



University of  
Central Lancashire  
UCLan

# Arrival guide for new International Students 2020/21

## Preston Campus

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# Welcome to the University of Central Lancashire



**Congratulations on joining UCLan. You are about to begin an exciting chapter of your life and there is so much to look forward to.**

This is a very special institution which inspires its students to think big, achieve their ambitions and make their mark on the world. You will benefit from an outstanding teaching and learning experience, studying alongside academics whose research is having a positive impact on a global scale.

Founded in Preston in 1828 as the Institution for the Diffusion of Knowledge, we have created new possibilities and transformed the lives of many thousands of our graduates during our 192-year history. We will help you to realise your potential and give you the best possible preparation for a successful future career. We'll encourage you to be creative, innovative and entrepreneurial because you are the leaders of tomorrow.

I believe passionately in the importance of multicultural communities and our students constantly tell us that UCLan is a really friendly and supportive University. I think a big reason for this is because our classes are made up of students from a variety of nationalities, cultures and different backgrounds.

Life won't always be plain sailing but during your studies here you will acquire the skills to navigate choppy waters. Our exceptional academic staff and student support teams are always available to offer you professional advice and help you get back on track whenever you need information, support or just someone to talk to.

University life is about much more than just your academic studies. Make sure you take advantage of the huge range of opportunities on offer to meet new people, have fun and enjoy new experiences. Get involved in as many social, sporting, cultural and professional development activities as you can.

This Arrival Guide has been created to help you prepare for student life. It's filled with essential information and top tips to ensure you can get the most out of your first few weeks here.

May I wish you a very happy and successful time at UCLan.

**Professor Graham Baldwin**  
Vice-Chancellor

# Before You Arrive

## Visa information

If you will be coming to UCLan from outside the European Economic Area (EEA), you will need a visa to enter the UK as a student. If you are an EU Student, please see page 5 for information about the EU Settlement scheme. **Check if you need a visa.**

You can apply for a Tier 4 visa or a Short Term Study visa online. You must ensure you allow plenty of time to apply and it is very important that you have all of the correct documents ready.

### To apply for your visa you will need:

- **Your Confirmation of Acceptance for Studies (CAS):** You should have already received your CAS letter either with this guide or prior to receiving it. There is a reference number in your CAS letter from UCLan. Please note that once you apply for your visa you are committed to joining UCLan. UK Visas and Immigration (UKVI) rules mean that you are not allowed to switch to another institution.
- **Your academic qualifications:** you will need to provide originals of all the documents listed in your CAS letter. Please also ensure you bring these with you when you travel to the UK as you will need them for enrolment.
- **Your English language qualifications:** you will need to provide originals of all the documents listed in your CAS letter. Please also ensure you bring these with you when you travel to the UK as you will need them for enrolment.
- **Your bank statements:** these must show that you are able to pay for both your programme of study, as well as the living costs as set by UKVI. They must also show that you have held these funds for at least 28 days before making your visa application. Bank statements can be in your name or the name of your parent/s. If in the name of your parent/s you must also provide evidence of your relationship, eg birth certificate and a letter from your parent/s giving you permission to use their funds.
- **If you are financially sponsored:** a letter confirming your sponsorship details on official letterhead. This should include whether your sponsor is paying all of your tuition fees and living costs.
- **Your current passport or travel document**
- **A bank card** in order to pay the application fee and **Immigration Health Surcharge.**
- **Details of the Post Office** you wish to collect your Biometric Residence Permit from. Currently UCLan are unable to take delivery of BRPs so you will need to request delivery of your BRP to a suitable Post Office. For more advice on this please email **internationalstudent@uclan.ac.uk.**

After submitting your online application, you will be asked to provide your fingerprints. You may be asked to take part in a telephone or face-to-face interview with UKVI staff to find out more about your planned study and why you have chosen to study at UCLan.

## EU Settlement Scheme

If you are from a European Union country, you can apply to the EU settlement scheme up to 31 December 2020. Once you have applied you will gain Pre-settled or Settled status and will be able to remain resident in the UK for a minimum of five years. If you do not have Pre-settled or Settled status, from 1 January 2021 you will be subject to normal immigration regulations for non-UK nationals and so may be required to apply for a visa in order to return to the UK if you were to leave for any reason.

For more information and to apply please see the EU Settlement Scheme pages of the [Home Office Website](#).

## Useful resources

There are several websites which may help you when applying for your visa and organising your travel to the UK.

- The [Home Office website](#) is the first place to start. It gives a general overview on the types of visas and how to apply for them.
- The British Council's [Study UK](#) website gives further practical information and insight on UK Education for International Students.
- [UKCISA \(UK Council for International Student Affairs\)](#) is an organisation which supports International Students and all who work with them. They offer a range of [Information and Advice](#) for students preparing to study in the UK in a very easy to understand format.
- [Blackbullion](#) is an online learning platform which helps students to gain confidence in dealing with their finances. They offer modules specifically tailored to international students, as well as on a range of more general topics including budgeting, digital banking and saving money. To register you should use your personal email address and once you enrol with the University, you can add your UCLan network details to access the full Blackbullion site.

## Our Pre-Arrival call centres

We run a number of pre-arrival call centres to help all new international students through the various stages of applying to and arriving at UCLan to begin their courses.

The International Admissions team may have already been in contact with you to help you through the process of applying for your course at UCLan.

After you receive your CAS letter, the Student Services team will contact you to give you more information that will help you prepare for your arrival in the UK. Due to the current COVID-19 pandemic, the information which we would usually provide as part of the call centre will be sent to you in an email.

Should you wish to discuss any of the information we send to you, please let us know by replying to the email and we will arrange a convenient time to carry out a telephone appointment.



# Planning your journey to Preston

Due to the ongoing COVID-19 Pandemic situation we understand travel may be more difficult at the moment. You will be contacted a little closer to the time by your course teams to discuss how teaching will commence for your course.

Please do not apply for your visa until you know if you should be in the UK to begin your studies or if they will commence remotely.

You should also be sure that you will be able to safely travel to the UK before applying for your visa and so should keep an eye on the latest situation regarding travelling to the UK by visiting the [UK Government website](#).

Be sure to also check what travel information is being given by authorities in your own country to be sure you are able to travel before applying for your UK visa.

Once you know you are able to travel and have had your visa granted, please consider booking onto a flight which arrives into Manchester Airport since there are a number of travel options available for your onward journey to Preston.

You will be required to wear a face covering during your flight or if you are travelling independently on UK public transport, so please come equipped with your own face covering or mask. Two face coverings will also be provided to you as part of your welcome induction to University.

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## Travel options to Preston

### Airport Transfer Service

The University offers an Airport Transfer Service for all new overseas UCLan students, arriving into Manchester Airport to assist with their onward travel to Preston, regardless of which country they travel from.

Whilst the COVID-19 pandemic is ongoing, the Airport Transfer Service is dependent on the restrictions imposed by the UK government. As such we may be unable to confirm your booking, and any details of the transfer until closer to your arrival date.

Please express your interest in booking a UCLan Airport Transfer by completing the [online booking form](#). We will contact you closer to the start of term with more specific details about the service we are able to offer.

### Alternative Travel Options

Please use the [National Rail Website](#) to search for suitable train services that you could take.

On arrival at Preston train station, you can take a taxi for the five minute journey to the University.

Alternatively you could take a taxi from the terminal direct to Preston. For your safety if you are going to take a taxi, please book this from the StreetCars desk in the terminal rather than booking via a taxi rank. This way you can ensure you will be taking a fully licensed taxi.

Be sure to check when, where and how you need to collect keys for your Accommodation so you can ask the taxi driver to take you directly to that location.

Preston is easily reached by rail and road from other major UK airports such as London Heathrow and Birmingham.

Please take a look at the [University's travel webpages](#) for more information about travelling to and around the campus and local area.

You should ensure that you have travel insurance for your journey to Preston which covers your flight and baggage. You should also ensure that you have completed details of emergency contacts in your passport (if there is a page for this in your passport).

We strongly urge you to book our accommodation before travelling to the UK since the University will not have any temporary accommodation you can stay in and due to social distancing and other lockdown measures, hotel availability may be limited.



# Accommodation

## University accommodation

We strongly advise you to book your accommodation before you arrive in the UK so you have somewhere to go as soon as you arrive. It is also highly advisable that you choose somewhere local to Preston to ensure you have easy access to the University and its facilities.

UCLan has a wide range of self-catering halls of residence. All the halls of residence are located on campus, and are either owned or leased by UCLan. We have a number of different room types to suit all budgets;

**Economy Standard** - Each flat has a communal kitchen, and either one or two shared bathroom facilities.

**Premium Standard** - These recently refurbished flats contain a shared kitchen and lounge area with a flat screen TV and have two bathroom facilities shared between either four or five students.

**En-suite** - Each bedroom has a private en-suite facility and a shared kitchen.

Additionally we have a small number of self-contained flats with either one or two bedrooms.

Living in our accommodation is an exciting experience and provides a fantastic way to immerse yourself into University life at UCLan. We want you to enjoy studying with us, ensuring that you feel fully supported during your stay, and we are dedicated to ensuring you enjoy a high standard of accommodation throughout your time at UCLan.

**[Details of how to apply for University accommodation can be found online.](#)**

The UK Government currently require those arriving from certain international destinations to quarantine for 14 days. We are closely monitoring government advice and our planning will be responsive to changing public health requirements.

Please check with your accommodation provider when you will be able to access your accommodation and if your accommodation can be accessed early. We are making plans so you can study online for the two weeks of quarantine so you only need to arrive ready for your term start date. If you are living in University Halls of Residence, we will assist you with daily living needs, dropping off equipment and course materials.

Students living in our shared accommodation will be classified, in keeping with government advice, as sharing a household. Currently this means that students can socialise as a household but would need to observe government advice relating to socialising with other households/flats and having visitors. To enable you to start getting to know your new household we will be sending out pre-arrival information about University Halls of Residence Facebook groups.



## Private accommodation

There are two types of private accommodation:

**University registered private accommodation:** This has been inspected by UCLan Accommodation staff to check that it meets high standards. For further information you should email us at [privateaccommodation@uclan.ac.uk](mailto:privateaccommodation@uclan.ac.uk) and we will send you a password to search on our Studentpad website.

You are strongly advised to look for university registered accommodation.

**Unregistered private accommodation:** This has not been checked by UCLan staff. If you search for private accommodation independently on the internet, it may not be registered with UCLan.

Please read the [Student Guide](#) before you look for private accommodation.

Please ensure that your accommodation contract commences on the day you arrive in Preston. If this is not possible, you should pre-book into a guest house or hotel until your accommodation is available. Information about this can be found on the [iKnow UK Website](#)

If you require advice about private accommodation please contact the Student Accommodation Service by emailing [privateaccommodation@uclan.ac.uk](mailto:privateaccommodation@uclan.ac.uk) or by telephoning **+44 (0)1772 892529**.

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## Paying your tuition fees

You **must** pay your tuition fees before your registration is complete. You will not be fully enrolled with the University until you have paid at least 50% of your total tuition fees for the year. To set up a payment plan to pay in two instalments, please see the dedicated [International Student Tuition Fees](#) web page which also includes information on scholarships and bursaries available to International Students.

If you wish to pay all your tuition fees to complete registration, you can do so by making a secure [online payment](#) prior to the start of your course.

## Health checks

We recommend that you have a dental check-up and eye examination before you leave your home country, as well as ensuring your Meningitis ACWY and MMR (Mumps, Measles, and Rubella) vaccinations are up to date. If you have an existing medical condition you should also discuss your condition with medical practitioners in your home country and ask them for documentation (in English) about your condition. Ideally you should notify the University of this existing medical condition and bring the documentation with you to the UK. You should also seek advice about any medication you may need to bring with you.

**Students from some countries need to have a [TB check](#) before they can apply for a Tier 4 visa.**

# Preparing for life in the UK

Whilst coming to the UK to study is very exciting, it can also be rather daunting. Preparing yourself in advance can be a great help and you may find it useful to access the British Council's '[Prepare for Success](#)' online resource.

## What to bring with you:

- Some photographs and postcards to remind you of home and to show new friends.
- Details of any medication you usually take; please check with your airline before packing any medication in your baggage.
- Your CAS/offer letter, visa letter (if applicable), **original English language and academic qualification certificates**.

## What NOT to bring with you:

- Please do not bring too much with you. You will have to carry your own luggage and may be charged excess baggage by your airline if you bring too much.
- Preston has a wide range of shops so you should be able to buy most of what you need here. We recommend you buy warm clothes, bedding, towels, crockery and cutlery once you are here. They are all readily available and are fairly cheap. [The Welcome information](#) on our website will provide you with further information on where you can buy these items or you can ask the Welcome Team or UCLan staff for advice.

When you arrive in the UK you should ensure that you have enough money to pay for your accommodation and buy food for the first few days, while you are waiting to open your bank account. We advise you not to bring large amounts of cash with you. You should bring no more than £500 and carry it in your hand luggage.

## What to leave with family

We recommend that you leave a copy of your passport, visa and travel insurance documents with your family.



## Once you arrive in Preston

The first few days at University can be daunting for any new student, but when you're also arriving in a new country, we know it can be even more overwhelming. So please don't worry, there will be plenty of help available for you when you first begin your course.

Whilst the current COVID-19 situation is ongoing, UCLan Welcome will largely be an online festival of activities and information designed to help you get used to life at UCLan as well as life in the UK.

You will be invited to a range of online social activities where you can meet new friends both from the UK and from other countries around the world. There will also be an opportunity for you to meet staff from all the different support services across UCLan. Please keep a close eye on your UCLan email address for the invites to this and do log in to as many as you possibly can.

Take a look at our campus map or take a [virtual tour](#) of the campus from the comfort of your own home or University accommodation which will help you familiarise yourself with where the main university buildings are located.

You will also be sent an electronic welcome pack closer to the start of term which will tell you more about other shops and services that are around campus.

### [View a campus map](#)

If you have booked accommodation in private halls of residence, you will need to check the arrangements for picking up your keys with the relevant private hall sector manager.

## Register on your course

Before you can begin your studies, you must register on your course. To do this you must complete your **Course Enrolment** in full and pay at least 50% of your first year's tuition fees. Please note you will be unable to access the course enrolment until you have received your UCLan Username and password. If you have not yet received these details, please wait a little longer as it can take a few weeks to update your student record and create your network account. Be sure to keep an eye on your personal email address as we will send all details there.

After you have received your UCLan username and password by email you will be sent a link to the Online Enrolment system which is the start of your course enrolment. During this process you will be asked to upload clear, colour copies of your immigration and qualification documents in order for us to verify your identity and previous study. You will also be required to read and electronically sign the Overseas Student - Terms and Conditions, which outlines your responsibilities under Tier 4 and the University's duties.

You must ensure you bring all these documents and any others in the list below with you when you do travel to the UK as you may be asked to show the original versions in person after arrival.

You need to have **originals** of all of the documents listed on this checklist when you come to register.

### Immigration Document Checklist

- ☒ Passport
- ☒ Visa Letter from UK Home Office
- ☒ BRP (If you already have it)
- ☒ Offer Letter/CAS Letter
- ☒ Original Academic Qualifications
- ☒ Original English Language Qualifications
- ☒ ATAS Certificate (If applicable)



## Registering with the police

If you are required to **register with the police**, you will need to set up an account on the **Lancashire Police Foreign Nationals website** either before you arrive or no later than 7 days after arriving in the UK. Once you have set up an account you will need to book an appointment to see a member of the Lancashire constabulary in order to obtain your Police Registration Certificate.

At present there are no face-to-face appointments available but the team will contact all students who have set up an account on their website as soon as appointments are made available to book. Once you have an appointment booked, you must remember to take the following with you to your appointment: passport, BRP, £34 registration fee in cash, and your Home Office letter confirming you are required to register with the police.

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# Healthcare

It is very important that you take good care of your health so that you are able to make the most of your studies. Find out more about [keeping healthy](#).

## (i) Registering with a doctor

You should register with a General Practitioner (GP) doctor as soon as possible after your arrival. Once you have a Preston address you can [register online](#) with the University Medical Centre. If you prefer to register in person you will need to go along to the University Medical Centre which is based in Foster Building.

If you have an existing medical condition you should bring any documentation (in English) from medical practitioners in your home country, along with sufficient medication. It is then important that you book an appointment with a GP in the UK as soon as possible after your arrival.

If you are studying for more than six months, you will have paid a health charge as part of your Tier 4 visa application to access the National Health Service (NHS) in the UK. If you are studying for fewer than six months you should ensure you have adequate medical insurance to cover you.

The UK Council for International Student Affairs webpages has more advice and information about [health and healthcare advice](#).

If you have an appointment at the hospital for non-emergency treatment please contact the Overseas Visitors team at the hospital beforehand. You will need to contact them to confirm the documentation you will be required to provide (eg passport, visa, and proof of attendance on a qualifying course of study). You can contact the Overseas Visitors team on: +44 (0)1772 522563.

European Health Insurance Cards (EHIC) will only be valid in the UK up to and including 31 December 2020. Please be sure to take your EHIC card with you to any medical appointments.

If you are an EU National arriving in the UK before 31 December 2020 you can apply to the EU Settlement scheme which once granted will entitle you to primary health care whilst in the UK. (See page 5 for more information on the EU Settlement scheme).

EU Nationals arriving in the UK from 1 January 2021 onward will be required to pay the Immigration Health Surcharge when applying for a Student Route Visa. This will entitle you to access basic health care on the National Health Service for the duration of your visa.

Please see the UKCISA website for information on [Healthcare in the UK](#) and details about the [EU Settlement Scheme](#).

## (ii) Dental services

You should note that many dentists in the UK no longer offer treatment under the NHS and only offer private treatment, which can be very expensive. You should ensure you ask for and understand the price of your dental treatment before you go ahead with it.

## (iii) Eye care

There is a wide range of opticians offering eye tests, glasses and contact lenses in Preston. You will need to pay for an eye test and for any glasses or contact lenses you are prescribed.

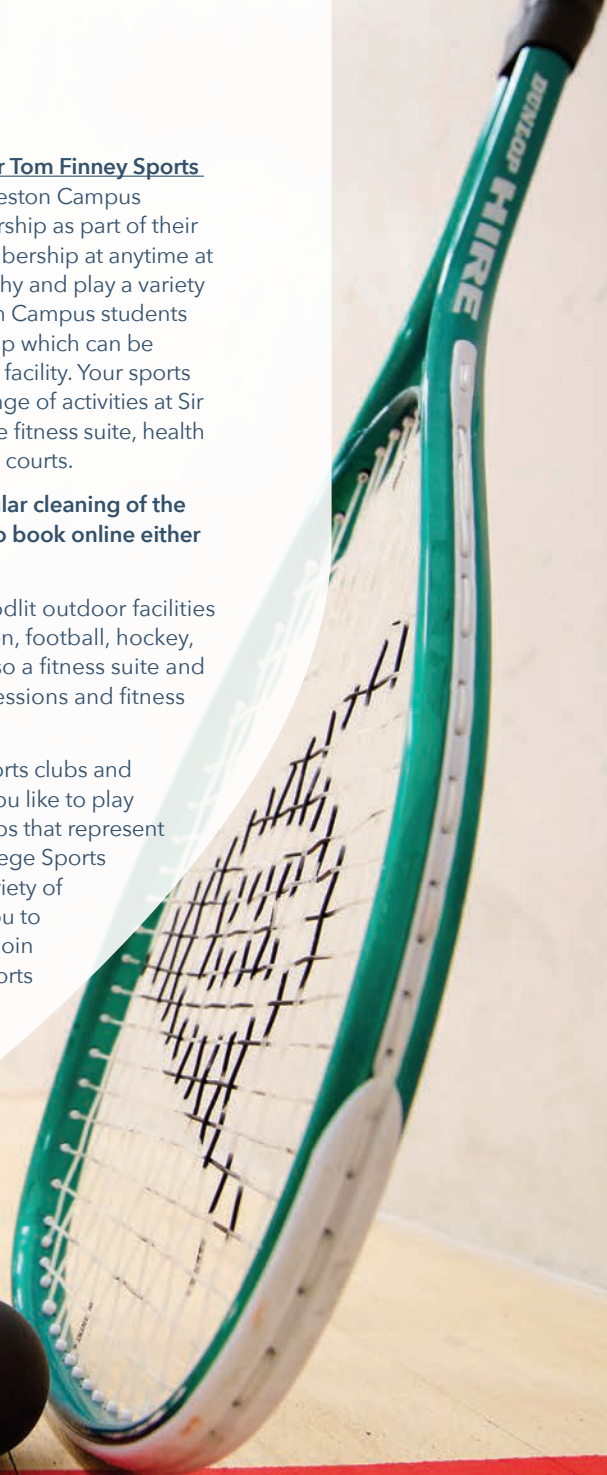
# Sport

UCLan has superb sports facilities at [Sir Tom Finney Sports Centre](#) and [UCLan Sports Arena](#). All Preston Campus students receive a Free Sports Membership as part of their tuition fees. You can activate your membership at anytime at STFSC and USA. You can keep fit, healthy and play a variety of sports while you are here. All Preston Campus students are entitled to a free sports membership which can be activated by visiting reception at either facility. Your sports membership allows you to access a range of activities at Sir Tom Finney Sports Centre including the fitness suite, health and fitness classes, sports halls, squash courts.

**To maintain social distancing and regular cleaning of the gym and class studios, you will need to book online either to use the gym or to attend a class.**

The UCLan Sports Arena provides floodlit outdoor facilities for athletics, rugby league, rugby union, football, hockey, netball, tennis and cycling. There is also a fitness suite and an indoor room for activities, theory sessions and fitness training.

Your Students' Union (SU) runs 100 sports clubs and societies for you to get involved in. If you like to play competitive sport, you can join our clubs that represent UCLan in the British Universities & College Sports (BUCS) competitions. There's also a variety of recreational sports opportunities for you to try on a one-off basis, or you can even join one of our social leagues. Joining a sports club is a great way to get involved and make friends, you'll find information on all of our clubs on [The UCLan SU Website](#).



# Throughout the year

## The <i> Student Information and Support Centre

The <i> Student Information and Support Centre is the first point of contact to call for advice and support on all aspects of University life.

We can assist you with a range of queries including:

- Letters confirming your student status
- International Student Support (including visa extensions and travel advice)
- Library Services and Support
- Student Support and Wellbeing
- Car Parking
- Student Finance

If you have any questions or concerns and don't know who to speak to, contact The <i> by email on [thei@uclan.ac.uk](mailto:thei@uclan.ac.uk) or by telephone on +44 01772 895000 and we will do our best to answer all of your questions.

## Starfish

Starfish is our online system which pulls together information about you and your UCLan journey in order to help you get the best support throughout your studies. All UCLan Preston, Burnley and Westlakes Campus students are set up with a Starfish record automatically once they have completed their course registration, which they can access via Blackboard Virtual Learning Environment. On there you will be able to access your own personal dashboard which displays your achievements, any upcoming appointments you have booked as well as additional support documents to help your progress through University.

Starfish can also help you access a wide range of additional support services, whether it's Academic, Social, or Wellbeing support that you require.

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# Academic Registry

The Academic Registry Service at the University of Central Lancashire offer front-line advice, support and guidance to students in respect of their course across the main campus, and at Burnley Campus; this includes support for:

- Enrolment and registration
- Course contact advice – who, where and how to contact an academic member of staff or support service
- Change of Circumstance requests such as Interruption to study/Withdrawal/Transfer of course
- Timetable queries
- Module registration and progression
- Exams and assessments
- Placements
- Student Mitigating Circumstances (Extenuating Circumstances and Extensions)

To speak with a member of the Academic Registry team please contact +44 01772 89 1990 in the first instance or see the [Academic Registry webpages](#) for a list of email addresses for the Academic Registry Hubs.

## Academic support

We aim to provide you with the best possible academic support to help you succeed in your studies. You will be allocated a [Year Tutor](#) for the duration of your course, who is responsible for providing general academic guidance at particularly important times of the year. Your Year Tutor will support your progress and give advice on issues such as module options available on your degree programme. They can provide you with guidance in academic matters, as well as information about where to go for any additional and specialist help you might need.

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## Library

Our state-of-the-art **Library** offers flexible, modern study spaces and resources for all types of learning. The Library offers extensive collections of information sources, including thousands of books, online journals, images, newspapers and training databases. It also houses bookable rooms, individual desks, an Apple Mac media suite and designated silent study areas. There are also around 600+ networked computers and self-service laptop loan facilities.

You can take an **[Online Library tour and induction](#)** before arrival to help familiarise yourself with the library layout, and how to use the systems.

There is also a suite of online training resources for the Library, and staff are always available to help you.

The Library is open 24/7 but only for the days that students are allocated to come onto campus, to help us reduce the number of people in the building in line with social distancing guidelines

To check the opening times for the day you would like to visit, see the **[Library opening times webpage](#)**, and you can also check how busy the Library is via the **[Live Library Occupancy tracker](#)** to be sure you will be able to enter the building.

## IT services

Once you have enrolled and have your UCLan card, you will have full use of **[computing facilities](#)** on campus and a range of off-campus services. Take a look at how to **[Access the University Network](#)**. The **[LIS Self Service Portal](#)** contains FAQs about all of our IT services and allows you to log requests and issues to LIS Customer Support. You will need your UCLan Username and Password to use this service. If you need help using the network, you can contact the **[LIS Customer Support team](#)** by email on **[liscustomersupport@uclan.ac.uk](mailto:liscustomersupport@uclan.ac.uk)** or by telephone on **[+44 \(0\)1772 895355](tel:+44(0)1772895355)**.

## Inclusive Support Service

We have a dedicated team who are committed to ensuring you get the support you need in relation to a disability, mental health problem, specific learning difficulty or long-term health condition. Telling us about your disability won't affect your application or the way you are treated by the University and you might be surprised at the amount of support available, which could include:

- Individual Study Skills support to help you with time management and organisation, reading strategies, research techniques, structuring assignments, exam and revision strategies, presentation skills and memory techniques.
- Specialist equipment and learning software.
- Support whilst on campus, including: mobility support, library support, help in finding your way around the campus, notetaking, support with technology or help attending student societies.
- You may be eligible for reasonable adjustments to assist with your studies.

You're advised to tell us about your disability when you apply, but you can let us know at any time during your studies. Once you've done that, we'll contact you to discuss potential support and adjustments. You can get in touch with the team by emailing [inclusivesupport@uclan.ac.uk](mailto:inclusivesupport@uclan.ac.uk) or calling **+44 (0)1772 892593**.

We understand that telling us about a disability will involve sensitive information; we'll discuss all issues relating to consent and information sharing with you.

## Oasis Multi-faith Centre

The University's [multi-faith centre](#) is at the heart of the campus and aims to support people in the pursuit and development of their faith, and to promote understanding and respect amongst members of different faiths. The Centre offers advice and information about religious groups within the University, and places of worship in the Preston area. The chaplaincy team consists of representatives from a range of different faiths.

## Student Accommodation Service

The accommodation office is located in the Students' Union Building, room SU013. The staff can advise on any aspect of accommodation support whether you are living within University accommodation or in Private accommodation. They can be contacted by emailing: [studentaccommodation@uclan.ac.uk](mailto:studentaccommodation@uclan.ac.uk) or by telephoning +44 (0) 1772 892529.

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# Wellbeing Service

Starting university is an exciting time, but with so many new experiences, you may benefit from some extra support, be that in the first few days and weeks, or at key times throughout the year. Through the provision of guided self-help, online resources, group workshops, drop-in support, solution focused therapy, individualised face to face and telephone assessments, referrals to external services, awareness-raising events and a range of other support services, the University's Wellbeing Team is here to support you to stay on track.

Our team of professionally trained and experienced Wellbeing Advisors, Mental Health Advisors and Counsellors offer a year-round service to promote and support your positive mental health and wellbeing. Our Wellbeing Team will ensure you receive the right support when you need it most, so you can enjoy the best possible student experience. All you need to do is ask!

For more information about our service, please visit the [Wellbeing Service website](#) where you will find lots of useful information, including our online support request form. Alternatively, you can contact the Wellbeing Service by emailing [wellbeing@uclan.ac.uk](mailto:wellbeing@uclan.ac.uk), or calling +44 (0)1772 893020.

# Student Immigration and Compliance Team

The Student Immigration Compliance Team provide advice and guidance to students from outside the UK and can give immigration advice, in particular for Tier 4 visa extensions and Doctorate Extension Scheme applicants. [Visit the Student Immigration and Compliance webpages for more information.](#)

# Opportunities to travel

While studying in the UK, you will have plenty of opportunities to visit the many different towns and cities, as well as various tourist and cultural attractions.

While you are studying at the University, we can assist you in applying for a Schengen visa to visit a further 26 EEA countries. Please note that you should only travel on holiday to a Schengen or EEA country during an official university vacation period. For undergraduate students this will be Christmas, Easter and the summer holiday, but for taught master's students this will be the Christmas and Easter holidays only. If you have any doubts as to whether your planned trip is during an official university vacation please consult the [academic calendar](#).

When planning your trip you should make sure that you apply for your Schengen/EEA visa at least four weeks in advance of your journey. You should obtain a 'confirmation of study' [letter](#) from The <i>letter request page in plenty of time and make certain you have at least three-six months left on both your UK visa and passport. Always check the embassy website of the country you plan to visit in order to confirm that your visa and passport are valid and if there are any other documents you need to provide.

Further information on Schengen visas is available on the [Student Immigration and Compliance Team webpages](#).

# Students' Union

Hello and welcome to your Students' Union.

We're a registered charity and not-for-profit organisation which is run independently from the University. Our mission is to 'make life better for students' and we try to do this every day through our wide range of activities, services and events. At the heart of our work are four key aims and that is to represent, support, inspire and connect you, to ensure you get the most out of your student adventure!

So whether it's our student-led groups or our volunteering opportunities, the representation and support we give or even just us providing a space for you to relax with friends in our Atrium café and Source Bar, we have something for everyone. The best thing is, you get to be part of all of this as soon as you register because you automatically become a member of your Union!

Over the Welcome period, the Union arranges a programme of events and activities that are aimed at helping you settle into University life and explore the local area. More information can be found on the [UCLan Students' Union Website](#).



## Students' Union Societies

If you have a passion for a hobby, subject, political or religious interest, societies can provide opportunities to meet people with similar interests to share your ideas and express yourself. Your Students' Union has a wide variety of societies and the list is constantly changing and growing with new students bringing new ideas.

Societies are supported by the Union but operated and led by students themselves. They provide brilliant platforms for you to have fun while studying here, but they can provide other benefits that live on long after you have left UCLan.





**University of  
Central Lancashire**  
UCLan

Where opportunity creates success

## Get organised for January

+44 (0)1772 201201 [uclan.ac.uk/welcome](https://uclan.ac.uk/welcome)



#TheUCLanExperience

The information in this booklet was compiled in December 2020 and all reasonable care has been taken to ensure its accuracy at that time. We hope that you are happy with your UCLan experience, if not please tell us! We have a complaints procedure in place. Please visit [uclan.ac.uk/studentcontract](https://uclan.ac.uk/studentcontract) for further details.

Photographs were taken before the COVID-19 pandemic.