PREPARE FOR LANDING

INTERNATIONAL PRE-DEPARTURE GUIDE
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PRE-DEPARTURE CHECKLIST

- Valid passport
- Your student visa or EU Settlement Scheme letter
- Arranged your finances/planned a budget
- Applied for/arranged accommodation
- Completed your UEA pre-arrival registration tasks online
- Arranged travel to UK
- Booked your UEA Meet & Greet place to arrive on UEA Arrival Days (January Only)
- Ensure you have the appropriate medical coverage insurance (see the Healthcare section)
- Download the Welcome to UEA Guide App
- Face covering - for use on public transport and in shops
Welcome to the University of East Anglia. We look forward to welcoming you. UEA is a truly international campus with students from over 100 countries around the world. Located in the beautiful city of Norwich in the east of England, we are ideally placed to help you make the most of this beautiful part of the country and enjoy your time here in the UK.

In this guide you will find useful information to answer any questions you may have. Whether you need to know about which visa to apply for or what to pack, how to register or where to live, you can find it here. We have also included lots of useful links where you can find out even more about living and studying in the UK and at UEA.

You can visit the UEA New Students webpage for more information. It is also worth regularly checking our continuously updated pages dedicated to Covid-19 information and advice:

- General advice
- Covid-19 FAQs
Most students will need to have a visa to study at UEA. Most students will need to apply for a Student visa. If you are unsure whether you need a visa you can check online by visiting the UK Visa and Immigration (UKVI) website. There are different types of visas that allow you to study, however you must ensure that your visa will cover the full length of your course and entitles you to study.

**European Economic Area (EEA)/Swiss Nationals**
After 31st December 2020, you will need immigration permission to enter the UK - either with a visa or through the EU Settlement Scheme. Not all students can apply for the EU Settlement Scheme - you can find out if you meet the criteria for the EU Settlement Scheme [here](#). If you have successfully applied for the EU Settlement Scheme, you do not need a visa to complete your studies.
VISAS AND IMMIGRATION

STUDENT VISA TYPES

**Student Visa**
A student visa in the UK is called the Student visa.

A Student visa will allow you to:
- Study a full-time course at the institution that sponsors your visa
- Work a maximum of 20 hours per week during term time (subject to UEA course restrictions)
- Access to the National Health Service (subject to a course length longer than six months and a mandatory registration with a physician)
- Extend your visa in the UK if needed (subject to some restrictions).

**Visitor Visa**
If you are studying a course that lasts less than six months you can apply for a Visitor visa.

This is most common for students on a Study Abroad, Exchange or Erasmus programme and:
- Is only valid for six months
- Cannot be extended
- Cannot switch to a different type of visa in UK
- Does not permit you to work
- Does not provide access to the National Health Service (we recommend that you purchase a private health insurance).

More details on applying for your Student visa are available on **UKCISA** and **Gov UK**.

Students from certain countries (non-visa nationals) do not need to apply for a Visitor visa before coming to the UK. You can check here if you need a visa. By producing the relevant documents at the airport, these students will get their visa stamped into their passport. However, we recommend students apply for their Visitor visa in their home country before travelling. If you use eGates to enter the UK, you must retain some form of evidence of your arrival date in the UK eg. a boarding pass.

More information on the Visitor visa is available on **UKCISA** and **Gov UK**.
APPLYING FOR A STUDENT VISA

You will need to apply online and attend an appointment as part of the Student visa application process. The earliest you can apply is three months before the start of your course in the UK or six months if you are outside the UK. You should apply as soon as you can as it can take a few weeks to process your visa.

You can find lots of useful information on making an application on UKCISA and Gov UK.

The Student Life Team at UEA can answer any questions you have and check your application and documents before you submit them. You can contact them by emailing Student.life@uea.ac.uk

Important information about your Student visa:
- During the online application you will need to pay the Immigration Healthcare Surcharge
- You will need to attend an interview and provide your biometric details as part of the application process
- If you come from one of the high risk TB countries you need the TB test in order to proceed with your Student application

Once your visa has been granted you will:
- Receive visa as a vignette sticker in your passport that will enable you to enter the UK. You must travel within its validity period.
- Receive a letter explaining how to collect your visa once you arrive in the UK. It is important that you bring the letter with you to the UK
- Collect your Student visa (BRP) when you arrive in the UK.
APPLYING FOR A STUDENT VISA

Supporting Documents Checklist
Here is a list of documents you may need for your Student visa application. All documents must meet the Home Office’s requirements and be in English or have an official translation into English. The following list is only a guide, the actual documents you require will depend on your individual application and on the “other evidence” on your CAS.

- Passport(s)
- Confirmation of Acceptance for Studies (CAS) Statement (issued by the University)
- Bank statements, or proof of your finances
- Financial sponsor letter (if you are receiving an official financial or government sponsorship)
- Degree certificate and/or transcripts
- ATAS certificate (if required)
- TB certificate (if required).

If you are from one of the countries in the differentiation agreement, you can submit fewer documents, see Paragraph 22.1 of Appendix ST for this list.

Dependant Visa
If you have a Student visa and you are planning on bringing your family with you, your family may be eligible to apply for a Dependant visa based on your Student visa.

To do this:
- You must have a Student visa
- You must be studying a course at postgraduate level that is 12 months or longer,
- You must be government sponsored on a course lasting six months or longer.

For more information contact student.life@uea.ac.uk or visit UKCISA or Gov UK.

More information about dependants is available on UKCISA.
APPLYING FOR A STUDENT VISA

Financial Requirements
You must be able to show that you have enough funds to pay for your tuition fees (as stated on your CAS) and for your living costs in the UK. The living costs for a course 9 months or longer will be £9,207. If your course is less than 9 months, UKVI has set the monthly living costs outside London at £1,023 per month.

Ways to Provide Evidence of Your Finances
There are a few ways you can prove you have the required amount of money for your visa application.

These include:
- A bank statement in your name that:
  • shows funds have been in your account for a minimum of 28 consecutive days before submission of the application
  • cannot be more than one month old and must be issued from an official bank.
- Official sponsor, scholarship or studentship letter
- Approved student loan
- Your parents’ or guardians’ bank statement that must meet all of the above requirements, plus:
  • your original birth certificate to prove the relationship with your parents/court document naming your legal guardian(s)
  • a letter from your parent(s) or guardian(s), declaring that the funds in their bank are available to you for your tuition fees and living costs whilst you are at UEA.

Full details on the financial requirements for your visa are available on UKCISA.
**VISAS AND IMMIGRATION**

**VISITOR VISA**

You can apply for a Visitor visa, if you are only coming to UEA for one semester, such as on a study abroad programme.

- If you are a visa national, you will need to apply for a visa before you enter the UK. You can find out if you need a visa before arrival [here](#).
- Every application is unique and you should check the Gov UK website for what documents can be required for the Visitor visa.
- You can find a list of documents you might need and the format they need to be in [here](#).
- This website also has the full list of supporting documents that can be asked for as part of this visa application.

If you are from a country on the non-visa nationals list, you can apply to enter the UK as a visitor on arrival. To do this, you must have all of your supporting documents listed in your hand luggage.

You can find further information about this on [UKCISA’s website](#) under ‘non-visa nationals’.

If you are a non-visa national, you can see a Border Officer upon arrival or use the eGates. If you use the eGates, you must keep proof of the date you entered the UK - eg. through your eTicket or boarding pass.

You can only get a short-term study visa if you arrive in a mainland UK (air)port.

You cannot obtain one if you arrive via Ireland, for example.
VISAS AND IMMIGRATION

APPLYING FOR A STUDENT VISA

Already in the UK studying at another UK university?
If you are already in the UK studying at another institution and are going to start a new course at UEA you must make an application for a new Student visa before you can register on your new course. The Student Life Team will be able to assist you with your application through our Visa Application Service.

You can contact the Student Life Team by emailing student.life@uea.ac.uk.

Resources
UKCISA
Gov UK
Our award-winning accommodation makes an important contribution to the sense of community on campus.

**UEA Residences**

If you are planning to live in UEA accommodation you need to apply for it as soon as possible.

The Accommodation Office will send your room offer to you by email. You need to accept or refuse the offer within three days, so check your emails regularly. Further information is available on the UEA accommodation webpages.
Off-Campus Housing

You may decide to live off campus in a flat or house owned by a private landlord, particularly if you are bringing your family with you. If this is the case it is a good idea to arrange your accommodation before you arrive at UEA if possible.

Finding suitable accommodation off campus can be difficult if you are not in Norwich. You can look online for rented accommodation on websites such as Rightmove and Zoopla. Due to the impact of COVID-19, the Students Union is currently unable to offer bespoke support via their Homerun service. Please check their website for any changes throughout the year.
Accommodation Top Tips
- If you are living in UEA Accommodation you can order a duvet, bed linen, towels and essential kitchen equipment in advance and pay online. The items will be delivered to your room before you arrive.
- If you watch or record TV in the UK you will need a valid TV Licence. Whether you are watching on a TV, computer, laptop, tablet or mobile phone. It’s the law. Students studying at UEA are not required to pay Council Tax.
- However, if you live in private accommodation you are required to provide a certificate or letter from the University to prove your exemption. To find out more visit our webpages on Council Tax.
In the UK there are two main types of healthcare, the National Health Service (NHS) and private healthcare. The NHS is the state healthcare service which is mainly government funded through taxation.

To access the NHS system you are required to register with a doctor called General Practitioner (GP). Your GP is the doctor you will make an appointment to see for medical advice or treatment and they will refer you to a specialist if required. You will need to register at the University Medical Centre (UMS) on campus after you arrive.

If you have an ongoing medical condition that will require regular care and/or medications from a doctor in the UK; bring with you a printed summary of your medical record from your current doctor and give it to the medical centre when you register with them.

If you are an EU or EEA student, it is worth checking the healthcare requirements on UKCISA’s website. These are continuously updated.

More information on healthcare in the UK is available on the NHS website and UKCISA.
HEALTHCARE

Coverage
If you pay the Immigration Healthcare Surcharge (IHS) as part of your Student visa application, you will be covered by, and have access to, NHS care. Most treatments and appointments will then be free of charge. To learn more about the Immigration Healthcare Surcharge visit the Gov UK website.

Additional Costs Under the NHS

You will be expected to pay for:
- Prescriptions – currently £9.15 per item
- Dental treatment
- Eye exams, glasses and contact lenses
- Some immunisations.
HEALTHCARE

Medical Insurance
If you are from outside the EEA and your visa is for six months or less you will not be eligible to pay the Immigration Healthcare Surcharge, and will therefore need to have private medical insurance that will cover any medical costs that you might incur while in the UK.

You will still use the NHS services to receive treatment, but you will be responsible for these costs. There are different insurance companies that offer this service in the UK such as Endsleigh, as well as those in your country.

Please be aware if you are here for six months or less and your type of visa allows you to extend your visa in the UK, provided that the new visa is for longer than six months, the IHS fee that you pay during your visa extension application will not give you access to the NHS free of charge until your visa is granted.

IMPORTANT
Please make sure you are fully immunised to the UK Department of Health standards before coming to the UK. You are strongly recommended to ensure you have had 2 x MMR (measles, mumps, rubella) vaccinations and a single Meningitis C vaccination (where possible), and Meningitis A, C, W & Y vaccinations.
MONEY AND BANKING

Studying and living in the UK is an exciting experience and managing your money is important to help you avoid any awful surprises. Having the correct information will help you decide on how best to manage your money while at UEA.
MONEY AND BANKING

Opening a UK Bank Account
If you are studying at UEA for longer than six months, you should be able to open a UK bank account. However, not all banks accept applications from students if you are in the UK for less than 12 months.

Be aware that it can take up to two weeks to open a UK bank account.

More information is available on [UKCISA](#).

The Student Life Team (student.life@uea.ac.uk) also have a help sheet if you require further assistance.

Bringing and Transferring Money
Bring or be able to access enough money to cover your expenses in the UK while you open a UK bank account. If you do not open an account in the UK, you will need to plan how you manage your money from your bank in your home country.

You should be able to withdraw cash using your bank card at a cash point (ATM), but check with your bank at home about any fees. Budgeting and planning your spending money will help keep currency conversion and withdrawal fees to a minimum. Once you have set up a UK account speak to your bank about the best way to transfer funds and how much the bank from your country and the bank in this country will charge.

Alternatively, use a reputable currency transferring website, such as TransferWise.

Tips
- Bring a small amount of cash in British Pounds to cover any initial costs after you arrive in the UK
- Bring a cash/debit card or credit card (check with your bank in your country) to access money from the UK
- Look for the best way to transfer money from your bank overseas
- Please be aware that restrictions apply on the amount of cash you can bring to the UK
- There is a bank and a Post Office on campus that can change currency

For more information visit the government Travel Abroad webpages.
MONEY AND BANKING

Cost of Living
We estimate that a single student will need £1,023 per month to cover their living costs, as outlined in the visa guidance. This is expected to cover food, accommodation, books, laundry and other basic day-to-day requirements. Tuition fees and travelling home are not included in this estimate. This amount is a guide only and will vary according to your choice of accommodation and lifestyle. You should also remember that your costs could increase or decrease with inflation or the rise and fall in the value of your currency against the British Pound. It will also cost significantly more if you have dependants living with you in the UK.

It is important to plan and budget your money.

Once you are here we also have a team of advisers dedicated to help you manage your finances.

Tips for saving money:
- Buying and cooking your own food is cheaper than eating out
- Do not buy new books before you start your course. Check the library first or buy used books if available
- Ask shops and restaurants if they offer student discounts (some will require you to show your NUS (Totum) card
- Research the best mobile phone plan before buying a phone or setting up a contract
Here are some examples of costs in Norwich:

- Inexpensive restaurant £12–£25
- Take-away dinner £10–£20
- Laundry £4.20 per load (wash and dry)
- Cinema £5 – £8 with student ID
- Milk £1.30 for 4 pints
- Bread £1.40 a loaf
- Chicken Breast £10.00 per kg
- Rice £1.80 per kg
- Taxi from UEA to Norwich one way £6–£10
- Train to London £18–£60
- Return bus fare from UEA to Norwich £4.30
- Textbook average £40–£70
- Paperback fiction books average £10
- Printing 3p per page, 30p per colour page
- Photocopying 6p per page per side on A4, 50p per colour A4 page.
ARRIVING IN THE UK
ARRIVING IN THE UK

We want you to have the best experience possible when you arrive at UEA, staff and fellow students are looking forward to giving you a warm welcome. We strongly advise that you arrange your travel so that you arrive during the International Students Arrival & Registration Days shown below.

Some courses have different start dates, so please refer to your school induction information for your required start date.

You can view the University dates of semesters online.
WHAT TO EXPECT WHEN YOU ARRIVE

Arriving in a new country is an exciting time, but can also be daunting, especially after a long journey. Here are some tips to help you know what to expect when you arrive in the UK.

• The weather in the UK can be very changeable so make sure you wear layers that you can put on and take off depending on the weather on the day. You can find regular weather updates for the days you are arriving on the Met Office website.

• If you have had a long flight travelling between time zones you might be jet-lagged. Tips on how to avoid jet-lag are available online.

• You might have to stand in line to pass through customs and in many banks, shops, Post Offices, supermarkets and at the University for the registration. It is polite to join the back of the line and wait for your turn.

• Smoking is not allowed inside or near any public buildings, on public transport, in shops, bars, pubs or restaurants.

• At the time of printing, customers are required to wear face coverings in shops and on public transport. Do make sure you pack a face covering.
TRAVEL ARRANGEMENTS

It is a good idea to start planning your travel as soon as possible once your place at UEA is confirmed and you have received your visa.

There are a number of ways to get to UEA. However, the easiest way is to fly into Norwich International Airport via Amsterdam (Schiphol Airport). The connecting flight directly to Norwich takes around 1 hour. Norwich Airport is small, making it easy to arrive at and reach the UEA campus, often in under an hour from landing.

Alternatively, you can fly into London Heathrow where you can use our Meet & Greet Service. If you would like to use our Meet and Greet service, you can find further information here.

Or if you plan to travel to Norwich independently by train or coach visit these links:
Traveline
National Express
National Rail.
TRAVEL ARRANGEMENTS

Meet & Greet Service
UEA offers a Meet and Greet service at London Heathrow. This will help you reach UEA quickly and easily. If you are interested in booking the Meet and Greet service, you can find further information here.

Private Transfers
If you would prefer to travel to UEA alone, there are private transfer options available from the airports. If you would like to know about private transfers, such as estimated costs and how this works, please contact student.life@uea.ac.uk and we will be able to provide you with further information.

Getting to UEA
If you are unable to travel on arrival days, or if you are arriving at a different airport, don't worry. Reaching Norwich by train, coach or bus is easy.

To find out more visit our Travelling to UEA guide.
PASSING THROUGH CUSTOMS AND IMMIGRATION

When arriving in the UK all passengers will need to pass through Immigration Control. Make sure you join the correct line.

When you enter the UK, an Immigration Officer may ask you some questions, this is perfectly normal and might include:

- Why are you coming to the UK?
- Where and what are you studying?
- Do you have a CAS from your university?
- How are you going to fund your studies?
- Where will you be living?

You will also need to provide these documents:

- A valid passport or travel document
- A valid visa (your 30 day vignette in your passport or your short-term study visa in your passport)
- Your CAS statement from UEA
- All the documents (or copies) you used to apply for your visa, including your bank statement
- A health or medical certificate, including your TB certificate, if required.

Read the UK Border Force’s Top 10 Tip for students arriving online.

More information about what you can bring to the UK is available online.
ARRIVING AT UEA

CHAPTER 3
ARRIVING AT UEA

INTERNATIONAL STUDENT ARRIVAL & REGISTRATION DAYS

You can find UEA’s semester dates here.

Staff and students will be delighted to welcome you to UEA, to help you settle quickly and to answer any questions you may have. You will receive correspondence before you arrive so that you know what to expect when you arrive on campus and how registration will work.

*Check with your School of Study for the dates you need to arrive at UEA.

Tips
- Get to know UEA before you arrive by looking at the interactive campus map
- Complete the online registration tasks before arriving
- Have your passport to hand.

Further details on the opening times for Arrivals and Registration are available at the UEA New Students webpages.
ARRIVAL DAYS

Not Staying in a University Accommodation on Campus?
Students who are not living in UEA Accommodation can collect their Campus Card on campus.

Reaching Your Accommodation (On and Off Campus)
When you reach campus, our student helpers will be there to point you in the direction of your accommodation or, if you are living in private off-campus housing, provide you with advice on how to get there and answer any questions you might have.

Late Arrivals
If you are unable to arrive on the Arrival and Registration Days and are living in UEA accommodation, contact accom@uea.ac.uk.

If you need help with finding accommodation on campus, you can contact the Accommodation Office.
What to Expect
UEA has a diverse population and you will be living and studying with students from the UK and around the world. There will be a welcome programme to help you settle in quickly and be ready for when your studies begin.

Late Arrivals
If you are going to be living in UEA Accommodation and have questions about your arrival date, you can contact the Accommodation Office on accom@uea.ac.uk.

If you arrive in the evening or night to campus and are not sure how to get to your accommodation, you can contact our Residential Life Team. If they are unavailable, you can contact Security.

UEA also has a page dedicated to Covid-19 FAQs for new students, which is frequently updated with new and useful information surrounding arrivals.

Useful Phone Numbers

Residential Life Team:
+44 (0)7795 591386

Security:
+44 (0)1603 592352
WELCOME!

There will be events taking place, online and in small groups to help you settle in and find out more about UEA and Norwich. Information about events and our Welcome to UEA Guide App can be found here.
THE UEA EXPERIENCE

UEA has a diverse and growing international student population, offering a lively place to both study and socialise and one of the best student experiences in the UK. The Student Life Team is dedicated to supporting all international students studying at UEA, to help you overcome any challenges and make the most of your time.
THE STUDENT LIFE TEAM

The Student Life Team offer a range of information and advice to all international students and their families including expert visa and immigration support, non-academic language support, and much more.

If you have any questions when you arrive, or throughout your time at UEA, our Advisers are here to help you.

To find out more visit the International Students webpages on the portal.
INTERNATIONAL FAMILIES

If you are bringing your family to the UK, there are a number of things you will need to consider including immigration, healthcare, childcare and local schools.

We suggest that you come to the UK first and then make arrangements for your family to join you later. This will ensure you are not distracted from the start of your course and it may make the transition easier for you and your family.

Please contact Student Life at student.life@uea.ac.uk for further help or visit our Childcare and Family Life webpage.
STAYING SAFE

It is important that you are aware of your surroundings and to keep yourself and your belongings safe.

UEA Security
The Security Team on campus is based in The Lodge, which is open 24 hours a day, seven days a week. The Security Officers patrol the campus and respond to all campus emergency incidents. If you ever need assistance, contact Security, go to The Lodge or talk to an officer on patrol. There are also extensive CCTV cameras on campus, which are purely for your safety.

Road Safety
It is important to remember that traffic and road rules will be different in the UK from your home country. UKCISA have produced a page on travel and transport in the UK which you can find online.

Useful telephone numbers:
UEA Security (open 24 hours a day).......................01603 592352
Norfolk Police (non-emergency)................................................101

Emergency numbers:
All emergency services in the UK
UEA Security Emergency ........................................01603 592222
Police, Fire & Ambulance....................................................999
Keeping your belongings safe:
- Keep your passport and visa safe, especially when travelling outside of the UK.
- Please do not take your visa out unless you are planning to travel. Do not keep your visa in your wallet or purse, keep it in a safe place in your room or at home.
- Keep a copy of your passport, visa, credit card details, and serial numbers of any valuable items.
- Close and lock doors and windows before leaving your house or room.
- Keep money and other valuables out of sight of others.
- Do not keep large amounts of money in your room or on you.
- Register expensive electrical items with the Police and Immobilise.
- Never leave your belongings unattended in public areas, such as the library or when travelling.
- If you buy a bicycle while in the UK, lock it with a good quality ‘D’ lock.

Find out more by visiting our Personal Safety webpages and the British Council “safety first document”.

STAYING SAFE
USEFUL INFORMATION

What to Bring to the UK
Packing for a long period away from home can be difficult so here are some tips on what you might need.

In your hand luggage:
- Any valuables
- A small amount of British Pounds in cash
- All necessary documents for immigration
- A change of clothes and essential toiletries (in case of lost luggage)
- Any medication required, to cover at least one to two months.

You can find further advice on what to bring with you to the UK on our website.

Things you can buy in the UK:
- Pillow(s) and bedding
- Pans, utensils, rice cookers and other kitchen items
- Cutlery, cups, plates and bowls
- Extra clothes
- Electric appliances, such as an iron or hair dryer.
- Toiletries (only bring enough to hold you over until you can buy more).
Drinking Water
Tap water in the UK is safe to drink unless it is labelled ‘not drinking water’. You should only drink water from the cold tap and not the hot tap. If you want warm or hot water, heat up cold water in a kettle, microwave or on the stove.

Electrical Equipment
The electricity supply in the UK is 230 volts with a frequency of 50 hertz.

Working While Studying
If you are planning on finding work while you are studying in the UK, you will need to consider any restrictions of your visa and course. More information about working during your studies is available on UKCISA’s website. For taxes, you need to apply for a National Insurance Number once you find a job, find out more online.

Useful Websites
- UEA Information for new students
- UEA International Student Support
- UEA Student Union
- Gov UK
- UKCISA – UK Council for International Student Affairs
- UK Home Office Immigration
- Travel planner
- Coaches Information for the UK
- Train Information for the UK
- Campus Map