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YORK
ST JOHN
UNIVERSITY



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International
Student Guidebook



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Introduction



Welcome

We are the Global Campus team and we are thrilled that you have chosen to join York St John for your international study experience. We look forward to helping you make the most of your time here.

We are friendly and welcoming and our aim is to make sure that you have the best possible time at York St John.

We understand that there is a lot to take in when you arrive in a new country to live and study, so we hope that this booklet will answer most of your questions. Please keep it safe, to refer to when you need but remember, you can contact us any time.

Best wishes,
The Global Campus team
Globalcampus@yorksja.ac.uk

We are here to help you

Most of the things you need to know about York St John University and the services we offer are included on our website or in this guidebook, but if you have any questions feel free to get in touch with us using the details below. You can also speak to your tutors or school support staff who will be able to direct you to someone who can help.

We are constantly developing our range of services to reflect the diversity of our students. On the next page you'll find a variety of useful contacts that you might need throughout your time at university.

Let's get social!

Global Campus

 [@ysju_global](https://www.instagram.com/ysju_global)

York St John University

 [YorkStJohn](https://www.tiktok.com/@YorkStJohn)

 [@yorkstjohn](https://www.instagram.com/@yorkstjohn)

 [YorkStJohnUniversity](https://www.facebook.com/YorkStJohnUniversity)

Students' Union

 [@YSJSU](https://www.instagram.com/@YSJSU)

 [@YSJSU](https://www.twitter.com/@YSJSU)

Accommodation

 [@ysjaccommodation](https://www.instagram.com/@ysjaccommodation)

Chaplaincy

 [@ysjchaplaincy](https://www.instagram.com/@ysjchaplaincy)

Insessional Language Development (ISLD)

 [@YProgrammes](https://www.twitter.com/@YProgrammes)

Useful contacts

Global Student Support team

For pre-arrival support, welcome and orientation information and general support.

✉ globalcampus@yorks.ac.uk

Information Services

Visit the Information Services help desks in Holgate and Fountains Learning Centre or contact the team by email or phone:

✉ support@yorks.ac.uk

☎ 01904 876 477

Study Abroad and Exchange team

For help with study abroad and exchange queries.

✉ studyabroad@yorks.ac.uk

Visa and Compliance team

Contact the team for visa support and concerns.

✉ visa@yorks.ac.uk

Academic Liaison Librarians

Reference management, finding and evaluating specialist resources and accessibility support to library resources.



You can book tutorials via the QR code.

Assistive Technology team

Training and support on accessibility and software to help your studies.

✉ assistivetech@yorks.ac.uk



Careers Support

For help with career advice and queries.

✉ careers@yorks.ac.uk

Digital Training team

One-to-one training for university software and systems.

✉ digitaltraining@yorks.ac.uk



Disability Support

Additional learning support for any student living with a disability. For more information scan the QR code.



Finance

For help with any payment issues. Their office is located on the first floor of Ripon Wing.

✉ finance@yorks.ac.uk

Funding Advice

For help with financial matters throughout your time at university.

✉ fundingadvice@yorks.ac.uk

Insessional Support and Language Development (ISLD)

For help with your university study in the United Kingdom (UK). You can enrol on the ISLD Moodle by scanning the QR code here.

✉ language-support@yorks.ac.uk



IT Support

For basic IT issues contact the help desk in Fountains Learning Centre. For more advanced issues, contact our IT Support.

✉ support@yorks.ac.uk



Accommodation

For help with accommodation queries.

✉ accommodation@yorks.ac.uk

Wellbeing

Providing emotional support and guidance for looking after your mental health during your study. Drop-in and bookable sessions are available throughout the week.

✉ wellbeing@yorks.ac.uk

Chaplaincy

Providing spaces and opportunities for reflection, listening, confidential support, prayer, worship, meditation, socialising and spiritual exploration.

✉ chaplaincy@yorks.ac.uk

Your first few days

There is a lot to do in your first few days in the UK so we've put together a quick checklist of the essential things you need to do.

Call home!

Your friends and family will want to know you have arrived safely.

Visit our Global Campus Hub

Once you arrive on campus, you will be able to find us in our Global Campus Hub in Holgate. This is where you can collect your welcome pack and ask us any questions. Alternatively, you can email us at globalcampus@yorks.ac.uk

Enrolly CAS Shield

Make sure you have uploaded the following documents onto your Enrolly CAS Shield account;

- Passport ID Page
- Visa Decision letter
- Passport page with entry stamp
- E-Visa share code

If you did not receive an entry stamp, then please upload your airline ticket and boarding pass.

Complete your online enrolment

Enrol to get full access to the university services and your course. Ideally, you should do this before you arrive. The final date for enrolment is 2 weeks after the start of your programme. Scan the QR code to [find out more](#).



Get financially ready

If you have tuition fees to pay, you should pay these immediately. [Details can be found at the QR code below](#) or you can visit our Finance Office, on the first floor of the Ripon Wing. Take a little time to think about managing your finances in the UK with Blackbullion's financial education courses and resources. You can create a free account, using the access code "YSJ-Int". If you have any problems with signing up, please contact the Student Funding Advice team on fundingadvice@yorks.ac.uk



Complete face-to-face enrolment

You must attend your face-to-face enrolment on campus with the Visa and Compliance team as well as our Student Records team to complete your right to study checks and be fully enrolled.

Find your academic timetable

You should check out your timetable early on, so you know where you need to be and when. You should sign into and get to understand Moodle, where you can access your course materials and other university information. Your academic induction session will provide you with information on how to access your timetable and Moodle. You must not miss your academic induction session.

[Find your timetable](#)



[Find out more about Moodle](#)



Open a bank account

If you are joining us on a degree programme, you will probably want to open a UK bank account for your time in England. Find out more on page 32.

Get insurance

To keep your possessions safe you should arrange insurance. If you are living in university accommodation, some insurance is included, so you should check what you have covered. The University uses a company called Endsleigh and you can buy further insurance or insurance for your private rental, directly from them. Scan the QR code to [find out more](#):



Register with the NHS

You will need to register with the NHS in case you are ill in the UK. You can do this through our **YSJ Student Health Centre**. Find out more on page 22.

Explore your new home!

York is just about the most gorgeous UK city you could find and it's consistently voted one of the top cities by UK residents and tourists alike. Take the chance to go and explore. Why not ask one of your new friends to join you?

The Global Campus team will be putting on some local tours as well as campus tours during your first few days, but York is such a friendly city and we are right in the heart of it, so if you find yourself with some spare time, walk into town and look around! If you get lost, just ask someone - the locals are friendly and will point you in the right direction of where you need to go!

Join the Global Campus Community

We have regular socials and cultural events as well as a number of trips around the UK that you can join. The Global Campus Community is designed to bring you together with new friends and to support you throughout your time at York St John. Find out more on our Instagram [@ysju_global](#) or visit our [Global Campus webpage](#) by scanning the QR code.





Family life: maternity or paternity leave and dependents

Maternity leave

Under the UK Visas and Immigration (UKVI) rules and regulations, we may be able to authorise a short term of leave of absence (not exceeding 60 days) under exceptional circumstances. It will be at the University's discretion to determine the length of leave that can be granted based on your supporting evidence. However, where such leave is granted, you will be required to complete your studies within the validity of your current visa. We are unable to support you with a visa extension should you fail to complete your studies within the validity of your current visa. It is important that you contact the Visa and Compliance team to discuss maternity requirements as well as applying for maternity leave by completing an Absence Request Form and uploading relevant supporting documents. Find the Absence Request Form here:

tinyurl.com/Short-Absence-Request-Form



Paternity leave

Paternity leave is usually granted for a period up to of 2 weeks in line with the UK statutory paternity leave. You can apply for this through e:Vision. You will need to supply a copy of your partner's MATB1 certificate when requesting this leave.



Attendance, engagement and your time at York St John

York St John is a community that embraces diversity, recognising the cultures and traditions of staff and students from all over the world.

Our work and actions are guided by our values of responsibility, solidarity, respect, effort, tolerance and honesty. York St John students are considered professionals in training, which means they must act accordingly and be accountable for their actions. Both the academic and personal relationships in our university are developed in a professional environment.

Please be punctual for all academic engagements (lectures, seminars, internships, workshops) related to your course. For lectures and seminars, students' attendance will not be recorded if they are late by more than 15 minutes. The York St John Student Engagement Policy and other associated policies apply. Find the Student Engagement Policy here:



tinyurl.com/YSJ-Student-Engagement-Policy

Please behave in a professional manner during all academic engagements. One person will speak at a time. Do not have private conversations. Please raise your hand to ask or answer a question.

Use of mobile phones or other devices should be limited to learning activities, when asked by your lecturer to use it.

Students must not engage in any form of plagiarism or copyright infringements. This includes the ability to work in teams while respecting the principles of cooperation and honesty, and not using team projects as your own.

All students must, without exception, observe the rules and regulations of York St John University and additionally the Home Office and UK Visas and Immigration (UKVI) rules and regulations.

For further information on plagiarism and copyright for students, please visit:



yorksj.ac.uk/students/library/copyright/copyright-for-students



www.plagiarism.org

You can also search on the University's website under "plagiarism" for more details, including advice from our Study Development team.

Student attendance and engagement

All sponsored international students should attend all lectures, tutorials, seminars, meetings with tutors and Support to Study meetings. Failure to do so may have serious implications for your studies here and your student visa.

For a copy of our Student Engagement Policy please scan here:



tinyurl.com/YSJ-Student-Engagement-Policy

Attendance monitoring is collected via the MyYSJ app.

If you hold a Student visa, you must request for your absence to be approved if it is for more than 3 days. Please submit a request on the following online form and attach any relevant evidence for your absence. The Visa and Compliance team will assess your request and inform you by email about the decision on your request.



tinyurl.com/Short-Absence-Request-Form

Change in personal details

You are responsible for making sure that your personal details (including your UK contact details ie address, phone number and personal email) are up to date in your e:Vision account. It is a UKVI requirement that these details are kept on file. Failure to keep your university records up to date may have implications for your student visa. Please do this whenever you have a change in your personal details.

All student visa holders

If there is a change in your personal circumstances, including new or renewed passports, please inform the Visa and Compliance team at visa@yorksj.ac.uk. You must also complete and submit the UKVI's MCC form.



www.gov.uk/government/publications/notification-of-change-of-circumstances-form-mcc

This should be posted to the address on the front of the form and not returned to the Visa and Compliance team.

All students under European Union Settle Scheme (EUSS)

Please visit the link below and navigate to the section "updating your details" to ensure new or renewed passports are linked accurately to your immigration status under the EUSS.



<https://www.gov.uk/update-uk-visas-immigration-account-details>

Travel during your stay in the UK

Due to UK Visa and Immigration rules, term time travel cannot be authorised unless you have extenuating circumstances. You should limit any travel to official university holiday periods. This section is for student visa holders only.

If you wish to travel your home country during term time due to exceptional circumstances, please ensure you get authorisation and a travel letter from the Visa and Compliance team. You will need to make your request by completing the Absence Request Form via the link below:



tinyurl.com/Short-Absence-Request-Form

Travel to an EU/Schengen nation may require an extra visa. Travel is only permitted outside of term time. You can find more information on traveling outside of the UK here:



yorks.ac.uk/international/visa-and-immigration/travelling-outside-of-the-uk

Requesting your no objection certificate (NOC)

Please complete the Absence Request Form and include the following information with evidence attached for exceptional reasons. Find the Absence Request Form here:



tinyurl.com/Short-Absence-Request-Form



yorks.ac.uk/international/visa-and-immigration/student-visa-conditions/

1. Exact dates of travel.
2. Country or countries to be visited clearly outlined.
3. The address of the consulate/embassy where your appointment will occur.

You must allow **5 working days** for these letters to be produced. Please do not book and appointment at a consulate/embassy until you have received your letter.



Working while you study in the UK

Working entitlements

Under the Student Route visa category, students studying at undergraduate level and above can work 20 hours per week during term time. This entitlement will be on your eVisa. During vacation periods, you can work full time. You and your employer are responsible for ensuring you only work full time during vacation periods. You can find more information about working in the UK and your vacation periods on our website below



yorksj.ac.uk/international/visa-and-immigration/working-in-the-uk-on-student-visa

All employed people who earn over a certain amount of income per week must pay National Insurance (NI) contributions. If you get a job in the UK, you will need to apply for an NI number. You do not need to have an NI number before applying for a job, but you must obtain one when you get a job.

You can find more information about NI numbers, income thresholds and how to obtain one from the QR code below.



www.gov.uk/apply-national-insurance-number

If you work whilst studying, you may be required to pay income tax. The amount you have to pay is decided by a range of factors, including the amount you earn. Check how you will need to pay here:



www.hmrc.gov.uk/students

In the UK, we also have a fair way of paying people for their work. This is called the National Minimum Wage. The NMW is an hourly rate of pay the employers must pay to their employees. The rates vary depending on age and are often updated annually. You can find the most up-to-date figure on the Government website:



www.gov.uk/national-minimum-wage-rates

Most adult workers are entitled to the minimum wage, if they are working legally in the UK, are not genuinely self-employed and have a written, oral or implied contract. To make a complaint about an employer not paying the minimum wage, contact the Pay and Work Rights Helpline or complete the Online Complaint Form, details for both can be found on their webpage:



www.gov.uk/pay-and-work-rights



Life in the UK



Transport in the UK

Taxis

You can go to a taxi rank or book a taxi with a taxi firm. Some local firms include:

- **Streamline:** 01904 65 65 65
- **Ace Taxis:** 01904 470 311
- **Getaway Cars:** 01904 70 70 70
- **659 Taxis:** 01904 659 659

Uber

Uber is an app that allows you to book, locate and pay for your taxi on your smartphone.

Driving

If you are planning to buy a car or drive in the UK, you will be subject to UK law and driving regulations. Please note, if you are a provisional driver in the UK you must be accompanied by a full license holder, display 'L' plates and you are not allowed to drive on certain roads, such as M (motorway) roads unless with an approved driving instructor.

Cycling

York is a very cycle-friendly city. If you decide to buy a bicycle, please make sure you are aware of the rules and regulations for cycling in the UK. For example, it is illegal to cycle without lights after dark and you could be fined.

You must not cycle on the pavement, only on the road or cycle path. If you are looking for a less expensive option, you can find resale websites that sell second-hand bikes in York.

For all the rules on cycling in the UK, read the Cycling Highway Code at the QR code below.



[www.gov.uk/guidance/
the-highway-code/rules-
for-cyclists-59-to-82](https://www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82)

Trains

All major UK cities are accessible by train from York and frequent services operate to other city centres, such as London, Liverpool, Manchester and Leeds.

To travel to London, Liverpool or Edinburgh takes 2 to 2.5 hours, to travel to Manchester takes 1.5 to 2 hours, and to travel to Newcastle only takes 1 hour.

You can also save money on travel by purchasing a Young Person's Railcard. More information on page 35.

National train timetables are available online at:

www.nationalrail.co.uk

You can buy train tickets at the station or online from:

www.eastcoast.co.uk

www.trainline.com

www.nationalrail.co.uk

Buses

The bus company, FIRST, operates around the city centre of York. Bus fares are capped at £3 per one way journey in Yorkshire. See the FIRST website for a route map:

www.firstgroup.com/ukbus/york

Coaches

National Express run coaches to most towns in Britain and their fares are considerably cheaper than train fares. The disadvantage is the lower frequency of travel and longer journey times.

For more information, please see the National Express website:

www.nationalexpress.com

Accommodation

University accommodation

When living in university accommodation, you are expected to take good care of your room and your other living spaces. Smoking is not allowed inside any of the accommodation sites. If you damage your room or fail to clean it, you may be fined. If you lose your key, you will have to pay for a replacement.

For general questions or concerns about your accommodation and living experiences, please speak to the Accommodation team, who are available Monday to Friday, 10.00am to 12.00pm and 3.00pm to 4.00pm.

For general maintenance queries, such as a leaking tap, broken light, faulty door etc. in university halls of residence, please contact: repairs@yorks.ac.uk For general maintenance queries in university managed houses, please refer to the booklet provided at your house.

Finding private accommodation

You can find information about finding private accommodation on the "Accommodation after first year" webpages. Please note that the university cannot arrange private accommodation for you. Scan the QR code for more information:



yorks.ac.uk/students/your-home/house-hunting-information/

Residential Support Assistants (RSAs)

The Residential Support Assistant team is there to make sure you are safe and supported in your accommodation. They provide after-hours help for all students in university accommodation. The RSAs, who live on each site, can assist with a wide range of issues and problems. You can find your RSA contact details via the Accommodation team. RSAs are available to help during term time, September to May. If you have any residential support needs outside of term time, you can contact the Accommodation Team for assistance.

We have an accommodation guidebook available to support you if you are looking for private accommodation. You can find it by scanning this QR code



Council Tax

This is a local government tax to pay for local amenities.

- Full time students registered for more than 6 months are not charged Council Tax.
- Students living in university accommodation do not pay Council Tax.
- A student sharing a privately owned property with other full time students (over 18) does not pay Council Tax. If you receive a Council Tax bill, please refer to the Student Information desk for advice.
- Research students who are writing up their thesis may have to pay. Please contact City of York Council for further advice. If you have a visa entry clearance as an academic visitor or a sponsored researcher, you will be charged Council Tax.
- If you are sharing with someone over 18, who is not a student, then Council Tax must be paid. In this case, it may be possible to claim a discount, please check with City of York Council.
- We strongly suggest that you complete your enrolment, then apply for an exemption online during Welcome Week. This is to enable our Registry Office to provide confirmation of your student status to City of York Council from the beginning of your first semester.
- If you move accommodation, you will need to reapply for a Council Tax exemption at your new address.

Insuring your belongings

Basic contents insurance of your belongings in university-owned accommodation is already included in your accommodation fees. You will need to check what is covered by this insurance and whether you need to extend/personalise your cover. Find out more on the university accommodation pages.



yorks.ac.uk/study/accommodation

If you are living in private accommodation, you should insure your personal property against loss or theft as soon as possible after arriving.

Television licence

If you are watching or recording any television programmes as they are being shown/broadcast (live), you need to be covered by a TV Licence. This includes watching TV channels live on any TV service or streaming service on any devices, including televisions, laptops, PC and games consoles.

If you do not watch certain channels or streaming services you may not need a license but it is essential to check, as if you do not have a license when required there are heavy fines. Scan the QR code below to check if you need one. If you leave the UK part way through your annual license you can apply for a partial refund.



www.tvlicensing.co.uk

There are various ways to purchase a licence and the cost is approximately £170 a year. You can be heavily fined for having an unlicensed television. If you have a television in your own room in university accommodation, you will have to purchase your own separate licence.

Health in the UK

Healthcare in the UK is provided by the National Health Service (NHS).

York St John Medical Centre

If you feel unwell, a General Practice (GP) surgery will usually be your first point of contact. York St John University has an on-site GP surgery, the Student Health Centre. You should register with them as soon as you can. You can do this by visiting them, or online at www.yorkstudenthealthcentre.co.uk. Registering with the GP can take a little while to process, so it is best not to wait until you are unwell to register.

If you don't feel well, you will need to make an appointment. To book an appointment with the university medical centre, you should ring **01904 439101** or visit the surgery. An appointment will last around 10 minutes. The GP surgery can provide appointments with doctors, nurses and midwives (who look after pregnant people and newborn babies), depending on your needs.

Please note - **you must arrive on time** for your appointment. If you are late, you may not be seen.

If you require medication, the doctor or nurse you see will give you a prescription for it. This is a letter that explains which medication you need and is signed by the doctor. You will need to take this to a pharmacy who will give you the medication. You may need to pay for the medication. You can find a local pharmacy at the QR code below.



www.nhs.uk/service-search/pharmacy/find-a-pharmacy/

Please note that sometimes your prescription may be automatically sent to the pharmacy and you will not be given a piece of paper.

York St John Student Medical Centre Opening Hours

Monday	8.00am to 12.00pm 1.00pm to 6.00pm
Tuesday	8.00am to 12.00pm 1.00pm to 6.00pm
Wednesday	8.00am to 1.00pm
Thursday	8.00am to 12.00pm 1.00pm to 5.00pm
Friday	8.00am to 12.00pm 1.00pm to 6.00pm
Saturday	CLOSED
Sunday	CLOSED

If the GP is closed and you are unwell, you can call NHS Direct on **111**. They will be able to give you advice and tell you whether you need to go to hospital. You can visit the Accident and Emergency (A&E) or Urgent Care Centre at the local hospital if you cannot wait until the GP surgery opens. York's local hospital is a short distance from the University, on Wigginton Road. Please note that hospitals often have a very long waiting time and work in order of medical priority, not on your arrival time.

If you're living outside of York, it is best to register with a GP close to your home address, so you don't need to travel to York to see your doctor.

The emergency services
Number in the UK is:

999

free from
any phone

NHS eligibility

Any resident in the UK is eligible for free NHS General Practice (GP) healthcare and Accident and Emergency (A&E) healthcare. Other NHS hospital care is only free for certain people. So make sure you know whether you are covered or if you need medical insurance.

You will not need to pay hospital fees for treatment in NHS hospitals if you have paid the Immigration Health Surcharge as part of your Student Visa application.

Several other groups of people are also exempt from paying hospital fees. Visit this webpage for full details:

www.ukcisa.org.uk > Information & Advice

If you are not eligible for all free NHS treatment, you will still have free emergency hospital treatment, but only the treatment given in an NHS Accident and Emergency department is free of charge. Once you are admitted onto a ward or given an outpatient appointment, fees will apply. It is therefore very important that you take out medical insurance for the duration of your visit to the UK before you leave your home country.

Please note that private medical treatment without insurance in the UK is very expensive. If you are only studying in the UK for six months or less, you will not be eligible for free NHS health care so it is essential that you take out insurance.

Dental care

Dentists provide care for your teeth. You can receive NHS dental treatment by registering with a dentist. You will have to pay for dental treatment unless you are exempt.

You can find out who is exempt at the QR code below:



www.nhs.uk/nhs-services/dentists/who-is-entitled-to-free-nhs-dental-treatment-in-england

You can find a nearby dentist at the QR code below:



www.nhs.uk/service-search/find-a-dentist

If you have a dental emergency, you can contact Monkgate Emergency Dental Department on **01423 542 240**.

Eye Care

If you need your eyes testing or need new glasses, you can make an appointment to see an optician. Reading glasses are available from most pharmacies and convenience shops. Some opticians provide free eye tests or have special offers, so it is worth checking costs with them.

Hate Crime

York is one of the safer student cities in the UK, but hate crime happens, as it does in all parts of the country. In rare cases, students and staff might meet people who use words or actions against them because they have (or are perceived to have) a particular identity.

A hate crime is any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's race; religion; sexual orientation; disability or gender identity. Hate Crime can be:

- Name calling
- Graffiti or writing
- Damage to your property
- Physical attacks
- Threats of violence
- Online abuse

It does not matter whether the victim actually belongs to the group to which the hostility is targeted. An act which is not an offence may be treated as a hate incident. Any allegation of hate crime by a student or member of staff is likely to involve disciplinary procedures.

If you have experienced or witnessed a hate incident or crime, **report it**.

How do I report it?

Emergencies

You can call our on-campus Security team on **01904 876 444**
Otherwise, dial 999

Non-emergencies

North Yorkshire Police - 101



Supporting victims

01904 643 100

www.supportingvictims.org

If you decide you want to report the incident to the University, you can do so using the online Report and Support site, either anonymously or to a York St John Welfare Adviser, who can contact you to talk through your options.

To learn more, scan the QR code below:



reportandsupport.yorks.ac.uk

What support is available?

York St John University Welfare Adviser
wellbeing@yorks.ac.uk
01904 876 477

Global Campus
globalcampus@yorks.ac.uk

Police Community Support Officer
Ask at the Student Information desk to find out about their next drop-in.

All About Respect
www.yorks.ac.uk/allaboutrespect

Personal safety

York is a safe city, but you still need to take sensible precautions and be aware of your safety.

Protecting yourself against fraud

Never give out personal details or information, especially your bank passwords or PIN. Be aware of scam emails and phone calls; never give out your bank details over the phone. Your bank will never ask you to do this.

Do not throw away or recycle bank statements, bills, credit card statements, or anything containing personal information. Documents like this should be shredded. Report any lost or stolen documents to the organisations that issued them.

Campus security

Our regular security is open 24/7. You can contact the team in their office, next to Temple Hall or by calling **01904 876 444**.

Protecting your possessions

- Always close and lock your windows and doors when you are out, even if it is only for a short time.
- Make sure valuable items cannot be seen through the windows. You should make a note of the serial number on expensive electronics.
- Register your phone with your service provider. This enables them to block the SIM card, if your phone is stolen.
- If your bank card is stolen, inform your bank immediately.



Your welfare

We have specialist support services ready to provide you with mental health or emotional support, as well as support with some of the more serious welfare challenges you might be facing.

Wellbeing support

Anyone can experience mental health difficulties. Whether you are finding it difficult to manage aspects of your personal life or perhaps you are finding the environment of higher education an emotional challenge to adapt to, we offer a range of types of specialist support to help you. Find out more at the QR code below:



yorksj.ac.uk/wellbeing-and-welfare/wellbeing-support

Welfare Advisor appointments

A meeting with a Welfare Advisor is an opportunity for you to talk through practical welfare challenges you are facing which are causing you difficulties.

These might include sexual assault, domestic violence, pregnancy, police or crime matters, or other issues that are having a serious impact on your studies. You can book an appointment with a Welfare Advisor at the QR code below:



www.yorksj.ac.uk/wellbeing-and-welfare/welfare-support

Need help now?

The Welfare team offer support as quickly as they can to students who register with the team, but there may be a waiting time to see them.

They are not a 24/7 service. Therefore, if you are concerned that you might harm yourself, or if you are in any situation in which you are facing an imminent life-threatening situation, details of the services that are available to help you are at the QR code below:



www.yorksj.ac.uk/wellbeing-and-welfare/need-help-now

Spectrum.Life

Our Wellbeing team work with a partner called Spectrum.Life to offer real time and out of hours mental health support.

Spectrum.Life offers 24/7 support to students through immediate online, text and telephone support from qualified professionals. You can talk to them about anything, including stress, anxiety, low mood, financial worries, loss and grief, relationship difficulties, substance abuse issues and much more. They will work with you in getting initial help and liaise with our Wellbeing team for ongoing support. Find out how to access this service on our Health and Wellbeing web pages.



yorksj.ac.uk/wellbeing-and-welfare

Self-help resources

In addition to the specialist services, we believe strongly in the positive impact that self-help resources can make. Whether you are waiting to meet with the Welfare team, or just wanting to find some information about ways in which you might be able to enhance your own wellbeing, take a look at the self-help resources the team have developed for you. You can also take free online training to improve your understanding of welfare-related issues.



yorksj.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources



yorksj.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources/welfare-training-and-courses

Wellbeing Open Afternoons

In addition to the self-referral appointments, the Wellbeing team provide York St John students with a Wellbeing Open Afternoons service. These sessions run 3 times a week and can be accessed at the Holgate Information desk. You can spend 20 to 30 minutes with a specialist Mental Health Practitioner who can listen, provide a space for you to talk about your current mental wellbeing, signpost you to internal and external services and support you with coping strategies. More information about days and times of the open afternoons can be found on the Wellbeing page on our website.

Therapy dog sessions

In addition to our Wellbeing team, you can also book appointments with the university therapy dog: Blue. These appointments are 15 to 30 minutes where you will have a 1 to 1 session with a member of the Wellbeing team and Blue. You can book a session with Blue at the QR code below:



www.outlook.office365.com/owa/calendar/BluetheDATTherapyDog@yorksj.ac.uk/bookings/

Ask for disability support, if you need it

You might not feel you have a disability, or you may dislike the term, but if you experience any barriers to learning, we are here to help. You can register with the Disability Support and Inclusion team before you arrive. Visit our disability support and inclusion webpage for more information and to make contact with the team.



yorksj.ac.uk/wellbeing-and-welfare/disability-support



YSJ and British Values

At York St John University, we fight for what we believe in and are passionate about standing up for causes such as social justice, sustainability and equality for all.

Equality and diversity

We are dedicated to providing an inclusive, accessible and welcoming environment which supports a diverse and culturally rich community.

Our goal is to create an environment where our people can participate and flourish, where equality, humanity and social justice are valued and promoted within and beyond York St John University.

Fundamental British Values

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain, valuing our community and celebrating diversity in the UK. These values are:

- **Democracy:** a culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.
- **Rule of Law:** the need for rules to make a happy, safe and secure environment to live and work.
- **Respect and Tolerance:** understanding that we all don't share the same beliefs and values. Respecting the values, ideas and beliefs of others while not imposing our own on others.
- **Individual Liberty:** protection of your rights and the right of others you work with.

All students and staff are expected to act with courtesy and respect, contribute to our inclusive and welcoming community, challenge exclusion and discrimination, and take responsibility for resolving problems, seeking support when needed.

Religious Freedom

The right to adopt a religion or belief, to practise it without hindrance, to share your faith and to change your religion or beliefs are all key freedoms that everyone should be able to enjoy. Religious freedom is not just the freedom to hold personal thoughts and convictions, but also being able to express them individually or with others, publicly or in private.

LGBTQ+ Rights

The University is committed to providing a safe and inclusive environment for all students. We offer a welcoming environment for LGBTQ+ students and are here to offer support, information, and advice to any LGBTQ+ student who may experience difficulties while studying at York St John.

Religion-related and LGBTQ+-related harassment and discrimination will not be tolerated. Our anonymous Report and Support process enables any incidents to be reported. This means that we can combat these behaviours. More information about Report and Support can be found on page 24.

Freedom of speech

Freedom of speech is the right to seek, receive and impart information and ideas of all kinds, by any means. Freedom of speech and the right to freedom of expression applies to ideas of all kinds, including those which you may disagree with.

Freedom of speech is not, however, an absolute right. York St John is not required to provide a platform for views which are contrary to the civil or criminal law. We have a duty to ensure that staff, students and others who engage with the University are protected from discrimination, harassment and victimisation, and that good relations between individuals and groups are facilitated.

In balancing our responsibilities in terms of both ensuring freedom of speech and academic freedom, and also protecting student and staff welfare, we will act reasonably and proportionally and in accordance with the law.

Specialist support

The Specialist Support team offers dedicated advice and guidance to all our student communities.

We recognise some students benefit from specialist support during their studies to ensure they get the most out of their University experience.

To find out how the Specialist Support team can help you, scan the QR code below:



[yorks.ac.uk/students/
supporting-our-diverse-
community](https://yorks.ac.uk/students/supporting-our-diverse-community)



Adapting to life in the UK

Life in the UK can be very different to life in your home country and you may take time to adapt. Here are a few helpful tips on adapting to life in the UK.

Culture shock

You may feel some cultural shock when you live and study at York St John University and it might take some time, but you will soon adjust and feel comfortable in York and the UK. Every student will have a different experience, some will adjust more quickly or slowly than others. Try not to expect the same cultural adjustment experience as a classmate or friend, as you may cope differently. These are some things to be aware about British culture:

Being polite

Most British people use expressions such as 'please', 'sorry' and 'thank you' a lot more than other nationalities. It is easy to occasionally misunderstand and interpret something as impolite; it might be a gesture, a different way of addressing someone, looking someone in the eye when you speak, expectations around offers of hospitality. Don't worry about getting these wrong at first; it's all part of adjusting to a new culture.

Queuing (waiting in line)

In the UK, it is considered polite to queue and wait your turn in a café, bank, shop or anywhere that you receive a service, including the Student Information desk.

Socialising

It is perfectly natural and understandable to look for other students of your own nationality to mix with socially. To help you make the most of your university experience, it is good to also meet British or other international students too. British students might meet up for a cup of coffee or tea and a chat, or they might go to a pub for a drink (which doesn't have to be alcoholic).

Joining societies and clubs is an excellent way of meeting other students of all nationalities. Visit the Students' Union to find out more about upcoming events.

A great way to meet new people is to come to regular social events that the Global Campus team host. See page 9 for more details.

British culture

A great way to experience British culture is to take part in the HOST UK programme, which offers opportunities to spend a weekend, a week or Christmas with a British family. www.hostuk.org

Relationships and gender issues

You may experience cultural differences from those you are used to - for example, displays of affection in public, how people dress, degrees of openness around sexual orientation or how men and women relate to each other.

Equality

It is important to be courteous to whoever you are talking to, no matter who they are or what their job is.

Smoking and vaping

Smoking is not allowed in public buildings; including restaurants, bars, pubs and on public transport. York St John University is a smoke-free campus and you are not allowed to smoke or vape anywhere on campus. You are also not allowed to smoke or vape in University accommodation buildings. You will receive a fine if you are caught doing so.

Time-keeping

It is important to be punctual in the UK. Lectures and lessons will start at the scheduled time and you will interrupt the session if you are late. Punctuality is also important for appointments, for example, with a doctor.

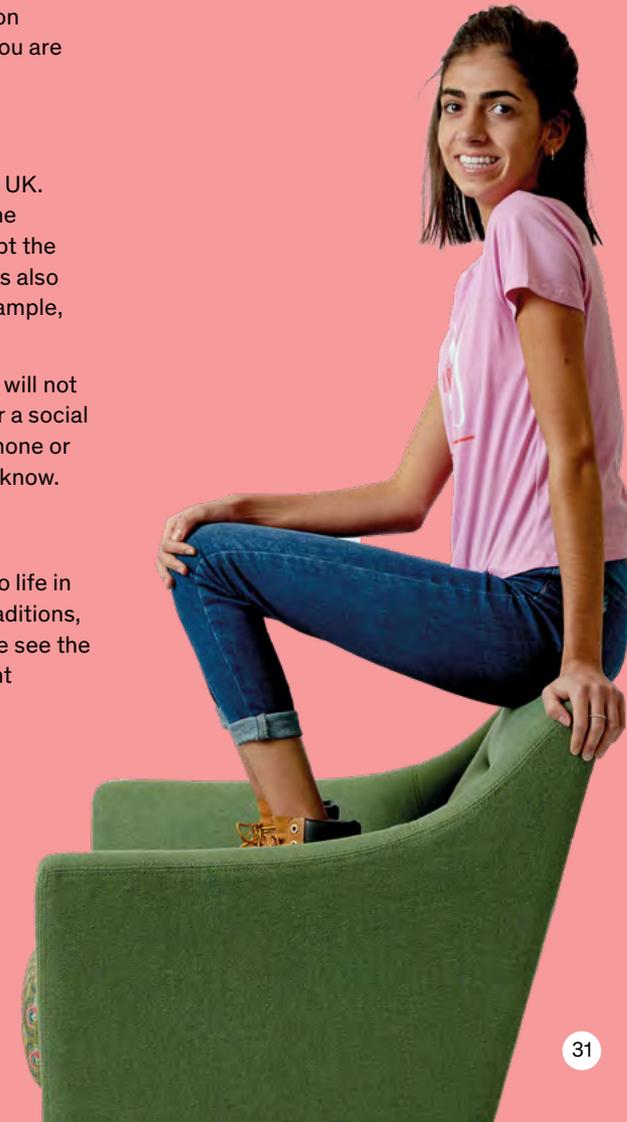
If you know you will be late or if you will not be attending (for example a class or a social meeting), it is important that you phone or email beforehand to let the person know.

More information

For more information on adapting to life in the UK, including information on traditions, festivals, and food and drink, please see the UK Council for International Student Affairs webpages:



www.UKCISA.org.uk



Banking in the UK and managing your finances

York has many banks in the city and most will offer an incentive to students to sign up with them. It is up to you which bank you join and which type of account you would like to open. All banks offer a basic current account for free, with options to pay for extra services. There are also mobile banking options that you could sign up to, these include Monzo, Revolut, Starling and many more. The benefit of these online only banks is that you can set them up almost immediately, meaning that you have a UK-based means of making payments, almost as soon as you arrive. This is particularly useful at YSJ, as we are a cashless campus, so you can only pay by card. However, we recommend that even if you go for a mobile bank, you also have a traditional high street bank account, as these offer greater levels of protection against mistaken or fraudulent activity on your accounts. Find out more about high street banking and other important information by scanning the QR code below.



[www.ukcisa.org.uk/
information--advice/
studying--living-in-the-uk/
opening-a-bank-account](http://www.ukcisa.org.uk/information--advice/studying--living-in-the-uk/opening-a-bank-account)

To open a bank account, you will need to decide what kind of account you would like to open, and with which bank. You will need to make an appointment at the bank, which will most likely be in-person. To prove that you are a student, you will need to provide them with a bank letter; you can request this on e:Vision.

- Log on to evision.yorks.ac.uk
- Click on “Request a bank letter”
- Confirm your address details, and change them if they are incorrect
- Select the name and location of your bank of choice
- Confirm the details are correct
- Submit your request



How can I pay for my university fees?

Flywire - easily and securely make education payments in your own currency, using local payment methods from the safety and convenience of your home.



yorks.ac.uk/students/your-finances/paying-fees-for-eu-and-international-students/flywire

York St John University payment system - you can use the university online payment system to make payments by credit or debit card. The system accepts Visa, Mastercard and Maestro.



payments.yorks.ac.uk/open/default.asp

e:Vision - once you have fully enrolled at York St John University, you will have access to the e:Vision portal. You will then be able to make card payments through your statement.



evision.yorks.ac.uk/live/sits.urd/run/siw_lgn

If you cannot pay your fees through any of the methods above, please contact finance@yorks.ac.uk and we can advise you on alternative ways to make a payment.

Can I pay my fees on a different schedule?

Your fees need to be paid in full by the established dates as a condition of being enrolled at York St John University. If you do not pay your fees by the required date, your enrolment may be terminated and any study visa you require could be revoked.

When do I need to pay my fees?

New Undergraduate - First Year Student
50% of total fees must be paid before your Confirmation of Acceptance for Studies (CAS) letter can be issued. The remaining 50% must be paid before you can formally enrol onto your course. **All first-year fees must be paid in full before you can start attending classes.**

Returning Undergraduate
50% of total fees must be paid before you can enrol to attend your classes. The remaining 50% of your total fees will need to be paid by the end of the following January. Alternatively, you can pay all your fees in full before enrolment.

Postgraduate - All Years
A minimum of 50% of total fees must be paid before you can enrol to attend your classes.* Find out more about paying your fees including due dates here:



www.yorks.ac.uk/students/your-finances/paying-fees

*A 5% early payment discount is available to postgraduate students who choose to pay their fees in full, before or during the enrolment task. By choosing to do this, you should pay 95% of your total fees, up front.

Who do I contact if I need help to pay my fees?

For any other queries relating to fee payments, you can email finance@yorks.ac.uk and the team will respond as soon as possible. Alternatively, the Finance Office is located on the first floor of Ripon Wing, if you would like to discuss a finance issue face-to-face.

Shopping

In most shops in the UK you can use your bank card to make payments, including cards stored on your smart phone. For larger payments, you will need to enter your pin code. Remember to sign the back of your debit or credit card so that it is valid to use.

There are alternative shopping options available and the following apps can help you to save money on your food. Find them in your App Store or Google Play Store.

- **Too Good to Go:** Find discounts on surplus food at local shops and restaurants. www.toogoodtogo.com/en-gb



- **Olio:** Pick up items that are no longer needed from people who live nearby. www.olioapp.com



- **No Waste:** Track, organise and manage the food in your home to reduce waste. www.nowasteapp.com



- **Trolley.co.uk:** Compare prices across supermarkets and save money on your everyday shopping. www.trolley.co.uk



Managing your money

Learning to manage your money well is a key part of being a student and as an international student you may need some extra help to get used to financial systems in the UK. Learn all the basic skills you need to manage your money well with Blackbullion an award winning online financial wellbeing tool. Blackbullion is free to use and all you need to do is create an account by scanning the QR code below. They also have a money manager app which will help you manage your money with confidence, enables you to create your own budget and provides spending insights and suggested areas where you can save. You can also download the Blackbullion money Manager app on to your phone.



www.blackbullion.com

Save money worldwide

An International Student Identity Card (ISIC) gives discounts on cinemas, shops, museums and restaurants, as well as more, in many countries around the world. For more information, visit



www.isic.org

Student Discount Card

You are also entitled to a student discount card, called the TOTUM card, which offers discounts all around the UK. The TOTUM is the only student discount, proof of age ID and campus life card and platform recommended by the National Union of Students. Find out more at the QR code below. There are many other options available, such as UniDays or Student Beans, that you can find on your smart phone app store.



www.totum.com

Saving money on travel

You can get a Young Person's Railcard if you are aged between 16 to 30 or if you are a mature student over the age of 30 and in education (if you are over 30, you will need to have the application form signed and stamped by a member of staff at the Information Services desk). This card saves you up to a third on most rail fares throughout the UK. You can buy a railcard at the train station or online, which is valid for one year. For more information, scan the QR code below.



www.railcard.co.uk

Support

If you have any questions about how to manage your money, you can contact the Student Funding Advice team on fundingadvice@yorks.ac.uk



Shopping

Buying food and general items

Shops are usually open 9.00am to 5.30pm, Monday to Saturday. Most supermarkets are open for longer hours and larger ones may even be 24 hours a day on weekdays. On Sundays, most large shops are open 10.00am to 4.00pm or 11.00am to 5.00pm. Supermarkets close to the city centre include:

- **Morrisons:** Foss Islands Road (close to St John Central and The Brickworks)
- **Lidl:** St Layerthorpe, York YO10 3DW (close to The Brickworks)
- **Asda:** 77 Layerthorpe (close to The Brickworks)
- **Co-op Food:** Clarence Street (close to City Residence and The Grange)

Tesco, Asda and Sainsbury's also have bigger shops on the outskirts of the city - you can get there easily by bus or you can shop online and have your shopping delivered directly to your door. Delivery costs vary depending on the store, but are usually either free or cost under £5.

If you order with friends or housemates, you can share the cost of delivery!

It is worthwhile downloading the app Too Good To Go. This app gives you the chance to pick up mystery bags from supermarkets or cafés at a greatly reduced cost. YSJ Kitchen also sell food on the Too Good To Go App, so you can easily pick yourself up some food for the evening at a discount price.



Local shops

Between Parliament Street and the Shambles, the Shambles Market in the city centre is great for cheap, fresh produce, Monday to Saturday. Go after 4.00pm and get some bargains. For household goods, like clothes hangers, kitchen equipment and other items, there are plenty of affordable places in the city centre, such as Boyes, Poundland and Barnitts.

International food shops

There are several specialist food shops around York, but for greater choice and a larger selection of products you might like to go to a larger city such as Leeds (a 20 minute train journey away).

Specialist food shops in York include:

- Regency Supermarket, 4 George Hudson Street (Oriental supermarket)
- Makkah International Foods, 27-29 Hull Road (Halal, Arabic, Turkish and Asian)
- Red Chilli, George Hudson Street (Oriental supermarket)
- Oriental Express, Hull Road (Chinese, Japanese, Thai and Korean)
- Jojo's Afro-Caribbean, 45 York Road
- Zam Zam, Layerthorpe (Multinational, Halal)

Cooking

Getting used to the food in another country can take some time and may be a difficult process. If you are cooking for yourself, do not be afraid to ask for advice on where to buy the products you would like to or how to use facilities in the kitchen.



Eating on Campus

YSJ Kitchen

YSJ Kitchen is the main place to buy food on campus and has something to satisfy all tastebuds. Each weekday the chefs prepare a variety of cooked breakfasts and lunches. Vegetarian and vegan options are available every day. Watch out for regular Global Campus Lunchtime Takeovers, where international cuisine will be on offer, to celebrate global festivities.

Punk Mama's

Punk Mama's is found at the entrance to YSJ Kitchen, serving freshly made pizzas and the Fork Pasta concept. Be sure to look out for daily specials!

Holgate Coffee bar

Enjoy delicious handmade barista coffee at the Holgate coffee bar. All coffee is ethically sourced and rainforest certified. Compliment your coffee with a freshly made cake or pastry. Grab and go sandwiches and snacks are also available.

Café 41

Enjoy delicious coffee, cakes and pastries at Café 41, in De Grey. All coffee is ethically sourced and rainforest certified.

Remember that YSJ is a cashless campus so you must have a card to buy food.

The Lounge

The stylish Students' Union (SU) Coffee Lounge is an excellent space to relax, study and socialise. Located on the upper floor of the SU building, they serve a range of snacks to grab and go, as well as hot and cold drinks. Charge your devices ahead of your next lecture and catch up with friends over a cappuccino. The Lounge offers a laid back atmosphere and is open to everyone.

Fountains Café

Enjoy the convenience of having a wide variety of hot and cold coffee beverages, served from morning till evening, right on the library's doorstep! Fountains Café provides a tasty range of sandwiches, toasties, paninis and wraps for those students in need of a quick food fix or caffeine boost while studying.



How to order a food and groceries delivery online

Order groceries online and have them delivered right to your front door. Please find instructions and links below.

Order groceries for home delivery

Most large supermarkets allow you to order groceries online and, for around £2 to £5 your shopping is delivered to your house.

You will need to:

1. Register/create an account
2. Select which groceries and which quantity and add to basket
3. When complete, go to checkout
4. Choose a delivery time and date that suits you (prices usually vary by day/time)
5. Use an online payment system

These are the most commonly used supermarkets in the UK:

- Morrisons: [groceries.morrisons.com](https://www.groceries.morrisons.com)
- Asda: [asda.com](https://www.asda.com)
- Sainsbury's: [sainsburys.co.uk](https://www.sainsburys.co.uk)
- Tesco: [tesco.com](https://www.tesco.com)

Takeaway meals

Don't feel like cooking? There are plenty of options for great meals delivered right to your door. Lots of restaurants deliver freshly cooked meals through JustEat, UberEats or Deliveroo.

Simply enter your postcode to see which restaurants will deliver in your area. You will need to create an account and pay by card online.

Life on campus



Stay connected

Along with this guidebook, you should have been given a free SIM card. You can 'top-up' the card with money to make calls online or in most supermarkets and convenience shops. If you anticipate using your phone frequently, you might want to sign up for a contract. There are a number of providers to choose from, including: Vodafone, O2, EE, 3, Giff-Gaff and Lebara.

It is wise to research different contracts properly, to determine which is the best one for you or investigate "pay-as-you-go" options.

Remember - if family or friends call a phone number in the UK, they need to dial the country code (0044) first. For example: 0044 1904 876 897 (if calling from outside the UK) or 01904 876 897 (if within the UK).

Internet on campus

Eduroam is the WiFi network available at York St John. You can log in using your York St John email address and password. You must not use your own WiFi routers anywhere on campus, because they will cause disruption to the Eduroam network. York St John accommodation sites also provide WiFi.

Postal service

To post light letters, you can send them via Royal Mail, by posting them in a red postbox. You will need to buy a stamp for your letter; you can buy them at Holgate Reception, the Students' Union, the Post Office and most newsagents. Heavier letters and parcels will need to be weighed and paid for at a local Post Office.

Please ensure that your address is correct when receiving post; do not simply address it to the University, as it may get lost. If you are staying in YSJ accommodation, you can find the address at www.yorks.ac.uk/study/accommodation. Don't forget that you will also need to give your name, room number and flat, for example:

Name: John Smith

Room: Room 1

Flat, house or building: Flat 5

Accommodation site: City Residence

Street: Haxby Road

City: York

Postcode: YO31 8JY

Country: England, UK

You can also address parcels under your name to the Porter's Lodge at York St John, and collect them from there:

Your Name

Porter's Lodge

St Anthony's House

Lord Mayor's Walk

York

YO31 7EX

England, UK

Eduroam WiFi

Login to Eduroam

You must have changed the account password from the one given at registration to your own before trying to connect to Eduroam WiFi.

Select the WiFi network called **eduroam**

Login using your **full YSJ email address** and usual University **password**

- Firstname.lastname@yorks.ac.uk
- Usual_password

You may need to accept or trust a certificate

If you change your University password, you will need to change your Eduroam WiFi login password on **all** of your devices, otherwise the incorrect logins can lock your account.

If you're struggling to connect using your student login, you can use the **YSJ Guest WiFi**. This requires no sign up and you can connect straight away.



Connecting an Android device to Eduroam

Please be aware that not all Android devices are the same. These instructions may not be exactly how they are on your particular Android device. If you have any difficulties, please ask at the IT Services Centre on the first floor in Holgate.

1. Go to Settings on your device
2. Select **Network and Internet**
3. Select Internet
4. Ensure the WiFi switch is on
5. Select Eduroam
6. Enter the following details:

EAP method: PEAP

Phase 2 authentication: MSCHAPV2

CA certificate: Use system certificates

Online certificate status: Do not verify

Domain: yorks.ac.uk

Identity: Your YSJ email

Password: Your usual password

7. Press Connect

Global Campus

At York St John University, we are committed to celebrating the diversity and experience of our broad community.

Global Campus is York St John's hub for all things international. We host all sorts of exciting events, run trips to fantastic places in the North of England, and provide international students with support throughout their time at York St John.

Global Campus activities aim to support inclusion, friendships and inter-cultural understanding amongst all our students. Being a part of our Global Campus community means that you will enjoy the benefits of a multicultural experience within a small, friendly and student-centred environment.

For more information on our general support please scan the QR code below:



[yorks.ac.uk/international/
international-student-support](https://yorks.ac.uk/international/international-student-support)

Events

Each semester we curate a fantastic event schedule celebrating as many international festivities and cultures as possible, whilst also showcasing the best of British, in ways that bring you together with other students in a fun, safe and happy environment. From global festivities to week long welfare festivals and cultural lunchtime takeovers we bring international and home students together.

Trips

Throughout the year the Global Campus team put together a number of trips that take you around the North of England. You will have the opportunity to connect with fellow students from around the world, share cultural experiences, make new friends, and create fun memories together as you explore these new places.

For more information on our social events, trips and more, please scan the QR code below:



[yorks.ac.uk/international/
international-student-support/
global-campus-programme](https://yorks.ac.uk/international/international-student-support/global-campus-programme)



ISLD (Language and study skills support)

Our ISLD team (International Programmes) can help you to become more familiar with your university study in the UK. All our services are free of charge.

Support areas

We provide advice and resources to support you in:

- Approaching course tasks
- Understanding UK academic expectations
- Managing lectures, group work and seminars
- Writing, reading, listening, speaking and presenting in English
- Critical thinking
- Understanding referencing and paraphrasing
- Improving grammar and vocabulary

Any questions?

Email us at language-support@yorks.ac.uk



Book an ISLD tutorial meeting for individual support.



Book an on-campus tutorial (York).



Book an online tutorial.



Enrol on our ISLD Moodle site for study skills advice and resources.



Visit our ISLD webpage for useful links and information.



Join one of our weekly Academic Discussion Groups: friendly speaking and group work practice on interesting topics. Your English does not need to be perfect!



Take part in our open workshops - improve your skills for university tasks.



What you can find in the Library

Ground Floor

- Fountains Information Service desk - your first point of contact for Library, IT and student queries
- Book borrowing and returns
- Quiet study room
- Print journals
- Newspapers
- Lockers for personal belongings
- 3-day self-service laptop loan

First Floor

- Open access PCs and study space
- School Library, Language Resource Area and oversized books
- Group study room

Second Floor

- Silent floor
- Law library
- CD and DVD collections, music scores
- Student kitchen
- Linguistics Lab

Library and learning support

Your safety and security

It is important that you do not leave your bags and belongings - unattended items will be removed from the building

There are lockers available on the ground floor that you can use to store personal belongings. Please ask at the Information Services desk in Fountains about obtaining keys to these lockers.

Opening hours

The ground floor of Fountains is open 24/7 for self-service and study space. The first and second floor are open from 6.00am to midnight. Staffed hours vary between term time and vacation - up-to-date information can be found on the website and through signage and printed materials available in each location. **Please remember to always carry your Student ID card.** Between 6.00pm and 8.00am you are required to show your Student ID card to Security when entering the Library. If you don't have your ID card, you won't be able to enter the building.

Digital training and support

The Digital Training tutors can help you develop the IT skills you need to produce high quality assignments. The trainers can provide advice on:

- Microsoft Office applications (for instance - Word, Excel, PowerPoint)
- Moodle
- E-portfolio software (for instance - Mahara, Pebblepad)
- A huge range of software support

The Digital Training tutors can offer help via

email, or through tutorials (online and face-to-face) - digitaltraining@yorks.ac.uk

Assistive Technology - The Digital Training Officer for Assistive Technology is here to provide specialist help, advice and training on the use of assistive software and technology for students and staff at York St John.

Software to support note-taking, reading, planning and writing is available on campus. assistivetech@yorks.ac.uk

Academic Liaison Librarians

The Academic Liaison Librarians can provide expert assistance to help you get the most from the Library. They advise on:

- What kind of information you should need for your essay, presentation, project or dissertation
- Which resources you should use to find appropriate information
- Searching effectively to find the best information for you in the most efficient way
- Referencing and help with academic integrity

You will see the specialist Academic Liaison Librarian linked to your subject area as part of your course, but you can also book an appointment with them for focused support.

academicliaisonteam@yorks.ac.uk

You can access the Library Welcome guide at the QR below:

www.yorks.ac.uk/media/content-assets/ile/documents/Library-Welcome-guide-2023---WEB.pdf



Print Services

Printing facilities are available throughout the campus and printing requests can be dropped off and picked up at the Information Services desk in Fountains. The team can help you with:

- Printing
- Photocopying
- Print credits
- Document and dissertation binding
- Laminating
- Scanning

As a student of York St John University, you can print to any of the printer/copier devices situated throughout the University campus.

Accessibility Support

The Accessibility Support Service is here to support you with making your learning resources accessible if you are visually, physically or learning disabled. Once you've registered as an Accessibility Support user, we can provide:

- Increased number of Library items you can borrow
- Accessible copies of books and journal articles for students and staff with a qualifying disability
- Book request service
- Self-service conversion service to create documents in accessible formats
- Specialist equipment and software, including borrowable overlays

For more information and to register, scan the QR code below:



yorks.ac.uk/students/library/supporting-accessibility

Extra resource access

Inter-Library Loans (ILLs)

The Library aims to stock the majority of resources for course requirements. Where there are items that you require for your studies that are not held with us, our Inter-Library Loan service may be able to obtain books and journal articles from other libraries for you, free of charge. For more details or to place a request, scan the QR code below:



yorks.ac.uk/students/library/interlibrary-loans

Postal Loans

The Postal Loans service provides items by post to users who are not City of York residents (this includes students who are on UK placements outside the city). Free returns are available using the Clicksit service. For more details and information on how to register, scan the QR code below:



yorks.ac.uk/students/library/postalloans

SCONUL Access

We participate in SCONUL Access, a reciprocal scheme which allows many university library users to borrow or use books and journals at other libraries which belong to the scheme. The scheme covers most of the university libraries in the UK and Ireland. The SCONUL scheme is there to support research and is not intended to replace the core teaching and learning resources provided to you by the YSJ Library and Learning Services. To find out more about SCONUL or to find out about other resources available to support your learning, scan the QR code below:



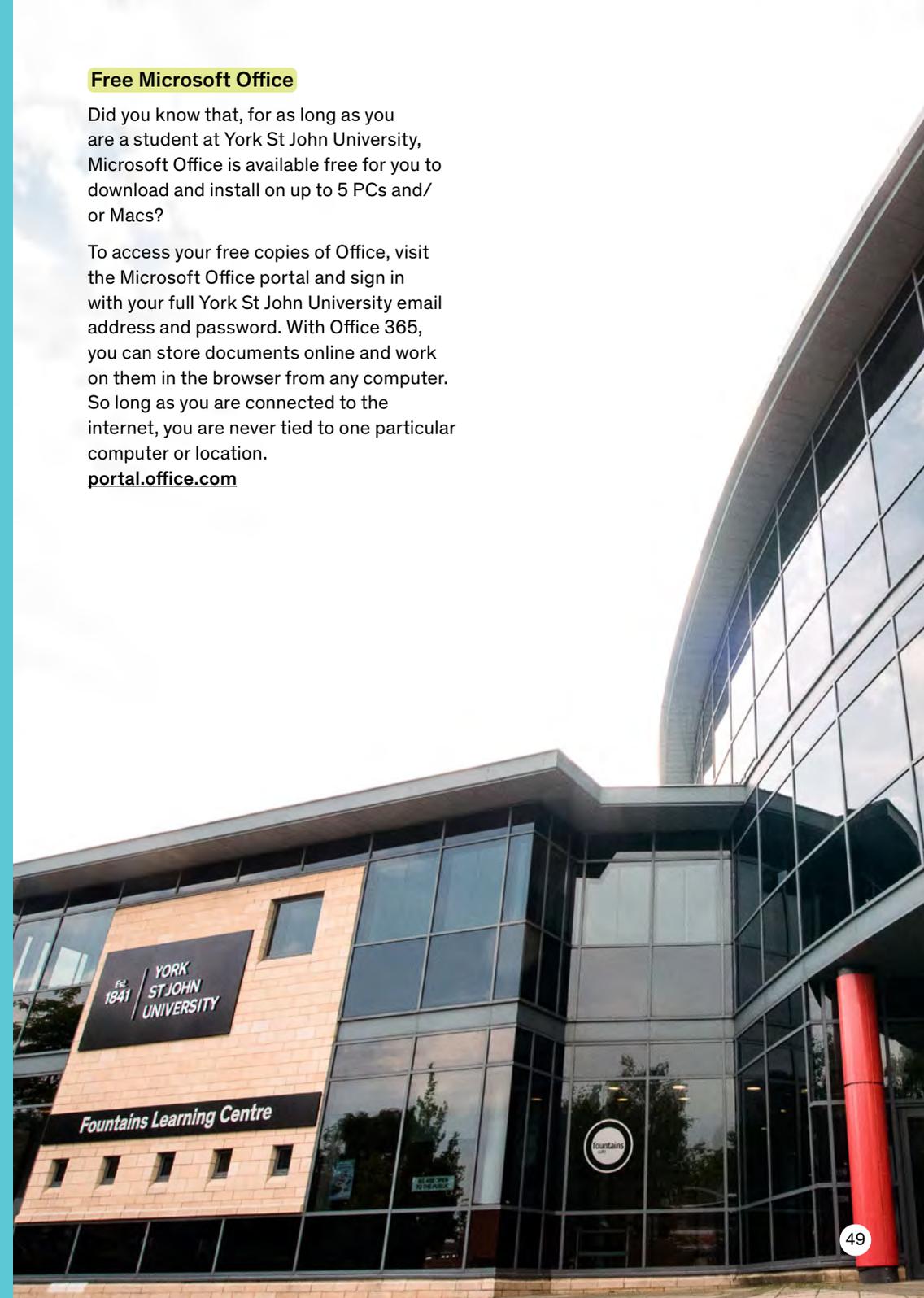
www.sconul.ac.uk/sconul-access

Free Microsoft Office

Did you know that, for as long as you are a student at York St John University, Microsoft Office is available free for you to download and install on up to 5 PCs and/or Macs?

To access your free copies of Office, visit the Microsoft Office portal and sign in with your full York St John University email address and password. With Office 365, you can store documents online and work on them in the browser from any computer. So long as you are connected to the internet, you are never tied to one particular computer or location.

portal.office.com



Careers support

Our specialist advisors in LaunchPad provide guidance and support for current students and graduates.

Part-time job searching

Finding a part-time job is a fantastic way to both earn some money and gain valuable experience in a professional environment. The best places to search and apply for part-time jobs are:

- **Walking around York and handing in your CV or completing an application in-store.** There are many businesses that advertise their vacancies on the windows of their shops. If you see this, feel free to go in the shop so they can contact you.
- **Applying online at local retail shops, tourist attractions, restaurants and bars.** Tesco careers, Gough & Kelly, Aldi and McDonald's are a few ideas of where you can apply online. Careers platforms like Handshake, LinkedIn, Reed and Indeed are also great places to find opportunities.
- **Sending speculative emails to employers to enquire about part-time jobs** Please ensure that you are sending professional emails to employers where you highlight what job you are looking for, the skills you can bring to the role and any previous experience you have.

There are only a handful of on-campus part-time jobs available, and the Careers team are unable to offer ad hoc jobs within LaunchPad. However, the Student Recruitment team usually recruits new Ambassadors once a year in September or October and you can apply in any year of your course. When recruitment opens, there will be adverts on the university jobs pages and campaigns via email and the

careers service, so look out for these. Scan the QR code below for more information.



www.yorks.ac.uk/careers-and-placements/part-time-jobs/student-ambassadors/

Handshake

Handshake is our students' careers platform where you can search for a range of opportunities including jobs, internships and volunteering roles. Opportunities that are advertised on Handshake are with organisations that the University partners with or trusts. There is also a function that allows students to book appointments with a range of student success advisors around Careers guidance, Volunteering, Study Abroad and other employability areas.

Placement year support

Some of you may be enrolled in a 4-year Undergraduate course with a placement year included, or a 2-year postgraduate course with a professional experience or placement included. The placement year at York St John is self-sourced and you will be supported at each step of the process of securing a 9 to 12 month placement with weekly sessions focused on recruitment success and bookable 1 to 1 or group appointments. If you are enrolled on a placement year route, you will have the prep sessions included on your timetable and will also be directed to when you can book an appointment. If you have any questions, please contact: placementyear@yorks.ac.uk

CV support

If you are searching for a part-time job or a volunteering opportunity, it's important that you have an up-to-date, high-quality CV that is suitable for UK employers. You can access resources to help you create and make your CV attractive to employers through attending one of the LaunchPad Drop-ins or emailing careers@yorks.ac.uk

Drop-ins

The LaunchPad Drop-ins are designed to support students with any queries they have around careers and employability. Join the sessions for support with job applications, CVs and cover letters, volunteering and many other areas. The drop-ins operate during term time. More details on when these run are at the QR code below.



yorks.ac.uk/careers-and-placements



Stay in the know

MyYSJ App

As soon as you have got your University login details, you can access your personalised student app, MyYSJ. On MyYSJ, you'll be able to check your emails, view your timetable, register your attendance, access Moodle and see important updates from across the University. You can access your MyYSJ dashboard via the QR code below, or search "MyYSJ" in your mobile app store.



yorks.ac.uk/app

Instagram

If you haven't already, you'll definitely want to follow us on Instagram. This way you can keep up to date with what's on with our Global Campus team and any other useful information for international students.



[instagram.com/ysju_global](https://www.instagram.com/ysju_global)

Moodle orientation and guidance

Moodle is the learning platform that we use at YSJ. We have created an orientation and guidance module for you to access, to give you all the information that you need to get your best start at YSJ. It is essential that you access and read this module.

Search for the module called International Orientation and Guide 24/25.

Once you have completed this Module you will receive a digital badge. This badge will allow you to come to the Global Campus Hub in Holgate to collect your free YSJ backpack!

You can access Moodle here:



<https://moodle.yorks.ac.uk/login/index.php>

YSJActive

YSJActive is run by a team of fitness professionals with various qualifications and backgrounds. They offer a high quality, inclusive and sustainable service for students both on Lord Mayor's Walk campus and the Sports Campus on Haxby Road. There is a wide range of modern sports facilities, providing indoor and outdoor spaces for teams sports and individual training, including pitches, courts, a gym and exercise classes.

Find out more about sport and exercise at YSJ by scanning the QR code below



yorks.ac.uk/wellbeing-and-welfare/ysjactive

Find out more about the gym by scanning the QR code below



yorks.ac.uk/wellbeing-and-welfare/ysjactive/gym-and-classes



Students' Union

Our students love the sense of community they feel on campus. The Students' Union (SU) is at the heart of the student experience and is a huge part of what student life has to offer.

Sports clubs and societies

Expand your interests, gain new skills and make new friends through our sports clubs and societies.

Join one of our sports teams, from football and netball, to ultimate frisbee, and cheer on your friends in our annual varsity competition. Many of our sport teams regularly compete at British Universities and Colleges (BUCS) level.

Share your love of pop culture with the Geek Society, put on a show with the Musical Production Society, or do your bit for the planet with the Environment Society.

There are over 60 clubs and societies to join. If you do not find something for you, all it takes to start a new one is a few like-minded people and the drive to make it happen.

Events

The Students' Union hosts weekly events throughout the academic year. Events include quiz nights, karaoke, live sport and live music.

They also manage larger events throughout the year. This includes varsity, seasonal special events (Halloween, Snowball) and the legendary Archie's Day.

Student voice

The Students' Union is the collective voice of students at university committees and on your course through course reps. They also represent you at specific student groups through Chairs of School and Liberation Officers.

Every year you will have the chance to vote for three Students' Union Presidents:

- President of the Students' Union
- President of Wellbeing and Diversity
- President of Education

Their role is to improve your time at university and they will represent you at a local, regional and national level.

You can contact the SU for advice or support on academic issues. They can also connect you with university services and external specialist services.

To find out more about the SU in general, you can visit their website at:



www.ysjsu.com

Useful links



YSJSU Advice Service
Get independent academic advice.

www.ysjsu.com/support



Get involved in YSJSU Activities
Join a sports club or society.

www.ysjsu.com/activities



Share your student voice
How can the YSJSU improve your experience.

www.ysjsu.com/talkysj



What's on at YSJSU
Find out what events are happening.

www.ysjsu.com/events



Chaplaincy

The York St John chaplaincy provides spaces and opportunities for reflection, listening, confidential support, prayer, worship, meditation, socialising and spiritual exploration.

Prayer spaces

The Chapel offers sacred, quiet and prayer spaces for all. It is open 8.00am to 6.00pm, Monday to Friday. Access is available outside these hours via Security.

The Contemplate Room (QN006) is available to use for prayer, contemplation or small study groups. You can use this room without booking if it's free, or book a regular time slot by emailing the Chaplaincy Office.

The Quiet Space (CP006) is a place to rest and reflect. It is open to anybody who needs some "time out" between the hours of 9.00am and 4.30pm.

The Muslim Prayer Room (QN008) is dedicated for the use of Muslim prayer. There are prayer books and mats available and washing facilities are located nearby.

University Chaplaincy and Faith Advisers

For religious and spiritual guidance, you can turn to the University Chaplaincy team and our Faith Advisers. The Faith Advisers are from the world faiths of Baha'i, Buddhism, Christianity, Hinduism, Islam, Judaism and Sikhism.

The Faith Advisers are there for everyone, helping to build community, to give people opportunities to make friends, and to walk beside you if life gets hard. They exist to make sure that people with a religious faith have their needs met while on campus, and to provide opportunities for people to explore the Big Questions about Life while here at uni.

For more information, or to make an appointment with any of our Faith Advisers, please email: chaplaincy@yorksja.ac.uk

The York St John chaplaincy provides spaces and opportunities for reflection, listening, confidential support, prayer, worship, meditation, socialising and spiritual exploration.

Whatever your faith position, situation, nationality, gender, or sexual orientation we offer hospitality, support and friendship. The Chaplaincy is a space where you can bring your own concerns and discuss them freely. The University Chaplain and a voluntary team of Faith Advisers representing all major faiths and spiritual traditions are available to talk to.

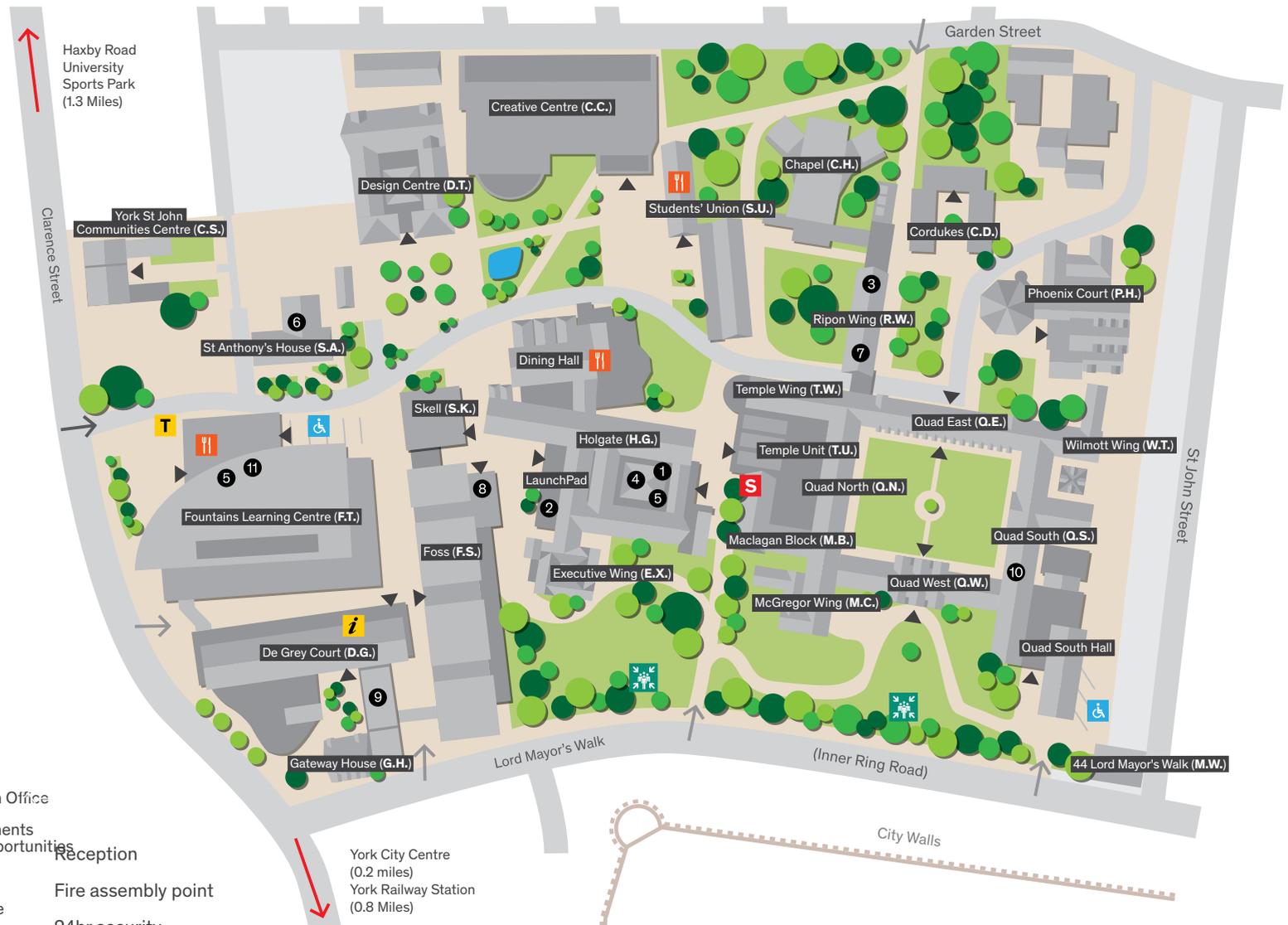
Every day there are different spiritual events, including Morning prayer, Eucharist, Jummah prayer and Erev Shabbat service. There is also a programme of regular events and activities that bring people together in a safe and inclusive environment, including Soup-er Space, mindful breathing, English conversation group, knitterati, beer and Bible and other one off activities.



Find out more: yorksja.ac.uk/wellbeing-and-welfare/religion-and-spirituality/events

Our university Chaplain is Reverend Jane Speck. You can visit the chaplaincy office during the week in CP007, next to the Japanese Peace Garden. You can also get in touch by contacting chaplaincy@yorksja.ac.uk.





Campus Map

Key

- Reception
- Fire assembly point
- 24hr security
- Taxi pick-up and drop off point
- Blue badge parking
- Catering outlet
- Vehicle entrance
- Pedestrian entrance
- Entrance to buildings
- We operate a smoke free campus
- Toilets are located in all main buildings

- 1 Accommodation Office
- 2 Careers, Placements and Student opportunities
- 3 Finance
- 4 Graduate Centre
- 5 Information Services Desks
- 6 Porters' Lodge
- 7 Registry
- 8 YSJ Active
- 9 School Admin Team (De Grey)
- 10 School Admin Team (Quad Sout)
- 11 Yorkshire Film Archive

Room Key

D.G.103 - D.G. 1 03
 D.G. - Building
 1 - Floor
 03 - Room No.

Main Reception: 01904 624 624
 24hr Security:
 Emergencies 01904 876 444
 Non-emergencies 01904 876 777

Should you hear the fire alarm, please make your way to a fire assembly point on the front lawns.

Est.
1841

**YORK
ST JOHN
UNIVERSITY**

York St John University
Lord Mayor's Walk
York
YO31 7EX
www.yorksja.ac.uk
01904 624 624

This booklet gives information about York St John and is intended only for the general guidance of prospective students.

It does not form part of any contract. Changing circumstances may oblige York St John to add, modify or cancel its programmes or services at any time. While every effort has been made to ensure the accuracy of the information contained in this booklet, the University cannot accept responsibility for errors.

