

International Student Handbook



University of York
**Students'
Union**

 yorksu.org

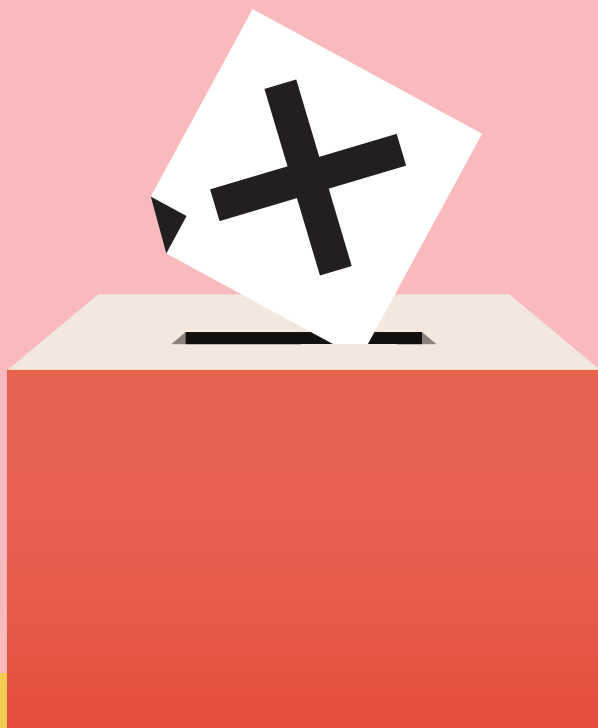
Welcome to York

This handbook brings together all the important information and sources of international student support that you may need. We hope that this handbook will provide a useful guide and lead you in the direction you want to go.

In 2022/2023, a student researcher worked on the 'International, Postgraduate Student Engagement Research Project' to better understand the international student experience at York, such as the challenges students face, the support they need, and how the University and York SU can improve international student life.

During this project, we hosted a number of focus groups with many brilliant international students who come from different cultural backgrounds all over the world. This handbook is based on the voices of international students who have contributed to this project and is designed to help new international students get a smooth and better start to their student life in the UK.

Remember that as an international student, you are not alone. The University of York and the Students' Union are here to help you settle in and adapt to your student life in the UK. We look forward to getting to know you and helping you achieve your academic and personal goals. We wish you all the best in your student life at York.



What is York SU?

The University of York Students' Union (York SU) is the voice of all students at York. York SU exists to make sure you love your time at York.



York SU runs university-wide campaigns to pioneer positive change and represent different groups. York SU has over 400 academic representatives, who campaign to improve your academic experience, helping you to share ideas, create change, gain new skills and access support.

Every student that studies here automatically becomes a member of the union – totally free of charge.

Get in touch

Come and visit us in the Union building by James College Reception, give us a ring on **01904 323724**, or send us an email at **helpdesk@yorksu.org**.

York SU building opening times

During term time:

Monday - Friday: 10am-4pm

Weekends and bank holidays:

Closed

During breaks:

Monday - Friday: 11am-2pm

Weekends and bank holidays:

Closed



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9 Things You May Want to Know Sooner

1. Drink tap water in the UK

The quality of tap water (cold water) in the UK is among the best in the world, and it is the most popular drink among residents.

Traditionally, hot water is heated and stored in a tank in non-combined hot water systems. As a result, hot water from a water tank is not considered suitable for drinking or for cooking. The hot water in the tank is simply not as fresh as the cold water fed directly from the tap and so must be boiled before drinking and cooking.

If your hot water is provided by a combi boiler system, it can therefore be used for drinking and cooking.

2. Food shopping options

There are two Nisa stores on campus - one on Campus West and one on Campus East. However, if you would like to save money or have different options for food shopping, do not rely on one supermarket for all your groceries – some are conveniently located or open for longer hours but are often more expensive.

It is important to research to find the right store to match your lifestyle. As a start, you may like to know about these popular supermarket chains: Asda, Aldi, Iceland, Lidl, Tesco, Sainsbury's, Co-op, Morrisons, Waitrose, Marks & Spencer, and many ethnic grocery stores (*such as Polish and Eastern European, Indian, Chinese, and other Asian grocery stores*) in York.

These supermarkets and grocery stores will be included in the Map at the end of this handbook.

You can shop around to find the best deals on different items, or you can buy lower-cost own-brand alternatives and take up the shop's price-matching offers.

3. Collect your Biometric Residence Permit (BRP)

Within 90 days of arriving in the UK, you must collect your BRP from the Post Office in WHSmith on Coney Street in York city centre. Your visa letter will tell you when you can collect your BRP. To collect your BRP, you'll need your passport and visa letter, as well as details of your accommodation address in York.

After collection, you will need to upload a copy of your BRP along with other documents (*e.g. your passport and visa details*) to e:Vision. Once they have been uploaded, you will be asked to attend a Registration Event so that the University can verify the documentation.

4. Register with a GP

To access health care in the UK, you need to register with a GP (General Practitioner) when you arrive. A GP is a first point of contact for a variety of illnesses meaning you don't have to find specialists for each illness.

The health centre closest to campus is Unity Health – Kimberlow Hill Surgery & Wenlock Terrace Surgery. In order to register with Unity Health, you need to complete an 'Online Registration Form' on their website <https://www.unityhealth.info/>. After confirming successful registration, you can make an appointment by calling **01904 754900** if you need to see a doctor or nurse.

You may find it hard to get through on the phone to your GP or get an appointment at your preferred time, as United Health can sometimes be overloaded. Alternatively, you may prefer to search the NHS website (www.nhs.uk/service-search/find-a-gp) for GP surgeries in the area. This may help you to get an appointment more easily. Also, you can go to the Map at the end of this handbook to see the locations of various GP surgeries in York.



5. Set up a student bank account

If you stay in the UK for over a few months, we recommend you open a UK bank account. It's more convenient to use for rent, tuition, and other daily costs.

Opening an account can take weeks and require you to show your original documents such as passport, BRP, university offer letter, and a Confirmation of Study letter that includes your residential address (*this can be requested through e:Vision*). You still need to check with the bank exactly what documents they need from you.

Make sure to do your research before deciding which bank you're going for. You may wish to consider factors such as: transfer costs, branch location, annual fees, and how you are protected if things go wrong.

Cash is always useful, but in some places, including some cafes and restaurants on campus, you can't pay by cash. You can always use your home country's bank account, but make sure you double-check the cost of withdrawing money and paying with your debit card in the UK.

6. Beware of scammers

International students are often targeted by scammers because they are a long way from home, family and friends. You may be unfamiliar with local laws or not know where to go for help.

Some scammers may phone you and pretend to be from a legitimate organisation (*such as the UK Home Office, your home government, or a specialised agent*). They demand money (*calling it a “fine” for a non-existent immigration/crime problem*) and claim that if you do not pay them quickly, there will be damaging consequences (*for example, deportation or cancelling your visa*).

However, you can learn to recognise scams and protect yourself against them. Common signs of a scam include:

- Someone unexpectedly contacts you.
- Something appears to be too good to be true.
- You are asked for personal information.
- You're under pressure to make a quick decision.
- A text or email contains spelling or grammatical errors.
- You've been asked not to tell your family and friends.
- There are no contact details provided, or if they are, they are a mobile phone number or a PO Box address.

Examples of known scams currently targeting students can be found on the University website: york.ac.uk/students/help/scams/



7. Travel by foot, bike, or bus

Travel between campus and York city centre takes about 20 minutes. You can simply download the 'First Bus' App, and you'll be able to buy and store tickets on your phone. Buses also accept contactless payment.

Walking or cycling could save you time in the long run, and you'll avoid queueing for the bus. It's just a 15-minute bike ride or 30-minute walk from Campus West to the city centre.

Make sure to always lock your bike in a secure place to prevent it from being stolen. The University's Bike Doctor offers free basic service checks once a month, and you can purchase bike locks, helmets, and lights at a discounted price from the University by emailing transport-team@york.ac.uk.



8. British slang and various accents

There are nearly 40 dialects in the UK which sound very different and almost every county has a different accent. You may often find it frustrating to feel like you are relearning a new language. The difficulty is not only in understanding various accents but also in many common phrases and slang words that you have never learned from textbooks.

There are several ways in which you can get used to it. For example, watching British TV shows is a great way to familiarise yourself with the use of English across the UK, as well as the culture and humour. Another way is to practise

talking to people who speak differently from you and to get a better understanding of various accents. Last but not least, remember that it's always OK to ask if you don't understand something. See our guide to British Slang on page 64.

9. Make the most of the University's website and services

Do you know that most of your questions can be answered by simply searching the University's website? You can also find support and advice for all students, on topics including health, finance, academic progress, accommodation, and what to do if something goes wrong.

Within the University, there is a team of International Student Support Advisers, they can help with any questions or issues that affect you as an international student at York.

If you require urgent support, please call one of the numbers –

General issues +44 (0)1904 324444

Emergencies +44 (0)1904 323333

A Cuppa

A cuppa is the shortened version of "a cup of tea."

You might hear the expression
"fancy a cuppa?" It means
"Would you like a cup of tea."

British Slang



Preperation for Settling in York

Introduce useful information for visa issues, housing, transportation, and other essentials while living in York.

Passport, Visa and BRP problems

If you have any concerns or questions about your Passport, Visa and BRP problems, the International Student Support team at the University can advise you on various different matters, such as Student Visas, EU Settlement Scheme, Graduate Visas, BRP Issues, Lost Documents, Leave of Absences, Course Changes and any general student support matters.

Show your immigration status - What is a share code?

A share code is a code you generate online which you can then share with others, along with your date of birth, so that they can see your immigration status.

As an international student in the UK, you may come across some situations in which you are asked to provide your share code in order to:

- Prove your immigration status in general (*this can be used as evidence of right to study*)
- Prove your right to work
- Prove your right to rent

To generate a share code, you need to use the [gov.uk](https://www.gov.uk) website online service. The share code will typically last between 30 and 90 days.

Once you have generated a share code, you can either:

- Copy it and send it yourself to the person who needs it
- Email it to the person who needs it directly through the online system

Housing issues

During your first year of study, you may live in one of our 11 colleges, spread across two campuses. If you prefer not to live on campus next year or beyond, there are various options off-campus, including private student accommodation available near the University and in the city. The Student Hub provides advice and guidance for students on looking for and dealing with issues with private housing and further info is at <https://www.york.ac.uk/study/accommodation/private-sector/>

Guarantor

As an international student, if you do not have a guarantor in the UK, you may be asked to pay all or some of your rent in advance (*usually between 6 and 12 months rent*). If you would like to pay your rent in instalments (e.g. *monthly*), you will need a qualified UK guarantor.

Many private landlords and estate agents require tenants to provide a rent guarantor who will be required to pay rent should the tenant fail to do so. To help students without a UK guarantor, the University has partnered with YourGuarantor (www.yourguarantor.com) who will act as a rent guarantor for students living in the private sector – the YourGuarantor guarantee costs a percentage of the value of your tenancy/lease.

Bills

Many private student accommodations operate on 'bills included' within your rent. However, with the cost of living crisis, some landlords are making tenants organise their own bills (*such as water, electricity, gas, and internet*). Your contract should state precisely what you are responsible for.

Council tax

If you are living in University accommodation, you don't have to pay council tax. If you live in private sector accommodation, and your course is shorter than 24 weeks, you must pay council tax.

If you live in private sector accommodation and you are a registered full-time student, you don't have to pay council tax but the exemption is not automatic.

You must tell your local council that you are studying full-time by registering at: york.gov.uk/StudentDiscount

Up for it

A slang for being enthusiastic/
willing to participate.

**"I would like to meet new
people, so I'm up for the social
event tonight."**

Bloody

As British slang, "bloody" places emphasis on a comment or another word. It is regarded as a mild expletive (swear word) but due to its common usage, it is generally acceptable.

"That's bloody brilliant!"

British Slang

Free wifi on campus

There are two wifi networks available on campus - eduroam and CityConnect. CityConnect is provided in conjunction with City of York Council and is available on campus and in the city centre. It's an open network which can be used by anyone.

Eduroam is the University's wireless network. As a student, you can use your University User ID to access this FREE WIFI via your smartphone/tablet/laptop.

If you're on campus, you can connect to the wifi network UoY Setup to run the setup tool.

Then you can use the network setup tool by scanning the QR code to connect your device to eduroam. Once you have set up, it should connect automatically when you are on campus or close to wifi hotspots in York's city centre.

If you're having problems using wifi, get in touch with the Library and IT Help Desk in the JB Morrell Library.

Phone: +44 (0)1904 323838 Email: itsupport@york.ac.uk

Cheers

A casual way of saying thank you.

"I'll make us a cuppa."
"Cheers."

British Slang



TV licence

In the UK, if you watch or record live TV programmes on any channel, or download/watch BBC programmes on iPlayer, you need to pay for a TV licence. If you never do, you don't need a licence.

If you do any of the above without a valid licence, you risk prosecution and a maximum penalty of up to £1,000, plus any legal costs and/or compensation you may be ordered to pay.

Post Office and delivery services

It seems that everything is now done online, but the UK Post Office services still play an important role in many aspects of our lives. You can not only send postcards, letters, large envelopes, and packages from one country to another country through their international mail service, but also pay bills, rent or top up, buy transport tickets and more.

You can access a range of delivery options while sending domestic mail. For example, if you want to use Royal Mail's guaranteed next-day delivery or signature-on-delivery services, you'll need to visit a post office. In addition, Post Offices provide passport applications and renewal services.

Post Offices can be found in almost every town and many villages in the UK. Some are

stand-alone shops, others are located within other retail stores, including WHSmith. They are easily recognisable by their red oval signs.

Alternatively, you can choose from other courier and logistics companies offering worldwide delivery services from the UK, such as DHL, DPD, FedEx, Parcelforce Worldwide. These services vary in terms of cost, service and speed.



Transport in York

It's easy to get around campus by bus, bike or foot. There are also several other options to get around York.

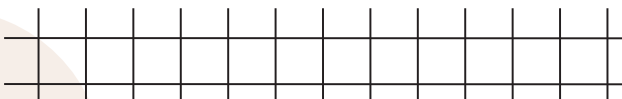
Driving

If you have a licence for driving a car, you might still need to complete a Compulsory Basic Training (CBT) course before riding a motorcycle in the UK.

If you've got a driving licence from a EU country, you can drive in Great Britain for as long as your licence is valid, or until you're 70. If you've got a non-EU driving licence from a designated country or territory, you can drive in Great Britain for 12 months.

If your licence is from a 'non-designated country or territory', you can apply for a provisional GB licence after you've been resident in the UK for 6 months. You'll need to take a theory test and a practical driving test in order to obtain a full licence. Driving licences are issued by the Driver and Vehicle Licensing Authority (DVLA).

Find out whether you can drive in Great Britain by visiting: www.gov.uk/driving-nongb-licence



Your safety and security matters

The University Campus Safety team support everyone who lives and studies at the University, with a 24-hour presence co-ordinated through the Campus Safety Hub at Market Square on Campus West. The team are your first response for any security or safety issues - all members of the team are trained in first aid and mental health first aid. For general enquiries, email **campus-safety@york.ac.uk**.

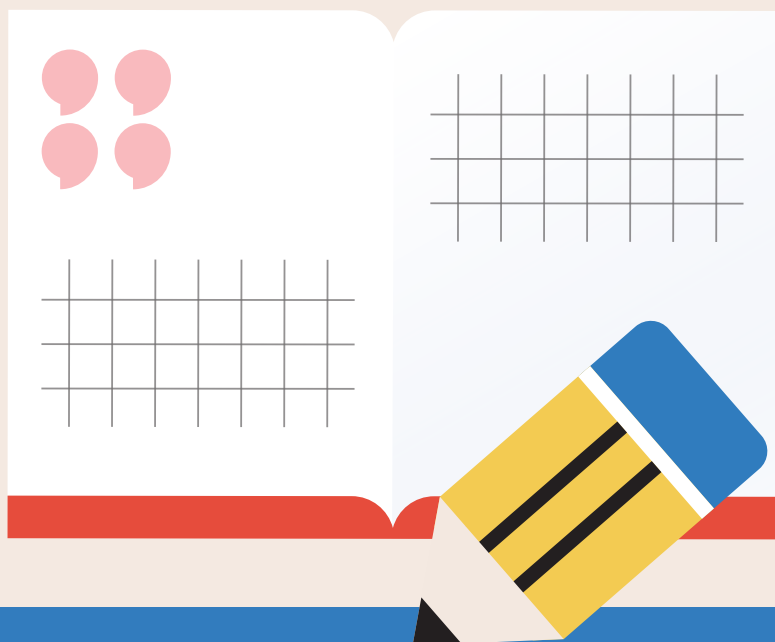
- Emergency or life-threatening situation - **Call 999**
 - Medical emergency - **ask for an ambulance**
 - Ongoing crime - **ask for the Police**
 - Fire or chemical spillage - **ask for the Fire Service**
- Urgent but not life threatening situation - **Call 01904 32 3333**

You can also use the Emergency button in the SafeZone app (Download the app on safezoneapp.com). This puts you through to our emergency team. Use this for:

- Medical (non-emergency)
- Suspected crimes
- Fire alarm activations
- Other security or safety issues - **Call 01904 32 4444**

You can also use the Information button in the SafeZone app. This puts you through to our non-emergency team. Use this for:

- General enquiries
- Noise complaints
- Anti-social behaviour



Academic and Career Support

Support your academic English, language activities, job applications and employment-relevant visa issues.

Academic progress and integrity issue

Academic progress

Anything that stops you from undertaking your studies in the usual way is officially called an 'academic progress issue'. This could be when you have illness or personal difficulties that interfere with you undertaking one or more formal assessments (*including examinations*) or meeting attendance or progression requirements.

For academic progress issues, you should talk to your supervisor. Alternatively, please contact the Student Hub. Tel: **01904 324140**, Email: **student-hub@york.ac.uk**.

Academic integrity

As a student, academic integrity is also an essential part of your studies. You will need to complete a compulsory online integrity course as part of your induction. You can find the appropriate integrity tutorial in your VLE module list. If you do not have an Integrity Tutorial in your VLE module list, email **integrity@york.ac.uk**.

Academic misconduct

Academic misconduct is any kind of cheating or attempt to gain an unfair advantage. Learn more about academic misconduct and how to avoid it in your online integrity tutorial. Not being aware of the types of academic misconduct is not an acceptable defence.

If you're accused of academic misconduct, you will be able to explain your case in writing or in an interview. Being accused of academic misconduct can be a very stressful experience and can have a significant impact on your studies. You can seek advice from your supervisor.

Advice and support

York SU Advice & Support also offers independent and confidential advice and guidance to students about University policies and procedures, academic issues and other wellbeing or personal issues that might be affecting you.

You can contact the at advice@yorksu.org and find more information at yorksu.org/advice-support

Loo

A toilet.

"I'm just popping to the loo."

British Slang

Dodgy

If you say that something is dodgy, you mean that it seems rather risky, dangerous, or unreliable.

"The couple lost their life savings in some dodgy investments."

British Slang

Improve your language skills and academic performance

Academic Skills Community

The Academic Skills Community (ASC) offers a variety of resources, workshops, groups and one-to-one appointments to help advance your academic, language and interpersonal abilities.

For more information, you can search the University website, or contact **academic-skills-community@york.ac.uk**.

International Conversation Afternoons

International Conversation Afternoons (*ICA online*) at the University give you the opportunity to improve your speaking and listening skills and meet new people from other cultures.

For more information, you can search the University website, or contact **cgp-shortcourses@york.ac.uk**.

Writing Centre

The Writing Centre at the University offers advice and guidance on academic writing, critical thinking and analysis skills, developing effective study habits and communication skills.

You can book an appointment online (yorkalit.targetconnect.net) to receive personalised guidance to develop your academic writing. If you can't find a suitable appointment to book, please email **writing-language-skills@york.ac.uk**.

Maths Skills Centre

The Maths Skills Centre offers advice and guidance on maths topics, statistical concepts and analysis, and preparing for numerical reasoning tests.

You can book an appointment online (yorkalit.targetconnect.net) to receive personalised advice. Email: **maths-skills-centre@york.ac.uk**.

Disability services and related academic support

The University provides comprehensive disability support services to ensure that all students have equal opportunities to succeed academically and participate fully in university life.

What does disability mean?

At university, a disability means any health condition which has lasted, or is likely to last, twelve months or more which may have a negative impact on your studies even if it is fluctuating. This includes, but is not limited to: long-term health conditions, sensory impairments, mobility difficulties, mental health difficulties (*such as anxiety and depression*) and autism. It also includes specific learning difficulties such as ADHD and dyslexia.

If you have, or think you might have, a disability and would like to discuss what support is available, please get in touch. Email disabilityservices@york.ac.uk or call +44 (0)1904 324785.

Disability drop-in sessions (term time only)

Got a disability-related question? Come along to one of our drop-in sessions to discuss with a practitioner. Open to all students; you do not need to register or have been registered with Disability Services in order to attend.

Find out when the next drop-in sessions are taking place at: <https://www.york.ac.uk/students/support/disability/contact/>



Get extra support

If you need academic adjustments or extra support (e.g. *note-taking support, alternative format materials, accessible learning spaces, and assistive technology*), you will need to provide medical evidence. You can send your disability evidence to **disability-evidence@york.ac.uk**. You can also send evidence by post. They are based at Sally Baldwin Block B, Wentworth Way.

Once the University has received evidence, a Disability or SpLD Practitioner, or a Student Wellbeing Officer will be in touch with you to complete a Student Support Plan. The Student Support

Plan will be shared with your academic department so they are aware of the adjustments you require. Each department also has a disability contact and disability representative, who you may also wish to contact.

One-to-one academic support

The University offers study skills tuition for students with dyslexia or specialist mentoring sessions for students with mental health difficulties or autistic spectrum conditions. These regular one-to-ones outside of your academic department are really valuable for many students to stay focused and manage their studies around their difficulties.

The University career support

The Careers and Placements

Whether you want to find a part-time job during your studies, are looking at options to work in the UK at the end of your course, or are making plans to return home, the University have lots of information and advice specifically for you.

The Careers and Placements at the University offer support during and after your time at York by helping you to apply for jobs, get career ideas, find work experience and develop your skills. You can contact them via message on Handshake (york.joinhandshake.co.uk/), phone 01904 322685, or email careers@york.ac.uk.

York Profiles and Mentors

York Profiles and Mentors is a great way of broadening and deepening your understanding of the diverse range of career paths available to you. Through the real, honest profiles of York graduates you can connect with one of the York alumni, discuss career options and explore an exciting range of career choices.

Visit the website: www.york.ac.uk/services/careers/app/profiles2





Working during your studies

Know your Visa restrictions

If you are on a course of six months or longer, you are entitled to work (*paid and unpaid*) during your studies, as long as the wording on your visa (*visa vignette and/or BRP*) does not prohibit it.

If your visa allows you to work, you must abide by the hour limit written on your visa. Not all types of work are permitted, including self-employment and freelance work, as well as working as a professional sportsperson, professional entertainer or involving business activities.

As an international student, you must understand the difference between unpaid voluntary work (*which counts as part of your permitted 20 hours*) and genuine volunteering (*the only type of work that does not count towards your 20hrs/week limit*). A voluntary worker has specific duties and an obligation to perform work, while volunteering has flexibility to come and go and will not have set responsibilities.

These rules sometimes are not very straightforward. If you are at all uncertain, contact the International Student Support team and ask for immigration Advice.

Various types of work in the UK

Casual work is work that is usually done part-time for a set period of time. Many University departments hire students for casual work, so you can speak to your department about what casual work opportunities may be available. You can also talk to the University Careers team for information on how to find a part-time job.

Internship is a short period of work, to help you gain relevant skills and experience in the career area you are interested in. You are likely to have specific responsibilities and be doing real work.

Work shadowing is a short period of time spent mainly observing the work of someone in a career area of interest to you, to help you get an insight into what is involved.

Work experience is a broad term which can be used in relation to all of the above activities.

Work placement is a specific period of work, often as part of an academic course, related to what you are learning on your course and what you may want to do in the future. Any work you do in this placement, as long it forms part of your degree course, does not count towards your 20hrs/week limit. If the work placement is not part of your course then it is subject to the regular limit.

Voluntary work is done for a charity, a voluntary organisation, a fundraising body or statutory body. A voluntary worker has specific duties and an obligation to perform work. You are not paid anything more than appropriate expenses. Voluntary work does count towards your 20hrs/week limit.

Student Volunteering

If you're not ready for working during your studies, volunteering is a fantastic way of getting to know York, meet new people and build your skills. Each year thousands of students at the University of York volunteer and many of these are international students. Roles are available each semester with varying levels of commitment, so you can find an opportunity to suit you and your timetable.

There are many volunteering and other job opportunities available on Handshake (york.joinhandshake.co.uk) as well as York SU Volunteering Projects (yorksuo.org/volunteering). If you have any questions in terms of volunteering, you can email: **volunteering@york.ac.uk**.

Getting a National Insurance (NI) number

If you are an international student and want to work in the UK you will need to apply for an NI number. Your NI number is a unique personal reference number for your tax/employment affairs – everyone working in the UK needs to have one, issued free of charge.

You are allowed to start work before you receive your NI number, provided you can show an employer you have applied for it. If your employer has not asked for your National Insurance Number, you should check that you are on their payroll, otherwise you risk breaking the visa rules.

To get an NI number you will need to apply online (www.gov.uk/apply-national-insurance-number). After your application, it can take up to 16 weeks for your letter containing your National Insurance number to arrive.

Working in the UK after your studies

Be aware of your visa expiry

Provided you have studied a course of at least 12 months in length, your Student visa should expire four months after your course completion date. During this four month period, you can work full time provided you have finished your course, including handing in all outstanding course work and dissertations. However, you are still subject to the usual student employment restrictions according to your visa. At the end of the four months, you must either leave the UK, or have applied for another visa.

The Graduate visa

The Graduate visa is an immigration route which allows international students to stay in the UK for two years (*three years for PhD*), for work experience, after successfully completing a degree programme.

The visa costs £822 and applicants have to pay an Immigration Health Surcharge of £1,035 per year of the visa. You can do any type of work, including self-employment but you cannot be a professional sportsperson or coach. The visa is not extendable and does not count towards settlement but it will be possible to switch to the Skilled Worker route if a suitable job is identified.

Though we do our best to ensure this information is up to date, the rules around visiting, working, studying and settling in the UK may change throughout the year. For the latest advice and information, please visit: <https://www.gov.uk/graduate-visa>



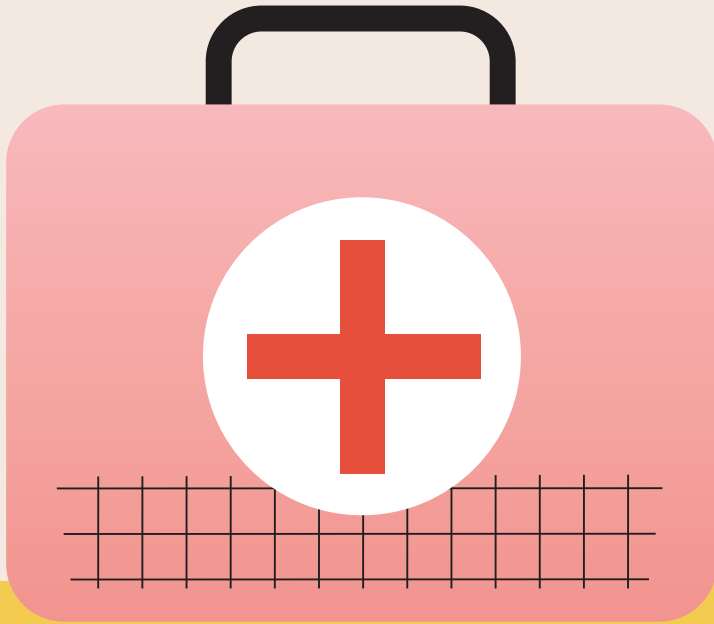
Skilled Worker visa

If you already have a job offer which qualifies for sponsorship you may want to consider a Skilled Worker visa as a better option. Most students use the Skilled Worker visa if they wish to stay and work in the UK after they have finished their studies. Students applying from within the UK with a Student Visa are classed as 'new entrants'.

If you apply for a Skilled Worker visa, you may continue to work full time while the Home Office processes the application. You must have a confirmed job offer before you apply for your visa. Your employer will carry out this check on your behalf.

Please note that the University's Immigration Advice Service is not able to advise extensively on work visas, so questions should be directed to the HR department of your potential employer.

When applying for jobs, volunteering opportunities during or after your studies please remember to apply in English unless stated otherwise. Applications not written in English will not be considered by employers in the UK and so you will reduce your chances of getting opportunities.



Health, Wellbeing and Student Life

Find out more about healthcare services and take care of your health financially, physically and mentally through the University support, societies and sports you can get involved in.

UK health care system

If you're studying in the UK for six months or more (*Student visa holder*) and you have paid the Immigration Health Surcharge (*IHS*) as part of your Student visa application, you (*and any of your dependents*) are entitled to free NHS care while you are in the UK.

GP (Doctor) surgery or health centre

You need to register with a GP Surgery before you receive healthcare services. Most illnesses and health problems can be treated by the GP, but if you need to see a specialist, the GP will refer you to an appropriate hospital department.

Most GP Surgeries and Health Centres provide a range of community health services, such as vaccinations, women's health clinics, services for parents of young children, family planning, contraception and sexual health.

Normally, you need to phone the GP surgery's reception to book an appointment in advance within their working hours. Please be aware that even if you do manage to get through to the GP receptionist in an acceptable amount of time, you may still have to wait a few days or weeks for your in-person appointment.

Hospital

If your GP refers you to a hospital for treatment, you will usually be given an appointment to see a consultant (*specialist doctor*). If you think you need to see a specialist, you should approach your GP first and ask her or him to refer you.

Depending on the medical problem, you may be treated as an in-patient (*where you are admitted to a ward and stay there overnight or longer*) or as an out-patient (*where you visit the hospital for an appointment*).

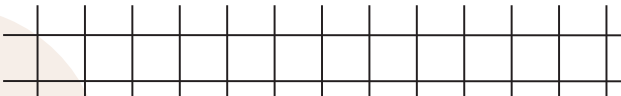
Accident and Emergency (A&E) Department

The A&E department in a hospital is open 24 hours a day. If you need urgent treatment for serious illness or injury, but you are well enough to travel, you should make your own way by bus or taxi to an Accident and Emergency (A&E) department or ask a friend to take you.

If you need immediate medical assistance (*for example, because of an accident*), telephone 999. You will be asked which emergency service you need (*Fire, Police or Ambulance*). For urgent medical assistance ask for the ambulance service. Be ready to tell the emergency services what has happened and exactly where you are, especially the street name.

If you feel unwell or have a minor injury, always consider these options before going to A&E:

- Ring NHS 111 or check the website at 111.nhs.uk – it is a 24-hour helpline for medical help and advice. If you are not sure where to go for your illness or injury, ask them.
- Visit your local pharmacy (*chemist*) – for expert advice on common illnesses and the best medicines to treat them.
- Call your GP (*doctor*).





Mental Health concerns

Culture shock and homesickness

Culture shock describes the impact of moving from a familiar culture to one which is unfamiliar. It can affect anyone, including international students. The shock can come from being in a new environment, meeting new people, and learning the customs of a different country. They can relate to climate, food, language, dress, social behaviour, values, etc.

It also includes the shock of being separated from important people in your life, such as family and friends who you would normally talk to and ask for advice and support. The separation may cause you to feel homesick. Homesickness is most common at the start

of an academic year, but in some cases, students settle into university life much faster so it can occur after a few months, especially on some holidays such as Christmas when you may not be able to go home like British students.

It is completely normal to have culture shock and it can be a positive learning experience, allowing you to become more aware of your own culture and the new culture you are entering. The UK Council for International Student Affairs provides 5 top tips for coping with culture shock.

1. Keep familiar things around you such as photographs or ornaments.
2. Find a supplier of familiar food if possible.
3. Take regular exercise such as joining a local sports club or society at the Union, which would be a great way to meet people.
4. Make friends with international students, whether from your own culture or another, as they will understand what you're feeling and, if possible, make friends with the local students so you can learn more about each other's culture.
5. Take advantage of help offered by your college and university.

Gutted

Extremely disappointed, upset, frustrated, etc.

"We were absolutely gutted to find out that our favourite Italian restaurant is closing."

British Slang

What is Seasonal Affective Disorder (SAD)?

For international students who come from warmer regions, winters in the UK can be particularly isolating. It may take you a year or two to adjust to the darkness and long winters. The NHS estimates that seasonal affective disorder (SAD) affects around two million people in the UK - so you're not alone.

The symptoms of SAD may include: oversleeping, appetite changes (*craving for foods high in carbohydrates*), weight gain, tiredness or low energy. Some pieces of advice may help you to cope with SAD are:

- Be aware of the changes of daylight in the UK. The times for sunrise and sunset in the UK vary enormously between summer and winter. Summer (*June to September*) has longer days, almost 17 hours, with the longest days in June. In winter (*December to March*), the days are shorter, up to 17 hours of darkness.
- Stick to a regular sleep schedule, going to bed at the same time and waking up at the same time every day, regardless of the change of seasons.
- During the autumn and winter in the UK, it is important to get vitamin D in your diet as the lack of natural light from the sun, which means our bodies do not produce enough of the vitamin. It is important not only for people suffering from SAD but for everyone.
- Using a SAD lamp regularly and consistently can give your body the bright light it needs during the dark winter months. Some of these lamps can be expensive so if you're unable to get one, try to make the most of the natural sunlight.
- If you are struggling with the symptoms of SAD, it may be helpful to talk to your GP. If you don't want to talk to your doctor about how you're feeling, you can talk to your university mental health team and your support network as well.

The University mental health support

Each college has College Life Coordinators and Advisors to provide confidential pastoral care. They are a team of trained students who live in college and help resolve issues or point you to specialists. Whether you are an on-campus resident or not, your college is ready to listen. Open Door is a team of Mental Health Practitioners and Student Wellbeing Officers providing support to students experiencing psychological or mental health difficulties. To make an appointment with Open Door, you need to complete the Open Door referral form on the University website. If you are unable to complete the form, you can also email **opendoor@york.ac.uk** or telephone **+44 (0)1904 322140**.

Alternatively, you can talk to other students online from around the world through the TalkCampus app. It is 24/7 instant, free support for student mental health.

Urgent mental health support

If you are feeling low, sad or worried but are not experiencing a mental health crisis, seek help from the University's mental health support services. However, if you are in a mental health emergency, there are many other options that offer out-of-hours mental health support.

Useful Numbers

NHS Crisis Service York: 0800 0516 171

The phone line is open 24/7 for people living in County Durham, Darlington, Teesside, North Yorkshire and York.

York Hospital Accident and Emergency: 01904 631313

Trained to deal with mental health crises and can access specialist support 24/7.

York Safe Haven: 07483 141 310

Drop-in Monday-Friday 6pm-10pm or Saturday-Sunday 12pm to 10pm. No appointment needed. Offers information and emotional support in a welcoming, safe, comfortable,

non-judgmental and non-clinical environment. Address: 30 Clarence Street, York, YO31 7EW (*Opposite the Union Terrace Coach Park, next to York St. John University*).

Samaritans: 116 123

Someone to talk to in confidence 24 hours a day, seven days a week.

SHOUT: Text 85258

Shout is a 24/7 free text service for support in a crisis. It's free on all major mobile networks to text that number.

CALM: 0800 58 58 58

The Campaign Against Living Miserably (CALM) is especially aimed at males who may be experiencing isolation and low mood. Contact them between 5pm and midnight on their helpline or use the chat service (www.thecalmzone.net).

Hopeline: 0800 068 4141

Hopeline is a confidential support and advice service for people under 35 who are experiencing thoughts of suicide or anyone concerned that a young person could be thinking about suicide.

Zonked

Extremely tired.

"We were really zonked (out) after our long journey."

Fancy

It is used as a verb to show desire for something or someone.

"I really fancy her" is a profession of a love interest, but you could also ask someone:

"Do you fancy some lunch?"

British Slang

British Slang

Self-certification of illness (sick leave)

If you're ill during term-time, please notify the University via your e:Vision account (*in the "Your Support" section*). You can self-certify for a maximum of ten days in any one academic year, with a maximum of seven days for any one period of illness.

This process should only be used if you are unwell. It should not be used for recording planned absences or planned medical appointments. If you're in any doubt as to whether you may self-certify for a particular period of illness, please discuss this with your supervisor or the Student Hub.

When illness might affect your performance in assessments, you may be able to apply for exceptional circumstances affecting assessment.

Wellbeing and Student Life

Financial wellbeing: Budgeting, saving and funding

Financial wellbeing is having a sense of security and feeling that you have enough money to meet your needs. It's being in control of your day-to-day finances and having the financial freedom to make choices to enjoy life.

The Student Support Fund can help you if you're a student experiencing unexpected financial difficulty due to an unforeseen change in your circumstances and is available to all full-time fully registered current students, UK and international, undergraduate and postgraduate. If you have questions please contact us by phone or email sfsu@york.ac.uk or call **01904 324043**.

See the Student Support Fund Guidance on the University website for full eligibility criteria, which includes information for students on a leave of absence or studying part-time.

Check if you are eligible for any scholarships

A university scholarship is a non-repayable financial award usually given to students following a competitive application process. They can also be awarded based on outstanding academic achievements or extra-curricular activities.

There are scholarships offered by the University as well as from external sources (www.york.ac.uk/students/finance/bursaries-scholarships/scholarships). In addition, we recommend that you contact your academic departmental office for information on any additional scholarships being run independently within your department.

Postgraduate research students can also find opportunities of funding and awards on Research Professional (www.researchprofessional.com), Foreign Students (www.foreignstudents.com/universities/scholarships), or The Alternative Guide to Postgraduate Funding (www.postgraduate-funding.com).

Mental wellbeing: Join societies and enjoy student life

York SU has over 200 student-run societies for you to get involved in. Societies are run by students who plan activities around shared interests, hobbies, religions, nationalities and cultures. For more information, you can visit this website: www.york.ac.uk/study/student-life/societies.

Joining a society is a fantastic way to meet new people, to indulge your existing passions, or to try something completely new. You don't have to be an expert to join – it's all about new experiences, making friends and having fun.



Physical wellbeing: Keep fit and make friends

Sport and physical activity have a massive role to play in improving the health and wellbeing of our entire university community.

York SU supports more than 60 university sports. Many of the sports clubs offer the chance to compete in BUCS (*British University College Sport*) representing the University of York across the country against other Universities. For more information, search the York SU website (yorksu.org/student-life/clubs-and-socs) or contact sportpresident@yorksu.org.

If you're new to sports or don't fancy university-level competition, college sports offer a great way to make friends and keep fit. Every week, colleges compete in over 20 sporting leagues in fun on campus competition against other University of York students. For more information, contact your college or visit the website – college-sport.yorksu.org. If you don't want to compete and just want to turn up and play there are a number of social sport sessions which are just for fun. You can sign up for one off activities on our website - yorksu.org/student-life/social-sport

If you prefer going to gyms and exercise studios, you can join York Sport Centre on Campus West, or York Sport Village on Campus East by purchasing their memberships.

College system:

There are currently 11 colleges at University of York. Whether you live on or off campus, every student at York is a member of one of our colleges. They're all here to provide the same thing; colleges are your foundation for getting involved in campus life and a gateway to exploring the wider university community.

With a team of staff and student volunteers, colleges are your first point of support and guidance. They're somewhere to foster a sense of belonging upon arrival, make friends and try out new things.

College Committee:

The college committees at the University of York are student-led organisations within each college that hold significant responsibility for managing and supervising various aspects of college life and student well-being. If you are interested in being part of the college committee, you have the opportunity to apply during their recruitment process, which typically occurs at the start of the Autumn semester.

College Event:

A college event is a gathering or activity organised by the college committee or members of a specific college within the University of York. These events aim to engage and bring together students within the college community, fostering a sense of belonging and creating memorable experiences. College events can range from social gatherings, such as international students' mixers, movie nights, and Mario Kart competitions, to cultural celebrations, and academic workshops. They provide opportunities for students to socialise, network, explore their interests, and enhance their overall college experience. Attending college events is a great way to meet new people, get involved in the college community, and create lasting memories during your time at the University of York.



College Sports:

Different colleges have their own sports teams, such as netball, basketball, football, rugby, rounders and so on. They are more inclusive and less competitive than University sports teams. Some colleges take part in varsity, which is an annual sporting event where colleges compete against each other in various sports disciplines. It fosters a sense of friendly rivalry and camaraderie between the colleges, and it is a highly anticipated event in the university's sporting calendar. Most Colleges hold a 'sports fair' during welcome week where you can find out more about college sports and meet the teams.

Faith and Religious activities at York

The University aims to foster an academic community which balances freedom of worship, freedom of speech and its duties. It offers a number of faith contacts that you can get in contact with (www.york.ac.uk/students/support/faith/contacts).

The University provides a number of dedicated spaces for prayer and reflection on campus.

Multifaith prayer rooms

Multi-faith facilities are available at the University and are designated for spiritual/religious activities such as individual or group worship, quiet contemplation, reflection, meditation or prayer.

Wentworth College Prayer Room: Located in Wentworth College (W/029). To obtain access staff and students must present identification at Wentworth College reception (*weekdays only*).

Church Lane Building: Located within the Church Lane Building on the ground floor (CL/A/055), the wellbeing room is (CL/A056). Access can be arranged via the Reception Desk of the building.

Ron Cooke Hub Prayer Room: Located on the second floor of the Ron Cooke Building. To obtain access staff and students must present identification at reception. The room can be accessed at any time the building is open; reception staff can provide directions (24 hours).

The Quiet Place: Located between Derwent College and Heslington Hall, the Quiet Place is a resource for all members of the University community for quiet reflection or prayer. Comprises an upper room for groups to use and an enclosed garden and ground floor room for individuals. To obtain access staff and students must present identification at Derwent College reception.

More House Chapel

More House is the Catholic Chaplaincy for the University and located on Heslington Lane to the south of Campus West between Spring Lane and Halifax College. On the ground floor of More House, a simple prayerful chapel is open from 9.30am to 5pm each weekday during term and is available to students of all faiths and none as a place of reflection and prayer.

Jewish prayer room

There is a dedicated facility (*Hillel Room*) for Jewish members of the University which is managed by the Jewish Society. Please email jewish@yorksu.org for further details.

Have a good one

The same meaning as "Have a good day", "Have a nice day", "Enjoy your day" and alike.

"Have a good one." "You too."

British Slang

Islamic prayer room

Located on the ground floor of the Seebohm Rowntree Building in Alcuin College. To use this room, please fill out the access form. After sending your request, you will need to visit Alcuin College reception to activate your student card. Jum'ah Prayer is held there every Friday during term time. For more information, join the Islamic Society. Email: islamicociety@yorksu.org. Website: <https://yorksu.org/activities/view/islamic-society>

York Mosque and Islamic centre

York has a mosque located on Bull Lane, York YO10 3EN. It offers prayer spaces, publishes local prayer times, halaqas and community engagement. Website: www.yorkmosque.com.

**All students and staff have a duty to respect other users and to ensure the environment remains welcoming to people of all faiths and beliefs, and for those who do not adhere to a religious faith. If you have compliments, concerns or complaints about any of the Faith Contacts or Groups please contact academic.registrar@york.ac.uk or the Equality and Diversity team equality@york.ac.uk.*



Travel, Culture and Events

Understanding cultural differences and diversities in the UK, joining our activities for learning and adjusting to British culture.

Travel around the UK

Depending on how long you will be staying in the country, you may have enough time to explore the beauty and culture in the UK while studying. In terms of travel options, many international students find public transport helpful, efficient and budget-friendly.

Get a Student Discount Railcard

Are you applying for a Railcard? Railcards are designed to help those who travel by train around three or more times a year get a good discount when purchasing train tickets. Railcards are available for those aged 16-25 and 26-30. At a cost of just £30 a year for a Railcard, you will easily earn your money back if you spend more than £90 on train fares in a year.

For students who are eligible to apply for a railcard, we are now able to electronically stamp and sign PDF railcard forms if you apply for a railcard online (*as an alternative to using the paper railcard form*). Please email your completed form to **student-hub@york.ac.uk**.

Travel by coaches

If you would like to travel within the UK but do not want to spend too much, you may like to choose coaches. Coaches run by National Express or Megabus are usually cheaper than trains, but can take significantly longer to reach destinations. Note any restrictions on the amount of baggage you can take with you.

British Culture and Social Norms

British Drinking Culture

The legal age for people to be allowed to drink alcohol in the UK is 18 years old. The UK's drinking culture is an important part of socialising with friends. They love to get together in pubs for whatever purpose. Most British social activities and societies are likely to involve a pub crawl.

Normally, you can find draught beer, lager, ale, bitter, and spirits nearly in every pub in England. Don't expect someone to come and take your order from you in a pub. Most pubs are hectic, especially on weekends. Therefore, you have to approach the bar and get what you want.

If you're not as used to drinking as your British friends, going out with a large group of people can lead to a pretty bad hangover the next day. You don't have to drink if you don't want to, even if those around you are. You may choose to drink non-alcoholic options for some or all of an evening, or stop drinking and go home earlier if you prefer.

British Pub Quiz

There is a long tradition of holding pub quizzes in the UK. Founded in the 1970s, pub quizzes were established to bring people in for a drink on quieter nights.

Traditionally, the quiz will cover a range of topics including sports, entertainment, puzzles, etc. Most quizzes have a limited number of team members, each round is differentiated by category or theme, and prizes are offered to the winning team.





British Tea Culture

In the UK, when people refer to tea they almost always mean English Breakfast Tea, a hot black tea, usually with milk, sometimes with sugar. It is no secret that British people love to drink tea, not only for breakfast, but also during their work breaks, when the neighbours visit, during a meeting, and more. In general, it's the perfect way to make friends and keep up with the latest gossip.

Saying please, thank you, or sorry

You might be surprised at the number of times British people say 'please', 'thank you', or 'sorry' in everyday life. In particular, saying 'sorry' is an automatic response for most British people, whether they are in the wrong or not. For someone who is not British, it can be confusing. For example, people in a corridor walk past each other and whisper 'sorry' at the same time, even though there is enough room for them both to pass.

British people take pride in their politeness and use sorry as a way of showing good manners and courtesy. There is a high expectation of politeness in the UK, so regardless of who you are talking to, politeness is always appreciated.

British Greeting Cards

British people like to send cards at Christmas, birthdays, on the loss of a loved one, and various other occasions to mark special occasions. According to the Greetings Card Association (GCA), British people send more cards than any other nationalities, with an average of 31 cards per person per year in this modern electronic age.

British Weather

The UK has a poor reputation for its weather. You might find the weather in the UK is usually not too hot in summer or not too cold in winter. Although the UK does not face many extreme weather conditions, it does face a wide range of conditions on a regular basis. British people like to chat about what's happening with the weather. The weather in the UK can be unpredictable and conditions often change from one day to the next, which may include rain, drizzle, fog, wind, hail, sleet and even occasional sunshine, no matter what the season.

Innit

It's the shortened and easier version of "isn't it?" It's seen as a general filler in a conversation or when seeking confirmation.

"It's a lovely day, innit?"

British Slang

The UK holidays and Festivals

Bank holidays

In the UK, people usually have about eight bank holidays a year. The bank holidays can be on different days every year. On some special occasions, extra bank holidays may be added such as to celebrate the King's coronation.

Normally, students in the UK will not have classes on a bank holiday and university staff will be off, even though some facilities on campus will be available. This allows students to unwind and take a break.

People typically treat bank holidays as an unofficial commerce festival, so shopping malls are a popular destination for families and students. Day trips to museums, galleries, and recreational facilities can also be crowded.

Pancake Day (Shrove Tuesday)

It is the traditional feast day before the start of Lent on Ash Wednesday, a time when people remember that Jesus spent 40 days in the desert fasting and resisting temptation. The day before Ash Wednesday, known by many as "Shrove Tuesday", is a chance to feast on pancakes.

Essentially, Pancake Day developed out of the practical need to use up all the eggs, butter, milk or other animal products in the house before the start of Lent.

Pancake Day always falls 47 days before Easter Sunday and so every year the date moves between February and the beginning of March.

Bonfire Night

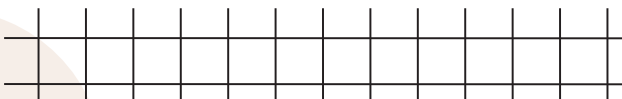
In the UK, Bonfire Night (or *Guy Fawkes Night*) is celebrated on 5 November and it's a special day in honour of a historic event. Some people have a small bonfire in their garden on the night, while in main towns and cities there are big bonfires and firework displays. The fireworks are a reminder of the gunpowder that Guy Fawkes hid in the cellar of Parliament.

Christmas traditions

Most people in the UK celebrate Christmas, even if they are not religious. There will be Christmas trees, presents, carol singing, mulled wine (*warm, spiced red wine*), mince pies (*small pies with a sweet fruit filling*). The traditional Christmas dinner is a whole roast turkey with roast potatoes, vegetables, gravy and Christmas pudding for dessert (*a steamed sponge pudding with dried fruit*) – but each family has its own variations.

In addition to a feast, crackers are also a British Christmas tradition. A Christmas Cracker is a cardboard paper tube wrapped in coloured paper and twisted at both ends. Each person takes the end of the cracker and pulls. Or if there

is a group around the table, everyone crosses their arms to pull all the crackers at once. Inside the cracker there is a paper crown made from tissue paper, a motto or joke on a slip of paper and a little gift.



Festivals in York

York Ice Trail

Website: <https://www.visitthecityofyork.org/york-ice-trail>

It is the UK's biggest outdoor Ice Trail, showcasing a range of magnificent ice sculptures in the city centre.

Jorvik Viking Festival

Website: <https://jorvikvikingfestival.co.uk/>

It is an annual city-wide celebration of York's rich Viking heritage. Every year the festival hosts events including expert talks, re-enactments, family events, crafting, trader fairs and more.

York Restaurant Week

Website: <https://yorkrestaurantweek.co.uk/>

For a whole week, restaurants, cafés, pubs, bars, hotels, and street food vendors in York city centre will be offering a huge variety of deals on dining experiences.

York Festival of Ideas

Website: <https://yorkfestivalofideas.com/>

Featuring world-class speakers, exhibitions, theatre, music, films, guided walks, family-friendly activities, and much more, York Festival of Ideas offers a huge range of stimulating and diverse events for all ages and interests - most of them for free. Events take place at venues throughout the city as well as online.

York Pride

Website: <https://yorkpride.org.uk/>

York Pride is an annual event for the people of York and North Yorkshire to celebrate the diversity of the LGBT+ community in a context of entertainment, inclusivity and fun. The event is a focus for the visibility of the LGBT community in York and provides an opportunity to draw attention to important LGBT issues. Every year, hundreds of people march to York Racecourse for a huge outdoor Pride celebration, including market stalls and diverse live performances.

York Food and Drink Festival

Website: <https://www.yorkfoodfestival.com/>

The York Food & Drink Festival is an annual event that celebrates the local food and drink culture of the city. It offers a range of exciting activities, including chef demonstrations, free cookery workshops, markets, fringe events, taste trails, and the cookie tour.

York Christmas Market (St Nicholas' Fair)

Website: <https://www.visitYork.org/christmas>

St Nicholas' Fair has become an iconic part of the York Christmas festival, which includes the Christmas market itself, and many other traditional Christmas activities. The Christmas market sells an array of festive fare, from food and drink to handmade arts, crafts and gifts, with carol singers and buskers creating the perfect Christmassy atmosphere that can be heard from miles around.

The University and Student events

There are all sorts of events from comedy nights to art exhibitions, taking place in and around campus throughout the year. You can even organise your own events.

York SU events calendar: <https://yorksu.org/events>

Concerts: <https://yorkconcerts.co.uk/>

York Student Cinema: <http://www.yorkstudentcinema.org/>

Open lectures events: <https://www.york.ac.uk/news-and-events/events/public-lectures/>

Pint

A beer. Beer is drunk in pints in the UK. (1 pint = 568 ml).

"What would you like to drink?"

"I would like a pint, please."

Knackered

Describes someone who is exhausted.

**"After working so hard today,
I'm knackered."**

British Slang

British Slang

When you're communicating with British people, you may come across some slang words that you can't understand. Here is a list of commonly used British slang. Please let yourself loosen up and have fun in learning these words and phrases! But remember that they are only for informal everyday conversations and do not use them in your academic studies or other formal settings.

Mental

Absolutely crazy or stupid.

"You'd be mental to spend so much money on a dress."

On the lash

Out drinking socially; usually involving heavy alcohol consumption.

"We went out on the lash last night."

Nuts

It's a slang word for insane and an expression of disappointment, contempt, refusal, or defiance. It also means that someone is extremely fond (of) or enthusiastic (about someone/something).

"That noise is driving me nuts!"

"He's absolutely nuts about her."

Quid

A word for the British pound sterling, or the British pound (GBP), the currency of the UK.

"One quid equals 100p (pence)."

Rinsed

A slang to thoroughly defeat in an argument, fight or other competition. It can also be used in the context when someone pays over the odds for something.

"I can't believe how badly he got rinsed last week."

Salty

Being salty is when you are angry, petty or upset about something not important.

"She was salty because I didn't go with her to the party."

Taking the piss

The act of mocking or joking at the expense of others..

"He did nothing but take the piss out of everybody, so in the end we had to ask him to leave."

Veg /Veggie

It is an abbreviation for 'vegetables'. It is also a shortened version of vegetarian.

"Do you want to go to Steak Hut?" "No, I'm veggie."

Wonky

It is a word for shaky or unstable. You can use it to refer to a person or an object.

"This chair has a wonky leg."

Xx

X at the end of a message stands for hugs or kisses. It is added to be friendly, which doesn't mean that much unless they put lots of xxx.

x (Normal friends)

xx (Close friends)

xxx (Family or romantic interest)

"Thanks for the meal x"

Yeet

To throw something with a lot of force.

"He just grabbed my phone and yeeted it into the river."

Zonked

Extremely tired.

"We were really zonked (out) after our long journey."



Map of York



Scan me!



Scan me!

Shopping for food

Nisa

They offer home goods, a slush machine and a Smokin' Bean coffee machine. It's convenient when you're on campus and just want to grab a quick little something.

The Co-op

It has high ethical standards with an entire range that is responsibly sourced (e.g. without artificial flavours or colourings) and hot drinks are Fairtrade certified.

Aldi

It has been named as the cheapest supermarket in the UK.

Lidl

It's one of the cheapest supermarkets in the UK.

Asda

It has consistent low prices across the range and the scope of products is bigger than Aldi or Lidl.

Iceland

One of the best ways to save money is to buy frozen food (like frozen vegetables or meat).

Tesco

It offers discounted prices for Clubcard members. It's a place to grab a cheap ready-made meal and meal deals.

Sainsbury's

It offers 'Nectar Card' which is a great way to save money on seasonal offers and selected groceries.

Morrisons

It has a world food aisle which features food from different parts of the world.

Waitrose

One of the more expensive supermarkets in the UK, but it offers a variety of fancy selections.

Marks & Spencer

It is a premium supermarket but with expense comes higher quality.

Makkah International Food

Halal Arabic, Turkish, Asian and English food

Polski Sklep IZA

Polish and Eastern European food

Oriental Express

Chinese, Japanese, Thai, Malaysian, Singaporean and Korean food

Red Chilli Supermarket

Asian groceries

Rafi's Spice Box

Indian food

Shambles Market

It is a great place to buy fresh fish, meat, vegetables, fruit, cheeses and herbs.

Hospital

York Hospital

Pharmacy

Whitworth Pharmacy

Fulford – The Pharmacy Group

Citywide Health - Bishopthorpe Road Pharmacy

Boots Pharmacy

GP surgery

Unity Health - Wenlock Terrace

**Unity Health - Kimberlow Hill
Surgery**

Jorvik Gillygate Practice

York Medical Group, Acomb

Priory Medical Group

Park View Surgery

Tang Hall Lane Surgery

Fulford Surgery

Clementhorpe Health Centre

East Parade Medical Practice

**Jorvik Gillygate Practice, South
Bank Surgery**

Heworth Green Surgery

York Medical Group, Monkgate

**York Medical Group, York St
John University**

Dalton Terrace Surgery

York Medical Group, 32 Clifton

Victoria Way Surgery

**York Medical Group, Water
Lane**

The Bishopthorpe Surgery

Rawcliffe Surgery

Lavender Grove Surgery

Banks

HSBC

Lloyds Bank

TSB Bank

Natwest

Barclays Bank

Halifax

Santander

Post office

Heslington Post Office

**Tang Hall Lane Post Office (In
Co-op)**

Walmgate Bar Post Office

Micklegate Post Office

York Post Office (In WHSmith)

Market Place Post Office



Library

JB Morrell Library

King's Manor Library

**York Explore Library and
Archive**

Tang Hall Explore Library

York Minster Library

Acomb Explore Library

Restaurants

East Asia

Ippuku tea house - Japanese
restaurant and tea house

Ipfu - Japanese restaurant

Yuzu - Japanese street food

Shiitakeya - Japanese
restaurant

Red Chilli - Chinese restaurant

Hong Kong Chop House -
Chinese restaurant

Shi Shang - Chinese restaurant

Upper River restaurant - Hong
Kong-style restaurant

The Orchid – vegan Chinese
restaurant

Oshibi- Korean Bistro and BBQ

Little Asia- Korean restaurant

South Asia/Southeast Asia

The Yak and Yeti - Nepalese
restaurant

Everest - Nepalese restaurant

Masala Craft - Indian
restaurant

The Raj - Indian restaurant

Kalpavadi - South Indian
restaurant

Coconut Lagoon - South Indian
restaurant

Tah Tien - Thai restaurant

Mommy Thai - Thai restaurant

Côtô Kitchen - Vietnamese
restaurant

Middle East/African

Middle Feast - Falafel bar

Yemen Heaven- Yemeni
restaurant and coffee house

Almaz - Middle Eastern
restaurant

Los Moros - North African
restaurant

Karoo Bar - South African
restaurant

Caribbean/Latin America

Mai's Caribbean cuisine-
Caribbean takeaway

Casa Rodizio- Brazilian
restaurant

El Rayo Cantina @ Spark York-
Vegan Mexican restaurant

Tricolor @ Spark York-
Colombian restaurant

Mexicano York- Mexican
restaurant

Bus stops

York Railway Station - U1/U2

Merchantgate - U1/U2

Heslington Hall - U1/U2

Campus East Coach Stop - U1/U2

York Sports Village - U1/U2

University Campus East - U1/U2

Clifford Street- U1/U2

Piccadilly - U1/U2

Resources and References

The University Support

www.york.ac.uk/students/support/international

The University of York provides a team of International Student Support Advisers, based in the Student Hub in Market Square, which can help with any questions or issues that affect you as an international student at York.

Online Campus map

www.york.ac.uk/map

This map includes various food and drink places, study spaces, shops, car parks, accessible parking spaces, bus stops, and post boxes that on the University of York's campuses.

UKCISA

www.ukcisa.org.uk

The UK Council for International Student Affairs (UKCISA) is the UK's national advisory body serving the interests of international students and those who work with them.

Study in the UK

www.studying-in-uk.org

It is one of the largest information portals about studying in the UK for international students. It includes information about the UK higher education and latest news that concern international students, as well as a large number of helpful informational content and exclusive research.

Urban dictionary

www.urbandictionary.com

It is a crowdsourced website where anyone can suggest a new word or a new definition of a word. It would be useful when you come across some slang words that you can't find them in a regular dictionary.

Save the Student

www.savethestudent.org

It is the UK's leading student money website to educate and support students in making their money go further whilst at university. It provides useful information on student finances, including tips on banking, earning money, saving money, jobs, accommodation, bills, shopping and much more.

NHS 111 online

111.nhs.uk

It allows patients to get urgent healthcare online, which helps to manage increasing demand on NHS 111 telephone services. It will not give you a diagnosis, but will direct you to the best place to get help for your symptoms.

MyUoY

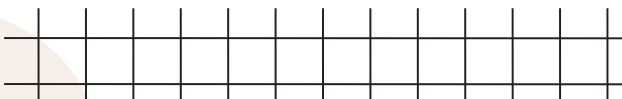
Google/Apple Store

MyUoY is an app designed by students, for students. View your timetable for each day and add campus events you're interested in to personalise your schedule.

Visit York

www.visityork.org

This website showcases the York city's activities, events and wide range of tourism things to do.



Make the most of your time at York



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