



Arrivals Guide 2015

Your arrival checklist

The checklist below is a list of your priority tasks for your first few days in Cardiff. You can find a longer checklist on the inside front cover of your welcome pack.

- | | | | |
|--|-----|--|-----|
| <input type="checkbox"/> Tell your family you have arrived safely | _05 | <input type="checkbox"/> Complete enrolment | _14 |
| <input type="checkbox"/> Access the internet – email home! | _07 | <input type="checkbox"/> Get your Student ID card | _14 |
| <input type="checkbox"/> Settle into your accommodation meet your flatmates! | _09 | <input type="checkbox"/> Get your bank letter and open your bank account | _15 |
| <input type="checkbox"/> Register with the Police (if applicable, see p: 12) | _12 | <input type="checkbox"/> Register with a Doctor | _17 |

Need help?

If you are uncertain about what to do, or have any worries, we are very happy to help you. Come in and see us.

Global Opportunity Centre
37 Park Place
Cardiff
CF10 3BB

Email: globalopportunities@cardiff.ac.uk
Tel. 029 2087 0536
Campus Map ref. 41

International arrivals website
For full information on all your arrival tasks and induction information see www.cardiff.ac.uk/international/arrive

Hello and welcome!



We wish you a warm welcome to Cardiff University and hope you will have an enjoyable and interesting experience as a student here!

Arriving in a new place and learning new ways of living and studying can be a challenging experience. This Arrivals Guide aims to help with this transition by giving you some practical advice on what to do when you first arrive in Cardiff and information about the help and support that are available to you throughout your studies.

In the pages of this Guide, you will find the contact details of many people who are able to help and support you during your time in Cardiff. Please feel free to contact any of them. The Arrivals Guide and other useful information are also available on the International Office website: www.cardiff.ac.uk/international/arrive

We look forward to meeting you during induction, and around the University during your time here.

The Global Opportunity Centre



The best way of letting your friends and family know you've arrived safely is by mobile phone.

Keeping in touch

You will be given a welcome pack when you first arrive. In this pack is a SIM card with a small amount of credit on it for you to use to call home. If you haven't received a pack, collect one from the Global Opportunity Centre, 37 Park Place (campus ref. 41). For more information on how to use the SIM card, see the leaflet in your welcome pack.

Mobile Phones

Mobile phones are cheap to buy, but can be expensive to use, especially if you are calling another country. For information on mobile phone companies and prices see www.mobiles.co.uk

Can I use my mobile phone in the UK?

If your mobile phone is GSM compatible to roam in the UK, then it is likely you can use it to phone home. You should have received a free mobile SIM card in your welcome pack which has a small amount of credit on it. It will be cheaper to use a UK SIM card, but to do so, you will probably need to "unlock" your phone. With this UK SIM card, you can then use a pay-as-you-go system to pay for the calls you make on your mobile.

Contracts for Mobiles

If you choose a mobile phone contract the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing. There is often a compulsory monthly charge. Most contracts commit you to 12 months, some longer. To buy a contract mobile phone you will need a "proof of enrolment" letter stating that you are a Cardiff University student and giving your Cardiff term-time address. You can obtain this "proof of enrolment" letter at the bank letter venue in Deri House on Wednesday 21st January.

Pay-as-you-go mobiles

Pay-as-you-go is the no contract, no credit check, no commitment, no monthly bills way of getting a mobile phone. The biggest advantage of this is that it is impossible to run up a huge phone bill as you can only make calls once you have already paid for them. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. You can buy this type of mobile phone from a lot of shops without needing a "proof of enrolment letter" from the University.

Where can I buy a mobile phone?

Carphone Warehouse and Phones4u are the largest independent stores selling mobile phones, but you can also buy phones from supermarkets or mobile phone shops. There are many mobile phone operators which have shops in the shopping centres in Cardiff and it is a good idea to shop around.

Telephone calls and internet from private accommodation

If you decide to live in private accommodation or a University-owned student house you will probably find that your house has got a telephone socket. There are different phone companies to choose from for your telephone rental, including BT, Virgin Media and Talk Talk. You will find that they can also supply other services like cable television and internet.

Calling the UK

The international code for the UK is (44). When dialling from overseas into the UK you must first enter 44 and then omit the '0' of the area code followed by the rest of the number.

For example:

Calling from outside the UK:
44 29 20 874432



Don't know the number?

Call Directory Enquiries:
118 500 (from the UK) or visit
www.thephonebook.bt.com



Cheap ways for keeping in touch

There are several cheap ways of contacting your family overseas. These include international calling cards, accessing a "Simply Dial" site and a voice over internet protocol, such as Skype.

International calling cards

These are pre-paid cards that can be used from fixed landline phones, pay phones and mobile phones. Call charges are low, but there is a connection fee for each call.

Simply Dial

Try searching online for a Simply Dial site to access cheap international calls to lots of countries. You can use these access numbers from mobile phones, so enabling you to call overseas for much less than you would with your standard mobile network.

Voice over Internet Protocol

Skype is the most common example of VoIP. You can use your computer or smartphone to make free voice or video calls to your family. To make the connection, the person you are contacting needs to have the same VoIP set up.

For more information on all these cheap methods see: www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/living-in-cardiff/living-in-cardiff.html

Internet and Email

How can I get access to the internet when I first arrive?

If you have enrolled online before you arrive in Cardiff, you will be able to use your Cardiff University username, password and email account on any networked computer in the University. Your username and password allow you to access the Cardiff Portal, the secure gateway to your web-based University services, at any time and from anywhere
<http://portal.cardiff.ac.uk>

There are over 27 IT rooms open to students on the University campuses. A number of 24-hour IT rooms are also available, including the Julian Hodge Study Centre, which has over 150 PCs for use. For live updates on PC availability go to <http://portal.cardiff.ac.uk> and click on the 'library' tab after signing in.

Can I get access to the internet in my room?

If you are staying in University residences (but not student houses), you will be able to connect your computer to ResLAN (the Residences' Local Area Network) to access the online resources you need for your study. It is possible to register for RESLAN via either the network cable or wireless connection in your room. This network cable and instructions on how to connect to the University network will be in your room on arrival. The cost of all this is included in your residences fees. Before your computer is allowed to connect to the University network you must make sure that it has the minimum security requirements for use on the ResLAN network. For more information see www.cardiff.ac.uk/insrv/reslan

Which Broadband internet provider should I use?

We do not recommend any particular broadband supplier as the best deals change all the time. But we do have useful information here to help you choose which supplier to use: www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/living-in-cardiff.html

Are there other places in Cardiff that offer Wifi?

If for any reason you are unable to access the University network, or you are off campus, there are many places that provide Wifi access to the public. Popular venues that provide free wifi include McDonalds, Starbucks and Pret a Manger as well as a number of smaller shops and restaurants around the city.

Email

You will be given a Cardiff University email address when you enrol and University staff will use email as the main way of communicating with you. If you already have an internet email address (e.g. Yahoo, Hotmail) you will also be able to use this, but you are expected to access your Cardiff University email account regularly to ensure you keep up-to-date with important University communications. If you need to use special programs, Chinese characters for example, then you may have to use your own computer with software that makes this possible.

Computers

Where can I buy or rent a computer?

The IT shop is based in the Students' Union and provides IT equipment with a range of payment options and student discounts. All equipment sold is ready to use on campus and is supported by the University's Information Services. For more information see www.cardiffstudents.com/theitshop

Help with IT

If you need help with using University IT, you can:

- Contact the Information Services Helpdesk.
Monday – Friday, 08.00 – 22.00
Telephone: 029 2087 4487
Email insrvConnect@cardiff.ac.uk
- Ask members of staff in the library.
- Visit the IT Clinic, which is located on the first floor of the Students' Union. It is run by Information Services staff and provides free and friendly help and advice on a range of IT issues.



*The payment dates for
the 2015 session are:*

Wednesday 21 January 2015

Wednesday 22 April 2015

Accommodation

Arriving at your new flat and room can be a daunting experience and you may feel a little anxious about entering your new home. Your flatmates may already be there; if so introduce yourself! Getting to know them will help you settle in. Why don't you arrange to go out together to the Students' Union, or cook a meal with them in your first week?

How do I pay for my University accommodation?

All fees for residences, as well as most of the associated charges such as Parking Permit and Evening Meal Option, are payable either:

- In advance by Credit/Debit card
- On arrival by Direct Debit from a UK Bank Account (payable in 2 installments after you arrive).

The payment dates for the 2015 are:

- Wednesday 21 January 2015
- Wednesday 22 April 2015

It is important to pay your residences fees on time. Late payment will mean that you will incur an initial 5% charge. If the payment remains outstanding after 15 days, you will incur a further 5% charge on the balance outstanding.

What if I want to move rooms within the University?

If you are not happy with your accommodation after the first few weeks of moving into your room, please speak to your Residences Manager who will explain the process for requesting a transfer.

The Residences staff will then do their best to find an alternative room but please be aware we are unable to guarantee this. You may find this a difficult process as rooms rarely become available at this time of year. An administration fee of £20 is payable for the transfer.

What if I want to leave University Residences?

If you wish to leave your University residence but are still going to remain a student at Cardiff University, you will need to find a substitute. This must be a Cardiff University student not already living in University Residences. You will remain liable for your Residences Fees until a suitable substitute is found. If you decide to leave Cardiff University altogether (i.e. will no longer be continuing with your course of study) then you will only have to pay for the room until all your belongings have been cleared and your key has been returned to your Residences Manager, or your official withdrawal date, whichever is the later.

Private accommodation

Where can I find private accommodation in Cardiff?

The Residences Office has up-to-date lists of self-catering rooms, bedsits, flats and houses for rent. See www.cardiff.ac.uk/for/prospective/accommodation/postgraduates/uk/private-sector.htmls

This information is now available for both undergraduate and postgraduate students. You can only access the list once you've enrolled because you will need your Cardiff University username and password.

Cardiff University Letting Agency

This is the best place to start looking for private accommodation. Cardiff Student Letting Agency is owned and run by Cardiff University Students' Union. This letting agency is keen to keep the cost to students at a minimum and does not charge an agency fee. Opening times are Mon-Fri 9-5.

If you'd like to learn more about the services provided by Cardiff Student Letting Agency see www.cardiffstudentletting.com

Accommodation Advice

Advisors in the Students' Union Advice and Representation Centre can help you with all housing issues.

To get in touch with the ARC service book an appointment by email: advice@cardiff.ac.uk or Tel: 029 2078 1410

The team of Student Advisors in the Student Support Centre, (map ref. 31) can provide advice on the various options for accommodation in Cardiff as well as what to look out for when finding accommodation. They can also help with problems you may face as a tenant. For more information see www.cardiff.ac.uk/advice/housing

Email studentsupportcentre@cardiff.ac.uk

Tel +44 (0) 29 2087 4844

Bedding

If you are in University accommodation you can buy a bed linen pack from your Residences Manager for £30. This contains a duvet and duvet cover, single sheet, pillow, pillow case, hand and bath towel. For more information see www.cardiff.ac.uk/arrivalinformation

Alternatively, you can buy bedding cheaply from Cardiff Market in the city centre or Tesco supermarket (near Talybont Residences). Here are some other shops where you can buy some cheap items for your room.

Shaws the Drapers

- 111/117, Crwys Rd, Cardiff, CF24 4NG
- St. David's House, Wood St, Cardiff, CF24 1ER
- 8-10 Wellfield Rd, Cardiff, CF24 3PB

Argos

24 Queens Arcade, Cardiff, CF10 2BY
www.argos.co.uk

IKEA

Ferry Road, Grangetown, Cardiff, CF11 0JR
www.ikea.com

Clas Ohlson

Ground Floor, St. Davids 2 Shopping Centre Cardiff

Primark Stores Ltd

Queen Street, Cardiff, CF10 2NG

Food Shopping

Where can I go food shopping?

Most people in the UK buy their food at supermarkets, however Cardiff also has a large indoor market in the central shopping area, with entrances near the Hayes and St Mary's Street. You can buy almost anything in the market. It is an excellent source of cheap fish, meat, fruit and vegetables. You can also buy cheap kitchenware and bed linen from the market, and find services such as shoe repairs & key cutting. There is a Farmer's Market opposite the Millennium Stadium every Sunday which sells (among other things) meat and vegetable produce from local farmers.

Where are the local supermarkets?

You will find that the supermarkets are some of the best places to stock up on provisions, as there is likely to be one near where you are staying. Lidl supermarket is located near the University's Optometry Building on Maindy Road, but the largest supermarkets are located some distance from the city centre, including Tesco, which is next to Talybont Residences.

Many students order their groceries online and have them delivered to them at their University Residence. You must be at home when your groceries are delivered because you need to sign for the delivery. You will need to give the supermarket company your mobile telephone number, so that they can call you when they arrive at your residence reception.

The following supermarkets deliver:

www.asda.co.uk

www.tesco.com

www.sainsburys.co.uk

Areas close to the University

Crwys Road in Cathays and Albany Road in Roath are great places to buy most things you need without having to go into the city centre. There are supermarkets, a bakery, a butcher's and grocer's. You will also find food shops representing many different nationalities where you may find goods that are familiar to you.

Halal Food stores

— **ZemZem Continental Market Halal Food Specialist**
12 – 14 Wyverne Road, Cathays, Cardiff, CF24 4BH (Arabic, Asian, African and Mediterranean Foods).

— **Clare Food Stores**
45 – 57 Clare Road, Grangetown, Cardiff, CF11 6QP (basic food and grocery items some of which are imported from Asia).

— **Albany Halal Food Store**
51 Donald Street, Roath, Cardiff, CF24 4TL

— **Al-Sheemal Halal Food Store**
15 Salisbury Road, Cathays, Cardiff, CF24 4AA.

— **Majid Food Store**
Clare Street, Riverside, CF11 6BB (Asian food, Halal meats).

— **Shop Right**
28-30 City Road, Roath, Cardiff (Asian food, Halal butchers).

— **Continental Delicatessen**
160 -162 City Road, Cardiff (Halal meats, Middle Eastern, Turkish and Iranian products).

Chinese and Eastern Foods

— **China Supermarket**
32 – 34 Tudor Street, Cardiff, CF11 6AH.

— **Cardiff Korean & Japanese Foods**
116 Woodville Road, Cathays, Cardiff, CF24 4EE.

African Food Store

— **Xquisite Africa**
148 City Road, Roath, Cardiff (range of products including frozen fish and meats, dry and fresh foods, hair products, clothing and fabrics).

Police Registration

Do I need to register with the Police?

Students coming from the countries listed below are legally required to register with the Police within approximately 7 days of the date of their arrival in the UK. If you need to register with the Police, it will state this on the visa page in your passport.

Afghanistan	Lebanon
Algeria	Libya
Argentina	Moldova
Armenia	Morocco
Azerbaijan	North Korea
Bahrain	Oman
Belarus	Palestine
Bolivia	Peru
Brazil	Qatar
China	Russia
Columbia	Saudi Arabia
Cuba	Sudan
Egypt	Syria
Georgia	Tajikistan
Iran	Tunisia
Iraq	Turkey
Israel	Turkmenistan
Jordan	U.A.E
Kazakhstan	Ukraine
Kyrgyzstan	Uzbekistan
Kuwait	Yemen

Students coming to the UK for less than 6 months from the above countries may have to register with the Police. If you are unsure whether you need to register with the Police, please check the visa page of your passport or ask a member of staff in the International Office.

Why do I need to register?

You are legally required to register if this is part of your visa conditions on which you were allowed to enter the UK. Failing to register (when you are required to do so) is a criminal offence and could lead to a prosecution. Also, if at some point in the future, you need to extend your visa, your visa application will be refused if you failed to register with the police.

What should I do if I have lost my police registration certificate?

You will need to re-register with the Police as if you were a new student. See information on "How to register with police"

How do I make an appointment to register?

To make an appointment with the police officer you will need to use the online booking system see:

www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/before-you-arrive/police-registration.html

There will be a police officer visiting Deri House (campus map #60) once a week during the Spring Semester to register students.

What documents do I need to prepare for my police registration appointment?

If this is the first time you will be registering with the police make sure you download the questionnaire see: www.cardiff.ac.uk/for/resource/2903.14831.file.eng.pdf



You must also take the following with you to your appointment:

- Your passport
- 2 passport sized photographs
- Student ID card
- £34 – correct amount in cash only
- a completed police registration questionnaire

I have previously studied in the UK and already have a Police Registration Certificate - do I need to renew my certificate?

Yes, you will need to bring your passport and original certificate with you to your police appointment if any of the following have changed:

<i>What's changed</i>	<i>What documents/evidence required:</i>
Change of address	University accommodation – Residences card only, or Private accommodation - Tenancy agreement, or Accommodation contract, or Gas/Electric/Water bill that shows your new address
Change of University	Print out of CAS email from Cardiff University, or Your Cardiff University Student ID card
Change of marital status	Marriage certificate, or Divorce certificate
Extension to visa granted by UKBA	Biometric card and Passport
Change of passport	New passport

Enrolment

You must enrol to become a student of Cardiff University. This includes enrolling online, paying any tuition fees or providing evidence of sponsorship, completing your course enrolment and collecting your student ID card.

On-line Enrolment

You should have received an email before you arrived in Cardiff asking you to complete online enrolment at <https://sims.cf.ac.uk>. You should have already received your username and password to use to enrol online. If not, please contact the enrolment team: enrolment@cardiff.ac.uk.

Please enrol online as soon as possible. Staff will be available to help with the enrolment process at Glamorgan Building on Wednesday 21 January, 09.00 - 12.30. For more information see: www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/when-you-arrive/induction-programme-and-enrolment/what-is-the-timetable-of-induction-programme-events.html

Once you have completed online enrolment you will be shown details of your course and the core modules which form part of the course that you are registered for on the "Confirmation of Student Enrolment" screen. You may wish to print this out for your records to show that you have completed online enrolment. (A copy will also be emailed to your Cardiff University email address).

For more information see www.cardiff.ac.uk/regs/enrolment

After online enrolment you need to complete your School enrolment and choose any optional modules available on your course. More information about School enrolment will be available on Wednesday 21 January at the enrolment venue in Glamorgan Building.

Student ID card

You must obtain your student ID card after you have enrolled. Your ID card will allow you to use the Students' Union, sports facilities, libraries and IT rooms. You will need to collect your ID card from Deri House, (campus map #60) on Wednesday 21 January. Please see the induction programme flyer in your welcome pack for further details or see: www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/when-you-arrive/induction-programme-and-enrolment/what-is-the-timetable-of-induction-programme-events.html

Please bring your passport or European ID card with you when you come to get your card. In order to comply with the UK immigration rules, before you pick up your student ID card University staff will make a copy of your visa in your passport.

You should keep your student ID card with you at all times, it shows that you are a student of Cardiff University and it contains your important and unique student number.

Your student card proves that you are a member of the NUS (National Union of Students) and entitles you to various discounts in shops, cinemas and restaurants.

Opening a bank account

There are 5 stages to opening a bank account.

- 1 Enrol online at Cardiff University
- 2 Get your student ID card from Deri House (see page 14)
- 3 Get your bank letter from Deri House.
- 4 Choose the best bank for you – staff will give you information about each bank to help you choose.
- 5 Go to the bank and complete the application form to open your account.

How do I get my bank letter?

After you have enrolled online and got your student ID card, you can get your bank letter from Deri House on Wednesday 21 January 2015.

If your Cardiff address is wrong you must correct it. If your home address contains a PO Box number, you should change this to a physical address because all the banks (apart from Santander) will not open an account for you if your address contains a PO Box number. University staff will be able to change your home and Cardiff contact details or you can save time by logging in to your computer account at <https://sims.cf.ac.uk>

What do I need to open a bank account?

For most banks you will need your passport or European ID card and bank letter, although at Santander you can open a bank account with just your student ID card and passport/EU ID card.

What is the procedure for opening a bank account at the bank?

You will need to complete application forms at the bank. You may need an appointment with a member of staff at the bank and completing these forms can take up to 1 hour, so make sure you give yourself enough time.

Which bank?

The University does not recommend any banks, but these banks are close to the Cathays Campus.

Santander – Ground floor, Students' Union, Cardiff University.

HSBC – Queen Street, Cardiff, CF10 2PX.

Barclays – 28 Working Street, Cardiff, CF10 2DJ.

For more information on how to open a bank account see:

www.cardiff.ac.uk/for/prospective/international/coming-to-cardiff/before-you-arrive/money-and-finances/how-do-i-open-a-bank-account-in-the-uk

Health advice

Arriving in a new country is a very busy time and there are lots of changes to cope with. Please make sure that you don't forget to take care of yourself when you are adjusting to the unfamiliar UK food, different climate and the emotional strains of being away from home.

Am I entitled to free medical treatment in the UK?

If you are from the European Economic Area*, you must have a valid European Health Insurance Card (EHIC) in order to receive free medical treatment in the UK. If you cannot show a valid EHIC, you may be charged for hospital treatment in the UK.

Students from outside the European Economic area are entitled to free National Health Service (NHS) treatment if their course is 6 months' duration or more.

I'm coming to Cardiff for less than six months, can I have free medical treatment?

If you are from outside the EEA and are studying for less than 6 months you are only entitled to free non-emergency health care at your GP surgery. You will have to pay for any hospital visits, e.g. if you need care for a broken bone or you fall seriously ill with a disease. So you must take out health care insurance for your time in the UK. Endsleigh Insurance, in association with the UK Council for International Student Affairs, have produced a special health insurance policy for international students which covers refund of tuition fees in the event of illness and damage to possessions when travelling to and from home country.

For more information see:

www.endsleigh.co.uk/Travel/Pages/international-student-insurance.aspx

EEA Member States*

Austria	Latvia
Belgium	Liechtenstein
Bulgaria	Lithuania
Cyprus	Luxembourg
Czech Republic	Malta
Denmark	Netherlands
Estonia	Norway
Finland	Poland
France	Portugal
Germany	Romania
Greece	Slovakia
Hungary	Slovenia
Iceland	Spain
Ireland	Sweden
Italy	

Switzerland enjoys the same rights and requirements for free Healthcare access as EEA Member States.

I am entitled to free medical care on the National Health Service, but what services will be free?

If you are entitled to NHS treatment the following services will be free of charge:

- Medicine you require on prescription - this is free in Wales (but not throughout the UK)
- Consulting a doctor/GP and most other GP services (e.g. visiting a doctors' surgery/clinic)
- Treatment in a hospital (both emergency and non-emergency treatment)

You are likely to pay for:

- Some GP services (e.g. vaccinations for travel and getting a sickness certificate)
- Dental treatment
- Optical treatment (you can get free and reduced price optician services through the University's School of Optometry)
- Any illness or conditions which existed before you arrived in the UK

How do I register with a doctor?

When you first arrive it is important that you register with a doctor. Do not leave it until you're ill because trying to get medical help when you're feeling terrible is difficult and stressful.

In the UK, non-emergencies are dealt with in a surgery by a doctor known as a General Practitioner (GP). You need to register with a doctor before you can be treated. You do not pay to register or to consult with a doctor. Women can see a female doctor. GP appointments are short – only 5 or 10 minutes, but your GP will refer you to a consultant, an expert, if you need extra or special treatment, like an operation.

If you are living in University accommodation, your Residence Manager will have contact details of the GP surgeries that you can register with. You will need to visit the doctor's surgery to make an appointment to register with the GP. If you have any existing medical conditions you should take details with you.

Your Personal Safety

Cardiff is a safe city, but like in all cities you have to be sensible. The vast majority of international students enjoy a positive and rewarding experience during their stay in Cardiff. The suggestions that follow are intended to advise, not to alarm. Much of the advice is common sense, but it can make a real difference.

Staying Safe

- If you go out alone at night make sure someone knows where you are going.
- When you go out in a group at night stay with them; there is safety in numbers.
- Keep to public routes that are well lit at night. Don't take risky alternative dark routes even if you are in a hurry.
- Carry a personal safety alarm; available at discounted prices from the University Security Centre.
- If using a taxi, use a recognised taxi provider or try and pre-book with a reputable taxi firm (see page 24)
- If travelling alone in a taxi, always sit in the rear seat behind the driver

Further information and advice is available from the Security Centre which is based on Park Place, opposite 51 Park Place (map ref. 51), or visit: www.britishcouncil.org/creating_confidence_2011-12.pdf

Security on Campus

The University Security Centre provides 24 hour security cover for the University campus and halls of residence.

A comprehensive CCTV camera system operates throughout the University campus, including some of the large residential sites. The cameras are used to direct security staff to incidents, and the Centre works in close liaison with the police. If you have any personal safety concerns, require some security advice, or wish to report a crime, telephone the Security Control Centre:

Tel: 029 2087 4444

Email: securityservices@cardiff.ac.uk

English Language Support

Taking a university course means that you will need to meet the demands of lectures, seminars and assignments. If English is not your first language, you may find these difficult tasks extremely challenging. The English Language In-sessionnal Programme provides language support for full fee-paying international students, but if there are spaces available, European students can join the classes. Further information about English language support will be available at the Welcome Talks on Tuesday 20 January 2015.

In-sessionnal English language classes include information on:

- Listening to Lectures and Taking Notes
- Oral Communication Skills
- Reading Strategies
- Academic Writing
- Everyday English
- One-to-One Writing Tutorials
- Presentation Skills and Seminar Skills

To see if these classes would be useful for you, come and try the free example classes on Wednesday 28 January in room 2.48, 2nd floor of John Percival Building, campus map #16.

- 2 - 3 pm: Reading Strategies
- 3 - 4 pm: Features of Academic Writing
- 4 - 5 pm: Outline of In-sessionnal

Where can I enrol for these English language classes?

Enrolment Sessions will be held on:

Wednesday 28 January,
4 - 5pm, 2.48 John Percival Building
(Full-fee paying international students only)

Friday 30 January
2 - 3 p.m Deri House (2-4 Park Grove)
(International and EU & Exchange students)

Please note that places on open access courses are allocated on a 'first-come, first-served' basis and are subject to the payment of an administration fee. European students pay an additional fee per class taken.

Enrolment sessions are very busy and you may need to queue.



Cycling is a great way to get around Cardiff and from your accommodation to the University. The city is relatively flat and there are some cycle routes around the city.

Transport

Cardiff is a compact city so you will find that you will be able to walk or cycle to many places. The Students' Union, student residences and city centre are within a short walk of one another. There is also a regular bus service around the city.

Bikes

Cycling is a great way to get around Cardiff and from your accommodation to the University. The city is relatively flat and there are some cycle routes around the city.

Where can I buy second hand/ new bikes?

There are lots of bike shops in Cardiff which sell new and second hand bikes. For more information see:

www.cycletrainingwales.org.uk/
cardiffcycleworkshop
www.bikeshedwales.com
www.evanscycles.com

Alternatively, you can find a second hand bike in the free ads newspaper, which you can buy at any newsagent or see www.friday-ad.co.uk or look on the website Gumtree www.gumtree.com/cardiff

Should I get a lock for my bike?

Yes, you must get a sturdy lock for your bicycle, otherwise it is likely to get stolen! These can be bought from the University Security, opposite number 51 Park Place (map ref. 35) at a discounted price of £17.50 (normally they cost £30). University Security sells D-cycle locks recommended by the Police as the best way to keep your bike safe.

Taxi Service

Taxis can be a good way to get around the city, especially if you have a lot to carry. They can be quite expensive, so sharing with friends to split the cost is a good idea. Always take a taxi that is registered with Cardiff City Council. Their licence is yellow and should be displayed at the back of the taxi. The taxi driver should also have their licence with their photograph displayed in the taxi. Always find out the price of the journey before you get in the taxi. Always pay for the journey when you have reached your destination, never at the start of the journey. It is a good idea to sit in the back of the taxi behind the driver.





Train

To discover the unspoilt countryside and beautiful mountains of Wales you can also make use of the trains. Cathays railway station is conveniently situated next to the Students' Union. It only takes 15 minutes to get from Cathays to Cardiff Central train station. For more information on train fares and timetables see www.thetrainline.com

Coach travel

This is a relatively cheap way of travelling around the UK. There are many coach companies operating from Cardiff. For example, if you want to travel to London you have a choice of National Express or Megabus. Greyhound coach company run a service to Bristol and Swansea. As a student you will also be eligible for discounted tickets with your NUS card on Megabus. If you purchase a young person's coach card you can have 1/3 off coach tickets with National Express.

Taxi companies in Cardiff include:

Capital Taxis
029 20 777 777

Dragon Taxis
029 20 333 333

Premier Taxis
029 20 555 555

For information see:

www.nationalexpress.com

www.greyhounduk.com

<https://uk.megabus.com/>

Buses

Here are a number of routes that you may find useful for getting around Cardiff.

Route Number	Route	Residences
21, 23, 24, 25, 27	North Road (by Maindy Pool) to the City Centre via student's union	Talybont
38, 39	Heath to City Centre via Allensbank Rd	Allensbank House, Roy Jenkins Hall
52/52A	City Centre	University Hall
Uni Hall bus*	University Hall to Heath Park Campus	University Hall

**The Uni Hall bus is a free service run by the University for students living in the University Hall residences. A timetable can be found in your room on arrival.*

A day ticket that gives you unlimited bus travel costs £3.40. You can either pay on the bus with the correct change or by using your 'iff' card. An 'iff' card is the cashless way to pay as drivers do not give change. Further details of bus timetables and fares can be obtained from the Cardiff Bus website www.cardiffbus.com, where you can also apply for your free 'iff' card.

Religion and Faith

In the UK there is freedom to follow any religion and any faith. The largest faith community is Christian and there are good relationships between the major religions. The vibrant international community at the University offers great opportunities for meeting people of your own and other religions.

Where can I find others who share my religion?

There are various religious societies within the Students' Union representing different faiths which you can think about joining, including amongst others the Islamic, Jewish and Christian societies.

Details of these can be found at;
www.cardiffstudents.com/activities/societies

Cardiff University Multi-Faith Chaplaincy

The Chaplaincy is a place of friendship, hospitality, prayer and support. It offers opportunities for students to relax and to explore faith and spirituality. The Chaplaincy welcomes individuals from all parts of the world regardless of their nationality or religion and is committed to encouraging discussion between students of different faiths and backgrounds. The Chaplaincy is based in Cathays campus with Anglican, Methodist, Catholic and Muslim Chaplains, and welcomes students from all faiths, or none. For further information about the Chaplaincy and all denominations and faiths, including details of their places of worship near the University see –
www.cardiff.ac.uk/chaplaincy

Quiet Rooms

The University has a number of quiet rooms around Campus that can be used for individual prayer and reflection, meditation, contemplation or just being quiet.

The rooms are available in various buildings on both the Cathays and Heath Park Campuses.

There is a quiet room in The Lounge on 3rd floor of the Students' Union, (map ref. 38). It is open weekdays during term time 08.00 – 22.00.

For further information about quiet rooms please visit www.cardiff.ac.uk/for/prospective/campus-life/facilities-services/religion.html

Where can I find places of worship in Cardiff?

You will find that there is a wide range of religious organisations and places of worship in and around Cardiff. Many of the mosques, churches and temples are very close to the Cathays campus.



Buddhism

The Cardiff Buddhist Centre

12 St Peter's Street, Cathays.
www.cardiffbuddhistcentre.com

Cardiff Vajrayana Buddhist Groups
www.aroter.org

Christianity

St. Andrew & St. Teilo (Anglican)

Corner of Woodville Road and Flora Street, Cathays.
www.standrewandsteilo.org.uk

Woodville Baptist Church

Crwys Road, Cathays.
www.woodybap.org.uk

St. Peters (Catholic)

St. Peters Street, Roath.
www.stpeters-roath.co.uk

Cathays Methodist Church

Corner of Crwys Road and Fanny Street, Cathays.
www.cathaysmethodist.org.uk

Hinduism

Shree Kutchi Leva Patel Samaj

Mardy Street, Grangetown.

Swaminarayan Temple

Merches Place, Grangetown.
www.swaminarayanwales.org.uk

Islam

Shah Jalal Mosque (& Cultural Centre)

Crwys Road, Cathays.
www.shahjalalmosquecardiff.org.uk

Darul Isra (Muslim Community Centre)

25 Wyeverne Road, Cathays.
<http://darulisra.org.uk>

Al-Manar Centre

2 Glynrhondda Street, Cathays.

Judaism

Cardiff Reform Synagogue

Moiria Terrace, Adamsdown
www.cardiffreformsyn.org.uk

Cardiff United Synagogue

Brandreth Road, Penylan.
www.cardiffshul.org

Sikhism

Sri Dasma Singh Sabha Gurdwara Bhatra Sikh Centre

97-103 Tudor Street, Riverside

Nanak Darbar Bhat Sikh Temple

18 Copper Street, Adamsdown

Useful Contacts

Residences Office

Telephone: 029 2087 4849
Email residences@cardiff.ac.uk
www.cardiff.ac.uk/residences

English Language Support

Telephone: +44 (0) 29 2087 6587
Fax 029 2087 6141
Email elt@cardiff.ac.uk
www.cardiff.ac.uk/elt

Student Support Centre

Telephone: 029 2087 4844
Email studentsupportcentre@cardiff.ac.uk
www.cardiff.ac.uk/studentsupport

International Student Support

Telephone: 029 2087 4844
Email iss@cardiff.ac.uk
www.cardiff.ac.uk/studentsupport/international

Finance Office

Telephone: 029 2087 9262 /
6918 / 4962
Email fees@cardiff.ac.uk
www.cardiff.ac.uk/finance/students

Enrolment Team

Telephone: 029 2087 6211
Email enrolment@cardiff.ac.uk
www.cardiff.ac.uk/regs/enrolment/essential

Information Services (IT)

Telephone: 029 2087 4487
Email insrvConnect@cardiff.ac.uk
www.cardiff.ac.uk/insrv

Security Centre

Telephone: 029 2087 4444
Email securityservices@cardiff.ac.uk
www.cardiff.ac.uk/secty

Graduate Centre (for postgraduate students)

Telephone: 029 2087 4748
Email grad-centre@cardiff.ac.uk
www.cardiff.ac.uk/gradc





Global Opportunity Centre

Cardiff University
37 Park Place
Cardiff
CF10 3BB
Wales, UK

Telephone: +44 (0) 29 2087 0536

Fax: +44 (0) 29 2087 9695

studyabroad@cardiff.ac.uk

erasmus@cardiff.ac.uk

www.cardiff.ac.uk/globalopportunities



Skype
Skype ID:
[cardiffinternational](https://www.skype.com/user/cardiffinternational)



YouTube
[www.youtube.com/
cardiffinternational](http://www.youtube.com/cardiffinternational)



Flickr
[www.flickr.com/
cardiffinternational](http://www.flickr.com/cardiffinternational)



Facebook
[www.facebook.com
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Youku
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