for guidance only. In compiling it, the University has taken every care to be as accurate as possible, but all information is subject to change. It is not to be taken as imposing upon the institution any obligation to provide, or to continue to provide, any course, service or amenity described herein. Date of publication, March 2025.