



International Student Handbook

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Arrivals checklist.

Your first day:

- **If you are staying in Halls of Residence you will collect your keys from the Student Village Reception on Waterside Campus.** You can move into your room after enrolment. If you have confirmed your room offer, you will receive instructions on booking a time slot to attend during Welcome Weekend, where you will enrol and collect your keys.

As different Halls are allocated on different days for arrival, it's important that you book your timeslot accordingly. If you are not able to enrol in time, you will unfortunately need to come back the next working day to enrol and pick up your keys.

The email address is **accommodation@northampton.ac.uk**

- **Call home**
- **Connect to the internet**
- **Check the validity of your visa.**

Your first week:

- **Create your eVisa account and generate a share code**
- **Book your face-to-face slot**
- **Apply for a bank letter**
- **Register with a doctor**
- **Read the International Student Handbook.**

Your first month:

- TV licence
- Arrange Personal Possessions insurance
- Explore the campus and locate important facilities
- Create a weekly budget plan to help manage your money.

Part-time jobs:

- Check your visa for eligibility to work
- Apply for a National Insurance number
- Contact Student Futures **studentfutures@northampton.ac.uk**

Items listed in **bold** should be completed by all students.

Others are only if applicable.

If you are not sure how to do any of the above, come and see us at the Integrated Helpdesk and we'll advise you.

Arrivals advice.

International Orientation Programme

Take advantage of the University's free **International Orientation Programme** which will provide you with information about living and studying in the UK. This is a fantastic opportunity to meet other new international students and will make adapting to life at the University of Northampton as easy as possible. Please contact **Immigration Compliance Services** at ics@northampton.ac.uk for more information.

Accommodation

You must have arranged your accommodation (on campus or private rent) before you arrive in the UK.

For any accommodation queries, please email accommodation@northampton.ac.uk

eVisa share code

You will be issued with a 90-day entry permit (temporary vignette) in your passport which will enable you to enter the UK. In addition, you will receive a decision letter outlining the conditions of your immigration leave.

You must create a UKVI account to get access to your eVisa (online immigration status). You can do this via this link: gov.uk/get-access-evisa

Once you have access to your eVisa, you can sign in to your UKVI account to view your eVisa and prove your immigration status.

If you have any questions regarding your eVisa share code, please contact **Immigration Compliance Services**.



Enrolment information

The enrolment process includes two stages:

- Online enrolment
- Face-to-face enrolment.

Online enrolment

The first stage of enrolment takes place before you arrive. You will receive an email with the link to your SR Student Portal and Log-In details to complete Online Enrolment. During online enrolment you will need to:

- Confirm personal details and your programme of studies
- Upload personal Identification documentation (e.g. passport)
- Upload a passport style photograph.

Face-to-face enrolment

The second stage of enrolment is a face-to-face enrolment session which takes place once you have arrived at the University. You must attend a face-to-face enrolment session at your earliest possible opportunity after you have arrived. Please visit our **enrolment pages** to view enrolment dates and to book onto an enrolment session.

At face-to-face enrolment we will:

- Check your personal details
- Scan your passport if you are a non-British passport holder
- Provide your share code and proof of entry such as flight ticket, boarding pass, passport stamp or luggage tag
- Check how you are paying your fees
- Check your ID and issue you with a student card
- Ensure you have access to University IT facilities.

Opening a bank account

We recommend you open a bank account as soon as you have completed your enrolment. You will need to take proof of who you are and where you live to the bank, for example:

- Your passport
- Evidence of your current address, e.g. a letter from the University. This can be requested **online** or by visiting the Student Information Desk.

You will receive a cash/debit card after opening a bank account and will be able to withdraw money from cash points (ATMs).

Important:

It is advisable to carry enough money to enable you to pay for food and other essentials for at least two weeks, as you won't be able to open your UK bank account straight away.

Registering with a doctor

It's important that you register with a doctor as soon as possible, as you won't be able to receive any medical treatment until you do this. There is a doctors' surgery on campus that any student living in Northampton can register with. Alternatively you can choose to register with a doctor close to your home. For more information on registering with a doctor, visit the Student Information Desk.

Driving

Please check that your driving licence is valid for use in the UK. It is important to familiarise yourself with UK driving laws and to read the Highway Code. Please note it is illegal to drink and drive in the UK. This is considered to be a serious criminal offence and could affect your visa. For further information please visit: **gov.uk**

Ensure your car is insured, taxed and that you have a valid MOT Certificate (if applicable). Further details are available at: **gov.uk**

Living in the UK.

Living in Northampton.

With a population of just under 250,000, Northampton has the amenities of a small city, but the friendliness of a town.

Northampton is centrally located and within easy travelling distance of London, Birmingham and other major cities. We are served by five international airports and excellent road and rail links to all parts of the UK and Europe.

Northampton town centre

There are five main shopping areas in Northampton town centre that offer a wide choice of modern high quality major chain stores and specialist shops:

- Cultural Quarter
- Grosvenor Centre
- Northampton open-air market
- Abington Street
- The Drapery.

Specialist shops

Northampton's multicultural population means the town has a number of international specialist shops. Indian, Pakistani, West Indian, Chinese, Eastern European and African goods can be found around the town, mainly on Kettering Road and Wellingborough Road. You will also find that large supermarkets will stock a good variety of international ingredients and cuisines.

Leisure in Northampton

Northampton offers a variety of cultural, sporting and leisure facilities.

The Northampton Visitor Information Centre can be an invaluable source of local and national information on events, places to visit, hotels and hostels and travel within the UK. The Visitor Information Centre is located in Sessions House, County Hall, George Row in the town centre, and can be contacted on **01604 367997**.

The University provides sporting services for students and offers recreational activities via Trilogy Leisure. Trilogy Active work in partnership with the University of Northampton and as a student you can benefit from their student membership, with no contract and no joining fee. For more information and how to join visit **trilogyactive.co.uk**



Things to do during your time in Northampton.

Northampton has a rich history and offers a wide range of attractions, from beautiful parks, museums and theatres, to bustling restaurants and bars. If you enjoy keeping busy and would like to make the most of your time here, we have put together a list of must-do activities to participate in:



Northampton Saints

If you are a rugby fan, head to Franklin's Gardens to watch the Northampton Saints. Visit northamptonsts.co.uk



Royal and Derngate Theatre

Not only does the Royal and Derngate host a variety of plays and musicals, there are also comedy nights, as well as live music performances. Visit royallandderngate.co.uk



Northampton Filmhouse

Add a luxurious experience to the movies - sit back and relax whilst tucking into a box of popcorn. Remember to take your student ID for a discounted rate!

Visit northamptonfilmhouse.com



78 Dergate

Visit this small terraced house famously re-modeled by Charles Rennie Mackintosh. Combine a visit to the house with afternoon tea in the restaurant. Visit 78dergate.org.uk



Nene White Water Centre

If you are into water sports, visit the UK's first pumped artificial white water course, where you can have a go at canoeing, rafting and tubing.

Visit northamptonactive.com



The Roadmender

This acclaimed music venue hosts a variety of music events in modern rock and alternative music. Visit theroadmender.com



Silverstone Circuit

The home of the British Grand Prix, based near Towcester. Visit silverstone.co.uk



Beautiful country parks

Northamptonshire's award winning country parks each have their own unique character and something to offer for everyone.

Health and wellbeing.

Health

You may have concerns about what to do or where to go when you are feeling unwell. You may need medication or have toothache. Your health and wellbeing is important. If you are studying in the UK for longer than six months you can use our National Health Service (NHS) for free, subject to paying the Immigration Health Surcharge. You **must** register with a doctor as soon as possible so that you can be treated if you get sick. Dentist and Optician services are not covered by the NHS.

In the UK we use the following services depending on the problem:

Pharmacy

Buy non-prescription medicine and get advice on small problems e.g. colds or blisters.

Your doctor (GP)

For general health problems, if you feel unwell you should book an appointment to see your doctor. If necessary your doctor will write you a prescription for medicine. You collect your medicine from a pharmacy (you will need to pay a prescription fee).

Dental

When making your initial dental appointment please check the dentist will accept you as a NHS patient or you will be treated as a private patient which can be very expensive. Please visit [nhs.uk/service-search](https://www.nhs.uk/service-search) for details on dentists in your local area.

Eyecare

If you need to have your eyesight tested you can make an appointment with any qualified optician. They can provide you with your glasses. The cost will vary depending on the lenses and frames you choose.

Out of hours treatment

If you are unwell in the evening or at the weekend and cannot wait to see your doctor, you can telephone 111 for medical help.

The hospital

For emergency treatment **only** e.g. car accident or serious burns, call 999.

For help registering with a doctor or for more information visit the Integrated Helpdesk or email SID@northampton.ac.uk

Emergency Services

In case of fire, accident or sudden serious illness, the emergency services can be contacted from any phone by dialling **999** or **111**. The call is free and you will be asked which service you require. You ask for Fire, Police or Ambulance depending on the emergency.

If you have a problem that is not necessarily an emergency, such as theft, Northampton Police Headquarters can be contacted on 101.

Mental health matters

Studying at University can be stressful and this can affect your mental health and wellbeing.

It is OK not to feel OK - whether it's feeling sad, overwhelmed, stressed, anxious or just homesick.

We have a dedicated team of Mental Health Advisers and Counsellors who are available to offer students confidential support. To find out more, please visit Support and wellbeing-Counselling and Mental Health team on the Student Hub **webpage**

Culture shock

Culture shock is a reaction to the exciting, but often confusing experience of moving to another culture. Things like the food, the weather, different social behaviour, and the rules and systems in the UK may make you feel uncomfortable, unhappy or unwell at times. These are all temporary symptoms of culture shock. You can find out more about culture shock by reading the leaflet "International Students and Culture Shock" available from the UK Council for International Student Affairs (UKCISA) by visiting **ukcisa.org.uk**. When you understand more about UK culture, you will experience less culture shock.

Your safety.

Insurance

Once in the UK, you are strongly advised to take out **personal belongings insurance** to cover your possessions against theft, loss or damage.

Keeping safe

Before going anywhere, please make sure you:

- Do not carry large amounts of cash
- Do not go to unfamiliar places alone or at night
- Keep to well-lit or well-populated areas if travelling at night
- Know where you are going and your way back.

You can improve your personal safety by:

- Planning ahead
- Travelling in groups (this can be cheaper and more fun, as well as safer)
- Letting friends and flatmates know where you are going and when you will be back
- Using known taxi firms, avoiding unmarked cars
- Closing and locking doors, including to Halls of Residence, your flat or house and your own room
- Attending the health and safety talks.

Police

The Police Force in the UK is independent of direct political control and is not connected with the armed forces. Part of their job is to assist people, and you should not be afraid to ask them for guidance or information.

Police officers have the right to stop and search you if they think that you may have committed an offence. If you are arrested, the police must tell you what offence they believe you have committed. You have the right to ask for a solicitor (lawyer or legal adviser) to help you.

We have our own dedicated Police Team present on campus - they are very approachable and here to help, so please feel free to talk to them when you see them around the campus.

The team can be found in the Security & Community Safety Hub, next to the campus shop.

If you need to report anything, you can also do that on the website [northants.police.uk](https://www.northants.police.uk) or by calling 101 and asking for the University Police Team.

Driving in the UK

Before driving in the UK, as an international student, it is important that you make sure that you fulfil the legal requirements and are aware of the correct procedures. If you wish to drive a car or ride a motorbike in the UK, you are legally required to have a driving licence, motor insurance, tax and a valid MOT Certificate if applicable. Full details can be obtained from the UKCISA and DVLA websites. Please note it is compulsory to wear a seatbelt when driving in the UK.

If you fail to comply with any of the requirements, you may be committing a serious offence.

Clothing

Make sure that you wear clothes that keep you warm and protect you from the rain. In very cold weather it is better to wear a number of layers of clothes over each other.

Fraud, tricks and scams

Unfortunately, some criminals try to get money from students and being an international student trying to get to grips with living in a different country can make you particularly vulnerable. Some of these scams will seem very convincing and persuasive and it can be frightening.

Top tips:

- Don't give your bank account details to anyone unless you know and trust them.
- Be very cautious of unsolicited offers of easy money. If it sounds too good to be true, it probably is.
- Research any company that makes you a job offer and make sure their contact details (address, landline phone number, email address and website) are genuine.
- Be wary of job offers from people or companies overseas as it will be harder for you to find out if they are legitimate.
- Be wary of adverts that are written in poor English, with grammatical errors and spelling mistakes.

(Source: [moneymules.co.uk](https://www.moneymules.co.uk))

If you think you've been the victim of a scam in the UK, you can report the incident to Action Fraud by calling 0300 123 2040 or using their online tool [actionfraud.police.uk](https://www.actionfraud.police.uk)

Practical information.

Travel

Travel around England is relatively easy. Bus and train services run all day and into the evening but please check times before you travel.

Student rail and coach cards

The 16-25 Railcard is available for £35* a year. Forms for this can be collected from the Student Information Desk and can be signed by the staff. If you're aged 16-26 or a full-time student, the Young Persons Coachcard allows you to save a third on standard fares. The card can be bought at all National Express coach stations. If you sign up with your university email address on the Stagecoach app, you could get a discount.

Getting around the town and between the University's accommodation sites

The University has its own heavily subsidised bus service with Stagecoach Buses and an edge of town Park and Ride.

Stagecoach bus fares are subsidised so a single fare will cost £1.50* and is valid on any Stagecoach bus within the Northampton MegaRider zone.

The Stagecoach buses also offer free Wi-Fi and USB charging points so you can stay online while on the move. Plus, our bus stops have real time info so you can see when your next bus is coming.

Be sure to check the **Stagecoach bus website** for timetables and the latest travel updates, as some of the routes operate term and non-term schedules.

Mobile telephones

Purchasing a mobile telephone in the UK can be confusing as there are a range of deals. Remember to shop around. There are two options available to you:

Pay as you go - this allows you to control your spending and allows you to 'top up' your credit, only spending what you can afford.

Pay monthly - this requires a minimum monthly payment and a minimum term contract. Please consider what you will be committing yourself to as you will be liable for any payments. Read the small print carefully.

Other legal and consumer matters

The laws in the UK may not be quite the same as in your own country. If you break the law and are found to be guilty of a crime, a successful prosecution could result in a fine, a prison sentence or even being deported from the UK. You would also be subject to the University's disciplinary procedures and liable to be excluded from the University.

Consumer Rights

Consumers are protected by law in the UK. Any goods bought must match their description and be of satisfactory quality. However, enforcing this is not always easy. It is much better to take elementary precautions before buying or signing a contract. For example:

- Buy new goods only from well-established traders
- Try on clothes to see if they fit
- Test mechanical and electrical goods
- Read the small print on contracts
- Always keep your receipt and guarantee certificate (if any) or copy of the contract you have signed.

*Cost correct at the time of printing.

Council Tax

The Council Tax is a local tax used to help pay for local services such as the Police, Fire Brigade, education, social services etc. The amount you have to pay is based on the value of the house or flat in which you live. However, you will not have to pay Council Tax if you live in a Hall of Residence, or a property occupied by full-time students ONLY.

Before giving a discount or exemption, the Council will probably ask to see evidence of your student status. You should be emailed with a Certificate of Student Status when you enrol.



Student support.

Immigration Compliance Services (ICS)

As well as offering immigration advice, we organise your International Orientation Programme, and offer support and advice on a range of queries or issues including working during and after your studies, settling into life in the UK and general welfare advice.

If you require any assistance please contact us via email: ics@northampton.ac.uk

Integrated Helpdesk

Located in the Learning Hub, the Integrated Helpdesk can provide you with any information or advice that you may need during your studies, including:

- changes to your personal information
- changes to your course or module
- advice on administrative matters, for example, the process for withdrawals or study breaks
- academic concerns
- policy and regulation queries
- assessment, ceremonies and exam concerns
- NILE queries
- enrolment queries
- council tax exemption forms and other student forms
- timetable issues.

They will also be able to support you in the following ways:

- issuing student letters
- signing rail forms
- booking appointments for specialist student services.

Opening hours

Monday 8.30am - 3pm

Tuesday - Friday 8.30am - 4pm

Phone: **01604 892833**

Email: SID@northampton.ac.uk

Finance Office

Tuition and accommodation fees **must** be paid on time or you run the risk of having sanctions applied to your account that could prevent you from completing your studies. These sanctions could also have implications on any visa extension you may require. It is also worth noting that no letters or references can be issued to you while your account is in arrears.

If you feel you may not be able to make a payment by the due date, it is very important that you contact **credit.control@northampton.ac.uk** immediately.

Accommodation Services and Residential Life Team

The Accommodation Team provides information, advice and guidance to prospective and current students at the University. They aim to meet all of your accommodation requirements and offer a range of accommodation options within our Halls of Residence.

The Residential Life Team exists to provide pastoral support, together with information, advice and guidance, to all residents within our Halls. Our Accommodation Services Team provide advice and guidance for private sector accommodation via external landlords.

Student Futures

Student Futures is here to support you in developing the employability skills that employers look for in successful graduates. We provide group workshops on key topics such as CVs, in-curriculum support, access to the Student Futures portal and one-to-one appointments.

To find out how we do this and what we can do to help, please contact the team.

Where: Ground Floor, Learning Hub, Waterside Campus

Email: **studentfutures@northampton.ac.uk**

Phone: **01604 892727**.

Employability Plus is unique to the University of Northampton and is designed to prepare you for life as a graduate. It is about you finishing your course with more than just a good degree. It incentivises, rewards and recognises your investment in the activities you take part in outside of your degree programme. Talk to the Student Futures team for more details.

Unitemps Northampton - owned by the University of Northampton, Unitemps is our in-house recruitment consultancy, offering a wide range of temporary paid work opportunities both on and off campus. To get ahead of the crowd, register now by going to **unitemps.com**

Multi-Faith Centre

The Centre provides pastoral and spiritual support for students of all faiths or none - feel free to call in.

There are ritual washing facilities and prayer/quiet rooms for your use. We also provide free hot drinks, and have two microwaves available for use.

Our team includes Baha'i, Christian, Muslim and Sikh representatives, who are happy to talk with students and staff.

We also have contacts in the town and nationally for other faith and belief groups.

Please ask us for details of local places of worship, our regular activities (including Christian Morning Prayer and Holy Communion), Muslim prayer times and for Jumma Prayers on Fridays (which do not happen on campus).

Further information is available on Facebook from the University of Northampton Multi-Faith Chaplaincy Page and from Twitter,

@ChpUniNorthants

Financial Guidance Services

The Financial Guidance team help students to cope with financial issues offering guidance with a wide variety of financial problems. The team can help you budget your money, by giving appropriate guidance in order to avoid overspending.

You may wish to use the **Which?** university student budget calculator to help create a budget and manage your money.

ASSIST

ASSIST (Additional Student Support & Inclusion Services Team) is here to support you throughout your student journey. Students with any disabilities, including specific learning differences such as dyslexia, autism spectrum, mental health difficulties, or medical conditions, are encouraged to register with ASSIST.

The team can help you obtain appropriate support and reasonable adjustments to make the most of your studies.

Counselling and Mental Health

The Counselling Service offers an opportunity for you to talk in confidence about problems such as homesickness, anxiety, depression, difficulties settling in, relationships and bereavement. Mental Health Advisers specialise in assessing the impact that life's challenges may have on your mental wellbeing and study, and work with you to develop practical solutions and effective coping strategies.

Students' Union

The Students' Union can offer free, impartial and independent advice and support on academic policies and procedures, and provide you with academic representation. Representation is also provided through democratically elected Sabbatical Officers and Course Representatives, who present collective views and act on behalf of students to the University. If you have queries about your course or accommodation, or just feel a bit homesick, the Students' Union is always here for you.

Meeting people and making friends.

F.I.S.H. Northampton

Friends International Students and Hosts is a local community group which is available to help you make new friends and improve your knowledge of the English language and culture.

During the year FISH run a weekly social on a Monday night, they organise special seasonal events and, in the summer term, a programme of outings to the local countryside.

Visit the FISH website for more information:

fishnorthampton.org.uk

To get involved, join FISH Northampton's email list. Email your name, course and mobile number to: **northamptonfish@gmail.com**

Students' Union

The Students' Union is there to ensure that your time at the University is the best it can possibly be – that it is rewarding, fulfilling and memorable. All students automatically become members of the Students' Union as soon as they enrol and it's free to join! As a member you will have access to all of our services and opportunities, including sports, societies, retail outlets, advice, support and representation. Whatever your passion or interest, time commitment or background, it couldn't be easier to get involved in an activity at the Students' Union - we have something for everyone.

To find out more about what we do, please see the Students' Union website:

northamptonunion.com

or call 01604 892818.

Follow us on Instagram and LinkedIn:

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

 **[Northampton Students' Union](https://www.linkedin.com/company/northampton-students-union)**

Culture and customs.

Britain is diverse in its culture. It can however be useful to be aware of a few of our traditional customs. The British are said to be reserved in manners, dress and speech. We are famous for our politeness, punctuality, queuing and sense of humour. Basic politeness (please, thank you, excuse me) is expected.

General guidelines

British attitudes to the way of living may be very different to your own. You are entirely free to live according to your personal standards and should not feel pressurised to adopt those of any of your fellow students. However, you should also have respect for other people's way of life.

There are relatively few customs that are observed in Britain, compared to some countries. British people may chat casually to someone they have just met. However, there are some occasions where formalities are observed, such as at meetings or in interviews. The most important thing for you to remember is that different people have different expectations; if you are not sure how to behave or react, just ask.

The following points are general guidelines on how to behave in Britain:

Punctuality

- It is important to be on time for formal meetings and interviews, classes and lectures
- If you have arranged to meet someone socially at a particular place, you should try to be on time
- You should be on time if you are invited to someone's house, especially if you will be eating there
- If you find you are going to be late, you should telephone to inform the person you will be meeting or visiting
- If you are going to a party, it is usually OK to be a little late
- It does not matter in Britain if you are the last person to leave someone's house after a social gathering.





How to address someone

If you are not sure how to address someone, be direct and simply ask: "What do you like to be called?" This avoids any embarrassment about correct forms of address. Here are some guidelines:

- Most of your fellow students will want to be called by their first name
- Some academic staff may want you to call them Mr, Ms, Miss, Mrs, Doctor or Professor. However, many academics are happy for you to use their first name. Again, you should ask if you are not sure
- In Britain the family name always comes last, e.g. John Smith
- If you are addressing someone formally, you use their title (Mr, Mrs, etc) followed by their family name. For example, if you are addressing Mrs Ann Smith, you would call her 'Mrs Smith', not 'Mrs Ann'.

Pubs, alcohol and smoking

Pubs are popular meeting places for British students. However, many international students are concerned about being invited to a local pub (public house or bar) because they do not drink alcohol. Drinking alcohol is not compulsory and pubs and bars sell a wide range of non-alcoholic drinks such as coca-cola, lemonade and fruit juices. Anyone aged over 18 years may visit a pub or bar. You can't buy alcohol in the UK until you are aged 18 or over.

There is no waiter service and you pay for drinks as you order them from the bar. Smoking is prohibited in any public building or vehicle in the UK, including all University buildings and accommodation. Smoking in any public enclosed space is considered a criminal offence and you may be liable for a fine. Take notice of all 'No Smoking' signs. It is illegal to sell cigarettes to a person under 18 years old.

Drug abuse

Please note the possession of illegal drugs is a criminal offence.

Points to remember

- Where there is a queue (line), you must join the end of it and wait your turn; British people can get very annoyed if you push in when others have been waiting longer
- 'Please' and 'Thank you' are very important words in the English language and are used very often, in fact, they are the first words that most British children are taught. It is considered polite to use 'please' when making requests, e.g. 'please may I have a glass of water?' and 'thank you' when you have received something from another person. If you don't use the word 'please' when making a request, you are still likely to get what you want but the person serving you will probably be annoyed by the impoliteness of your request, e.g. 'glass of water' as opposed to 'please may I have a glass of water?'
- It may take a while for you to get used to British humour. British jokes and good humour rely heavily on shared knowledge of British culture, politics and media which may be unfamiliar to you. It also involves teasing and can take the form of picking on aspects of an individual's personality and exaggerating them in fun. Sarcasm and plays on words are also common. This may all seem slightly offensive until you get used to it. If you are offended, tell the person concerned that you are uncomfortable with the joke. Jokes about race, sexuality and gender are generally considered to be unacceptable
- British people tend to maintain personal space when they are with others. This means that unless they are with very close friends, or unless they are in a crowded place, they try to keep a distance of about an arm's length between themselves and anyone else. This may be very different to behaviour in your own country but please try to remember that some British people feel very uncomfortable if they cannot maintain their personal space

- In some cultures, people shake hands each time they meet or part company. British people do not shake hands very often so you should not take an unwillingness to shake hands or a refusal to make physical contact as prejudice, dislike or racism
- Some international students find it difficult to maintain friendships with British students. Every community (including your own) will naturally feel more comfortable with others of the same culture and British students are no different. Friendships can take time to form
- Speaking in your country's language can be seen to be rude if you are accompanied by someone who does not understand that language as they may feel excluded from the conversation. While we understand that you will want to converse in your language to your friends, please keep the feelings of others in mind when doing so.

For further information please visit:

studying-in-uk.org

ukcisa.org.uk



Academic life.

Studying in the UK may be different to at home but there is plenty of help and advice available to help you settle in. We are committed to helping you access reliable academic advice and guidance whilst studying with us. The following individuals are here to provide you with guidance and support in your studies:

Your Personal Tutor

Every student is assigned a member of staff as a Personal Tutor. This person will usually be a tutor from your main subject area. He/she is responsible for overseeing both your academic and personal progress during your studies and will be the primary contributor to any reference which we provide for you when you leave.

Module Co-ordinator

The Module Co-ordinator is responsible for the scheduled activities of the module teaching staff and for students registered for the module.

This is the person to consult if you have any concerns that may impact your ability to successfully complete a module.

Examples include:

- Difficulty fulfilling the requirements of a module
- Difficulty understanding course content and assignments
- Problems meeting assignment deadlines etc.

Programme Leader

All courses have a Programme Leader. This person has overall responsibility for the modules which make up your programme and administrative responsibility for the academic integrity of the course/subject.

Academic Adviser

These are members of staff who have the expertise to advise you about more complex issues relating to your studies. Advisers have a full understanding of University policies, rules and regulations. They can provide you with a wide variety of advice about academic and course related matters, choosing appropriate modules, transferring between courses and institutions, study deferrals, termination of studies and appeals.

Learning Development Team

Learning Development is a team of tutors who can support you in developing and improving your academic, mathematical and study skills. In your first term you'll be set assignments such as essays, reports and presentations.

You might like some extra help to ensure you are approaching your assignment in the right way and if you do, there are several ways to access our resources:

- attend a drop-in session
- book a tutorial
- use our online resources

To access our support and resources or for more information on how we can help you throughout your course, go to:

[libguides.northampton.ac.uk/learning development](https://libguides.northampton.ac.uk/learning-development), or send us an email: **learningdevelopment@northampton.ac.uk**

Library and Learning Services

Joining the library

You are automatically registered as a library user when you start your course and your student ID card is also your library card.

Opening hours

The Learning Hub at Waterside is open 24/7, 365 days of the year. Library staff are based at the enquiry desk on the second floor - visit our website for more information and to see daily staffed hours: libguides.northampton.ac.uk

Library help

If you have a library related query:

Visit: askus.northampton.ac.uk

Email: libraryhelp@northampton.ac.uk

Phone: **01604 893089**

Support for additional needs

We appreciate that some of you may find using library services overwhelming, particularly if you have a disability, medical condition, specific learning difference or are experiencing personal or mental health issues. Our staff are consistently welcoming and highly knowledgeable. Their primary aim is to enable, support and enhance your use of the library and our range of resources, facilities and services, so please ask if you need any help. If you feel your needs are complex and you require more tailored support in order to make the best use of our library resources and services, send us an email: LLS.support@northampton.ac.uk

Finding e-books, books and other resources

- NELSON (Northampton Electronic Library Search ONline) provides you with free access to thousands of e-resources, including e-books, videos, newspapers and online journal articles, as well as letting you know which books we hold in print. You can search NELSON at skillshub.northampton.ac.uk/nelson/ You will need to use your University account to access the online e-books and online journal articles.
- There's no limit on the number of e-resources you can use. For print books and physical library items, you can borrow up to 20 items from the library stock in the Learning Hub. You will need your Student ID Card to borrow print material.
- You can find reading lists by following the 'Reading and Resources' option from within each of your NILE modules. You can also find your reading lists by searching for your tutor's name, module code or module title at skillshub.northampton.ac.uk/reading-lists/

Academic Librarians

Every course area has an academic librarian assigned to it to provide expert guidance and training on finding information and scholarly literature for your subject. You might want help finding relevant journal articles for an assignment, running a search on an academic database, or help referencing your work correctly. You can get help from your academic librarian by:

- attending a drop-in session
- booking a one-to-one tutorial
- sending an enquiry via email
- using their online resources.

To get in touch with your Academic Librarian send an email to:

librarians@northampton.ac.uk



Study resources.

IT Services.

University Wi-Fi

- You can access our University Wi-Fi anywhere on campus. In order to make full use of our Wi-Fi service, please read our guidance information:
northampton.ac.uk/wifi-guidance
- Your username is your student number. Your password will be the one you set up in the online portal before you arrived.

Printing and scanning

- You will find multifunction printers across all of our sites. These can be accessed using your student number and University password. Please visit the Student Hub for instructions on how to print from your own device.

Gaming

- In order to get the best gaming experience, please register your games console or PC/laptop via the online service desk:
northampton.ac.uk/help

Email

Every new student is automatically set up with a University email account that can be accessed from anywhere. The login information should also be used to access the internet as well as your e-learning environment, NILE.

If at any point you change your personal email address please email **SID@northampton.ac.uk** or go to the Integrated Help Desk to update your details.

NILE

NILE is the University's digital campus. It is a collection of online tools provided by the University to support your learning and assessment. NILE is an essential part of your studies and you will find yourself using it frequently during your time with us at Northampton.

Each of your modules has its own NILE course, and you will also have a NILE course for your programme. The NILE courses for your modules will contain all the key information about the modules you are taking, including information about your assignments. In your NILE courses you will find module guides, resources which have been uploaded by your lecturers, and online activities for you to take part in.

You will also find other important information in your NILE courses, including reading lists, and, importantly, your assignment submission points. The NILE courses for your modules will contain information about each specific module, whereas the NILE course for your programme will contain wider information about the programme of studies you have enrolled on.

You can access NILE via the Student Hub, or by going directly to nile.northampton.ac.uk

Click [here](#) to find out more, including how to access help and support.

IT support

IT Services can help with troubleshooting WiFi connection issues with your computer, mobile phone or tablet, software or virus/malware related issues and any general IT queries.

If you need any IT assistance please visit the IT self-service portal on Student Hub, or the Integrated Helpdesk.

Alternatively, our IT Service Desk can be contacted via phone: **01604 893333** or email: Int_ITSupport@northampton.ac.uk

IT Portal: northampton.ac.uk/help

Password Self Service:

northampton.ac.uk/user

Timetabling

Student and course timetables are posted on the [Timetabling website](#).

Timetables can be viewed online or linked to your e-calender and viewed on your mobile phone. If you have a query about your timetable please email Central Timetabling timetabling@northampton.ac.uk



Language support.

Language support workshops

The Educational Linguistics Team of the Faculty of Health, Education and Society offers tailored workshops and one-to-one tutorial sessions that focus on Academic English development. These are offered to help students communicate effectively with their disciplines.

For more information, please contact:

bob.fisher@northampton.ac.uk



Immigration and visas.

Student responsibilities

EU, non-EU EEA nationals and Swiss citizens and your eligible family members of these groups who entered the UK after 31 December 2020 will be required to apply for permission under the Student Visa route.

Protecting your student status

As a student it is important that you protect your status by making sure that you comply with the conditions of your sponsorship and permission to remain in the UK.

You can do so by:

- making sure you arrive and enrol by the date specified by the University
- having sufficient funds to cover your tuition fees and living costs
- complying with your visa conditions (for example do not claim benefits or work in line with your work rights)
- reporting to the University any significant changes in your circumstances (e.g. change of course)
- ensuring that you attend all classroom activities, both face-to-face and online, as required.

- attending re-enrolment or other monitoring processes (full document check)
- confirming your chosen programme of academic studies (module choices)
- submitting work to deadlines and attending examinations
- ensuring you have valid permission to be in the UK and do not stay after this permission has expired.

Failure to comply with these requirements may result in us, as your sponsor, having to report certain activity and your permission to remain in the UK being removed.

Engagement Monitoring

Students holding a Student Route Visa are required by the Home Office to engage with their course. The University has a duty to report students to UKVI whose engagement levels fall below the threshold specified in the University's Engagement Policy.

Engagement includes

- attending timetabled classes
- use of NILE
- promptly responding to emails from the University and faculty
- submitting assignments
- attending assessments.

Attendance at all timetabled sessions is monitored either through your lecturer taking an electronic attendance register or by using the MyNorthampton smartphone app.

Students holding a Student Route Visa are expected to attend all their timetabled classes.

If your attendance drops below 80%, the University will take the following steps



Green Zone! - 80% - 100% - **You are doing great!**



Amber Zone! - 16% - 79% - **You need to improve!**



Red Zone! - 0% - 15% - **You are placing your studies and visa at risk!**

For further information please email the compliance team at compliance@northampton.ac.uk

As a student holding a Student Route Visa, your rights to work in the UK are restricted. Please see the Working in the UK section on page 30 for more information.

As a Student Route Visa holder, you are required to remain in the UK for the duration of your course during term times.

If any of the following apply:

1. you need to leave the UK during term time
2. you miss class due to prolonged illness or other emergency.

You must apply for an Authorised Absence from your Programme Leader and Immigration Compliance Services.

Please contact ics@northampton.ac.uk for more information. This is in line with our engagement Monitoring Policy for Taught International Students holding a Student Route Visa.

If you experience difficulties in paying tuition fees, please immediately contact fin_creditcontrol@northampton.ac.uk



Authorised absence for students on a student visa.

What is Authorised Absence?

The Authorised Absence Policy sets out the circumstances by which students are allowed to take leave during term time. Students are only allowed to take leave during term time under exceptional circumstances.

What is defined as an exceptional circumstance?

Please refer to the table below and our Engagement Monitoring Policy for Taught International Students holding a Student Route Visa.

Category	Allowable period	Evidence requirements
Pregnancy and birth	Up to four weeks	Medical documentation
Paternity leave	Up to two weeks	Medical documentation
Serious sickness or ill-health	Up to two weeks - longer periods may require you to intermit	Sick note or other evidence from your UK based GP/ specialist
Sick relative or dependant*	Up to two weeks	Reliable third-party evidence/ medical certificate
Other exceptional circumstances	Up to two weeks – longer periods may require you to take a Study Break	Reliable third-party evidence/ medical certificate from UK based medical practitioner. Police letter if you are a victim of crime
Severe disruption to your mode of transport to campus	One day	Objective evidence of cause of disruption

How to apply for authorised absence

Applications for authorised absence must be submitted using the student portal. This is through my studies > change of circumstances > request an absence.

Please note that the University will normally only authorise one period of absence per semester. Authorised Absence will be limited to a maximum of two weeks, except in cases of maternity leave. Additionally, programme Leader must approve the absence before ICS can approve it.

If further information is required, please contact the ICS team via email:

ics@northampton.ac.uk

What will happen if I leave without Authorised Absence?

If you are absent without authorisation you risk your student visa sponsorship being withdrawn.

Please contact Immigration Compliance Services urgently to discuss this.

How do I get a travel letter?

Use the 'Travel Abroad Letter Request' form at **northampton.ac.uk/student-life/forms/student-letter-request-form/** Search for 'Travel letter'. You must have your absence authorised before you can receive this letter.

For the full Authorised Absence for Students on Student Visa Policy please refer to the NILE site.

Travel abroad

Before departing the UK please check the following:

- your passport is valid for your return journey. If not you will need to apply for a new one in advance of travelling
- check your leave to remain will be valid for your return, if not you may need to apply for an extension before you travel
- take a copy of your passport and visa in case you lose your documents
- find out before you travel if you need a visa to enter the country you intend to travel to
- if you are from outside the EU, you may need to apply for a Schengen visa. For more information, please contact Immigration Compliance Services: **ics@northampton.ac.uk**

Immigration Compliance Services

There may be a number of occasions throughout your time here when you will need advice on an immigration matter. Immigration Compliance Services are able to help with any queries that you may have about student visas, dependant visas, working during and after your studies and visas for travelling.



Working in the UK.

Your student visa will state whether you are allowed to work and the number of hours a week that you are permitted to do so. It is very important that you do not exceed the working hours stated on your visa as this will result in you breaching your visa conditions and the United Kingdom Visas and Immigration (UKVI) can remove you from the UK. It will also affect future visa applications you may submit to the UKVI. Please check the University's website for term dates for your programme of study.

The UKVI guidelines for student visa holders who want to work while studying in the UK are as follows:

Pre-Sessional English Programme and Foundation Programmes

As a student on a Pre-Sessional English Programme or a Foundation programme, you are allowed to work:

- up to ten hours a week during term time
- full-time during vacation.

Undergraduate students

As an undergraduate student, you are allowed to work:

- up to 20 hours during term time
- full-time during vacation.

Master's students

Students studying for a Master's degree can work up to 20 hours a week during term time and full-time during vacation.

PhD students

If you are on a research degree, you are permitted to work no more than 20 hours per week during your studies. You are entitled to a maximum of 30 days of annual leave. To take annual leave, you must submit a request form and obtain approval from both your supervisor and the Immigration Compliance Services team. You are allowed to work full-time during your authorised annual leave.

European Economic Area (EEA) nationals

If you were successfully granted Settled or Pre-settled Status under the EU Settlement Scheme, then there are no changes to your right to work in the UK. If as an EU student you entered the UK under Student Route visa, you are only permitted to work in line with the working conditions stated on your visa.

Student visitor

If you are a student visitor on a short-term study visa, you cannot work while studying in the UK. This includes paid employment, unpaid employment or work placement.

National Insurance number

If you want to work in the UK, you will need to get a National Insurance number. You will need to provide this number to your future employer before starting work. Visit the Integrated Helpdesk for more details.

While you are permitted to do most kinds of work as a student on a student visa studying in the UK, please note that you will not be able to:

- be self-employed
- be employed as a professional sportsperson or sports coach
- be employed as an entertainer
- take a permanent full-time job.

It is also important to note that UKVI guidance changes from time to time. If you have any visa related queries or concerns, Immigration Compliance Services will be happy to help.

You can contact them by email on **ics@northampton.ac.uk**

A wealth of information is also available to you through the UK Council for International Student Affairs (UKCISA). You can contact them via the Student Line on 020 7788 9214, Monday to Friday 1pm-4pm.

Alternatively, you can also visit the **UKVI website**.

*Term time refers to any period in which you are supposed to be engaged in academic work e.g. attending classes and lectures; preparing for exams; doing coursework; and writing essays, a dissertation or thesis. For students on student visas, please refer to the course end date as stated on your CAS.

The term dates and closed days can be accessed through the UON website.

Eligibility for bringing dependants to the UK.

International students starting their courses after 1 January 2024 can only bring dependants if they will be studying on one of the specific postgraduate level courses categorised as research programmes. These eligible programmes include PhDs, other doctoral qualifications or master's programmes that involve research and the creation of original work. If you are unsure whether your course meets the eligibility criteria, please contact ics@northampton.ac.uk for further guidance.

If your family are not eligible to come to the UK as your dependant they can still apply to come to the UK as a **visitor** for up to six months.

For further information about who you can bring to the UK as your dependants and how to apply, visit the **UKCISA website**.

If you are eligible to bring your dependants to the UK please read the following information.

Dependants

Making the decision whether or not to bring dependants to Northampton may be a difficult one. You may benefit from the support of your family and you can experience the UK culture together. There are many practicalities to consider including:

- Do my dependants meet the eligibility criteria?
- Do my dependants need a visa to come to the UK?
- Do my dependants speak English?
- Do I have sufficient funds to support myself and my dependants?

Family accommodation can be difficult to find. Please note, there is no family accommodation in the University of Northampton's Halls of Residence.

Family accommodation in the private sector is more expensive than single occupancy accommodation.

It may prove difficult looking after family members while studying, especially if they don't speak English. If your children are young, you may have to look after them yourself as childcare for pre-schoolers is very expensive.

Consider if you have sufficient funds to support yourself and your family while living in the UK. If you are sponsored and your sponsor is paying for your dependants to live in the UK, they must provide written confirmation stating the amount they are providing for your dependants for you to submit with your visa application.

If you do decide to bring your family, it's advisable that you travel to the UK by yourself initially to organise appropriate accommodation. You can then arrange for your family to join you once you have settled in.

Thorough planning and preparation is important to avoid experiencing problems which could affect the success of your studies.

What is a dependant?

A dependant can be a spouse, civil partner, same sex partner, a child who is either under 18 years of age, or over 18 or already in the UK as a PBS dependant. Please note if your dependant is a child, the child will not be granted a dependant visa unless both parents are applying for visas to stay in the UK at the same time. The exception to this is where one parent is applying for leave and the other is already in the UK.

You cannot bring other family members such as parents or siblings to the UK with you as your dependants, although they can come for short visits on a Standard Visitor visa.



Applying for a Dependant Visa

Your dependants must apply either at the same time as you, or after your visa has been granted. The dependant must intend to live in the UK with you for the duration of your studies

Finances

The dependants of international students are normally given permission to remain in the UK for the same period as the student, on the basis they can be maintained and accommodated without recourse to any public funds, which means that they cannot claim social benefits from the state, such as unemployment benefit or housing benefit. Dependants must demonstrate they have sufficient funds for the visa maintenance requirement as the established presence provision has now been removed.

Please note all dependants will be required to pay the NHS Health Surcharge.

Accommodation

If you decide to secure accommodation for yourself and your dependants before you depart for the UK, please be aware that you will not have the opportunity to view the property before taking a tenancy agreement. If you later find the property to be unsuitable for your requirements you may still be liable for any payments until the contract expires.

If you are applying from outside the UK we recommend that you provide evidence of any accommodation you have booked for you and your family, for example a tenancy agreement.

Please note, if you and your family are all applying for your visa from outside the UK, this is not a requirement to apply for the dependant visa.

If you require further guidance you can contact Accommodation Services. Staff will be happy to check your contract for you before you make a firm commitment.

Education for dependants

If you have children of school age they will be required to attend full-time education.

In England, children must be in full-time education from the beginning of the term after their fifth birthday, until the age of 16. Schooling for children aged 16 and under who are in the UK as the dependants of international students is free. Where your child goes to school can depend on where you live and you will not be able to finalise a school place until you know exactly where you will be living. The local education authority has a duty to provide your child with a place at a school. For further information on School Admissions please visit:

northamptonshire.gov.uk/admissions

Childcare

Childcare for pre-schoolers aged 0-5 years in the UK is very expensive. Once you have been offered an unconditional place it would be advisable to start looking to secure a place at a childcare setting, as many nurseries are popular and there may be a waiting list. For further details please visit northamptonshire.gov.uk

If you are experiencing difficulty with organising childcare, please email Immigration Compliance Services: ics@northampton.ac.uk

We will be happy to provide you with further assistance and guidance.

What happens to my dependants when I finish my studies?

A spouse or civil partner should intend to leave the UK at the end of the time granted to them to be in the UK as your dependant. Your children should intend to leave the UK at the end of the time granted to you to enter or remain in the UK as a student.

If your child is attending a state school they will not be considered as a 'student' under the immigration rules.

Children born in the UK

Birth in the UK does not automatically make a baby a British citizen. The baby needs to have a parent with British citizenship or settled status in the UK in order to be born British.

If your baby is born in the UK but is not a British citizen, it is lawful for him or her to remain in the UK without making an immigration application. However, the baby will need immigration permission to re-enter the UK after any travel abroad, and for babies born to students on student visas, there are limited instances when the baby can apply for immigration permission as your dependant.

If you are required to take a study break due to maternity leave this may affect your visa. Please contact ICS for further advice and guidance.



Waterside Campus

Student village.

- A Francis Crick Hall
- B Margaret Bondfield Hall
- C Charles Bradlaugh Hall
- D John Clare Hall
- E Townhouses

- (A) 1-3 Village Way
- (B) 1-12 Park Avenue
- (C) 13-20 Park Avenue
- (D) 21-30 Park Avenue
- (E) 1-3 Locomotive Walk

Academic buildings.

- 1 Main Reception - Senate
- 2 Student Information Desk
- 3 Security & Community Safety Hub
- 4 Student Village Reception

Receptions.

- 1 Main Reception - Senate
- 2 Student Information Desk
- 3 Security & Community Safety Hub
- 4 Student Village Reception

Sunley Hotel.

Sports zone.

- Sports Pavilion
- Sports Dome
- MUGAS
- All weather pitch

Students' Union - Engine Shed.

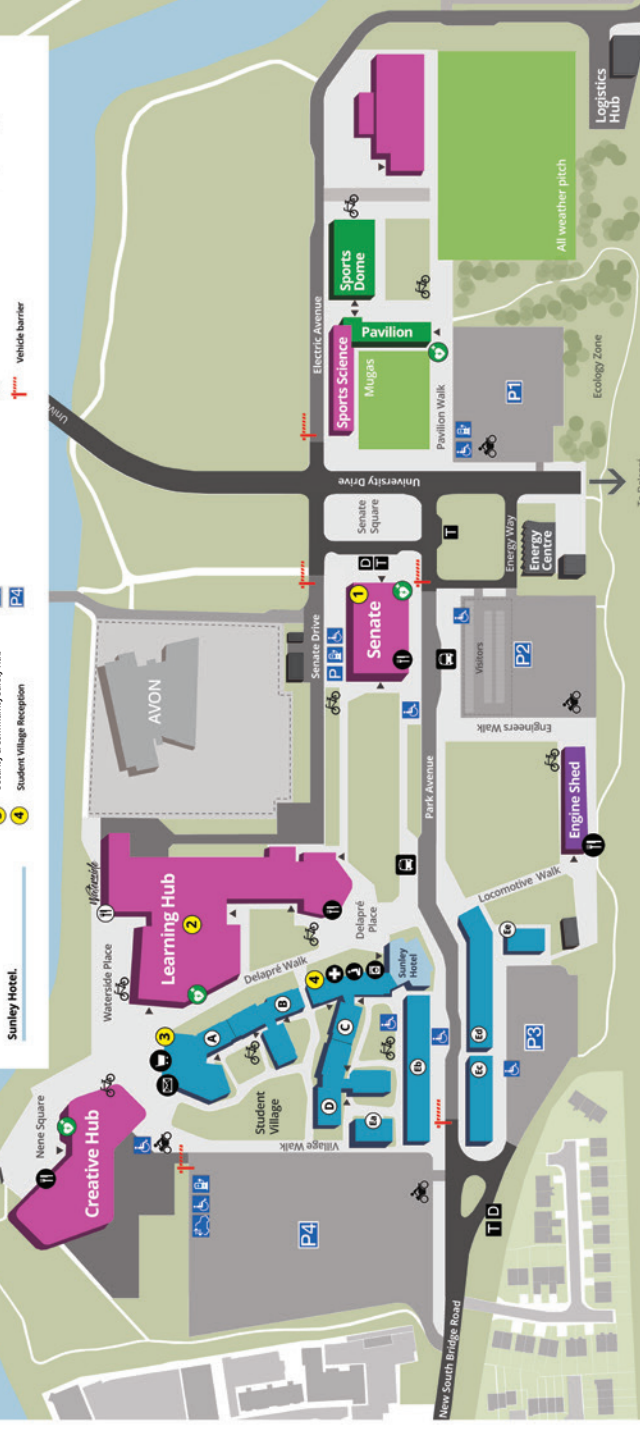
Car parks.

- P1 Visitors
- P2 Visitors
- P3 Visitors
- P4 Visitors

Campus key.

- Post office
- Shop
- Health Centre
- Multi-Faith Centre
- Laundry
- University restaurant/café
- Waterside bar & restaurant
- Defibrillator (AED)
- Vehicle barrier
- Bus stop
- Taxi Rank
- Drop-off / Pick-up
- Accessible Parking
- Electric Car Charging Point
- Car Club
- Motorcycle Parking
- Cycle Parking

Footbridge to Beckets Park, Town Centre, Cultural Quarter, and St. James Hall.





Scholars Green Halls











Student accommodation.

Simon Senlis Hall

Spencer Perceval Hall

William Carey Hall

Campus key.

-  Bus stop
-  Cycle parking
-  Cycle Connect bike hire
-  Student welfare hub
-  Launderette
-  Shop
-  First aid room
-  Staff and student parking
-  Accessible parking
-  Electrical vehicle charging point

William Carey Hall

Spencer Perceval Hall

Simon Senlis Hall

Footpath to
Boughton
Green Road

BOUGHTON GREEN ROAD

BOUGHTON GREEN ROAD

Main entrance
(vehicular access only)

Terms and conditions.

The following terms and conditions apply in relation to international students.

These set out your obligations to the University of Northampton (UON) to ensure compliance with Home Office/UKVI regulations and to enable us to maintain our registration as a Home Office/UKVI student visa sponsor.

All UON students who require a visa to study in the UK must comply with the terms of their visa. If you require a student visa in order to study, you may only enrol on full-time courses and the following terms will apply to you:

1. When you make an application for admission to study at UON you are entering into this agreement for the purposes of completing your course and not for any other purpose, including without limitation to seek employment or healthcare during the period of the course.
 2. You must provide us with satisfactory evidence that you meet the current English language requirement specified by the University for your course.
 3. If you satisfy the relevant criteria for admission to the University or to continue your studies at the University, and the relevant immigration criteria specified by the Home Office/UKVI, we will assign you a Confirmation of Acceptance for Studies (CAS) or Short-term Study Visa supporting letter to enable you to apply for UK entry clearance/leave to remain as a student. The Home Office/UKVI requirements change from time to time and you must ensure that you are aware of the regulations that will apply to you and your course. The relevant criteria include:
 - a) that you meet the academic entrance requirements for the course;
 - b) that you meet the English Language requirements for the course;
 - c) that you pay the relevant deposit or provide evidence of approved government sponsorship for the duration of your studies at UON;
 - d) where it is required by the Home Office/UKVI, that you can satisfy its requirements regarding your financial arrangements.
- For the avoidance of doubt, the Home Office/UKVI grants visas within its sole discretion and we do not accept any responsibility for the success of any student visa application.
4. When you use a CAS issued by UON to obtain a visa you are confirming that you will adhere to all rules, regulations and requirements as stipulated by Home Office/UKVI and by us regarding student visas. Home Office/UKVI rules, regulations and requirements are available to read on the Home Office/UKVI website.
 5. You will inform us immediately if your visa application is refused. In the event that you do not wish to re-apply for a student visa, we will refund the deposit and fees paid to us in accordance with our Withdrawal Policy.
 6. If your application for a visa is refused; UON reserves the right not to issue a second CAS.
 7. You must inform us immediately if there is any delay in receiving your student visa.

8. You agree to provide us with the following information at enrolment and at such other times as UON may determine, to comply with its obligations as a Home Office/UKVI sponsor:
 - a) your current original passport containing your UK immigration status document and share code (if applicable) on request, to enable the University to take a photocopy/electronic copy of the relevant page;
 - b) any original documents that you relied on in support of your university application or CAS, on request;
 - c) your up-to-date contact details at all times, including your UK residential address, telephone number (landline and mobile) and contact details of your next of kin;
 - d) prior notification to request any intended absence from your course for any period together with the reason for such absence and any supporting evidence;
 - e) prior notification of any intended withdrawal from your course, with supporting evidence of re-enrolment with a different sponsor, change of immigration category or re-entry into your home country to be provided when it becomes available;
 - f) any other information or change in circumstances which could affect your immigration and visa status.
9. We are required to provide certain information about you to the Home Office/UKVI if you do not comply with Home Office/UKVI rules, including but not limited to where:
 - a) your overall attendance is not deemed acceptable to the Home Office/UKVI; or
 - b) there is, in our reasonable discretion, a lack of progress in completing your course; or
 - c) you successfully complete your course in a shorter period than originally planned; or
 - d) you cancel or we dismiss you from the course for any reason; or
 - e) you breach the conditions of your visa; or
 - f) for any other reason at the Home Office/UKVI's reasonable request.
10. If, at any time, you fail to meet your obligations as a student being sponsored by the University, the University will withdraw its sponsorship from you and report you to the Home Office/UKVI as appropriate.
11. You confirm that in the event of termination of the Agreement for any reason, you will not proceed with any visa application on the basis of your cancelled application. Please note that we will cancel any CAS we may have issued or, in the event that this is not possible, we will notify the Home Office/UKVI or the relevant British Post of your cancellation.
12. Unless you receive further leave to remain, you must complete your course within the timeframe specified in your CAS, failing which we may dismiss you from the course and terminate this agreement immediately on written notice. In the event you are unable to complete the course due to illness or for any other reason outside your control, we will endeavour to enable you to undertake the remainder of your course. If you are unable to complete the course due to illness or for any other reason outside your control, we may need to cancel your CAS (to comply with our Home Office/UKVI requirements), and require you to reapply for your course from your home country.

13. If your visa expires before you complete your course and you need to apply for a new visa for further leave to remain to complete your studies, or you wish to start a new course with UON after successful completion of a previous course with us, UON may assign you a CAS to enable you to apply for UK entry clearance/leave to remain as a student. This CAS will be issued only if the following conditions are satisfied:

- a) your current visa has not expired already;
- b) you are making satisfactory progress in your studies;
- c) you have complied with all rules, regulations and requirements as stipulated by Home Office/UKVI and by us regarding student visas;
- d) you are not a debtor to UON;
- e) your application for a visa is processed through UON's Immigration Compliance Services (ICS) or through a third party but only if all of the following conditions are met:

- you provide evidence to ICS that you will use an OISC regulated immigration adviser or registered immigration lawyer;
- you provide evidence including visa application cover sheet and postage tracking number to ICS to confirm that your application was submitted before your current visa expires;
- you bring originals of all documentation received from the Home Office/UKVI relating to your application within ten days of receipt to ICS for record keeping;
- you inform ICS immediately if you receive a visa refusal/rejection;
- you bring your new visa to ICS within ten days of receipt for record keeping purposes.

If your visa has expired, UON will not issue you with a CAS to make an 'in-country' application. In such cases you will be required to leave the UK at the earliest opportunity and when you have provided evidence that you have left the UK you may request a CAS provided that you satisfy conditions b), c) and d) above. Evidence that you have left the UK as required includes flight tickets and home country visa entry stamp.

14. If you cancel the agreement:

- a) we will cancel any CAS we may have issued or, in the event that this is not possible, we will notify the Home Office/UKVI or the relevant British Entry Clearance Post of your cancellation;
- b) you confirm to us that in such cases you will not proceed with any visa application on the basis of your cancelled application.

15. Subject at all times to your compliance with these terms and with Home Office/UKVI regulations, we will issue a CAS for your visa application for entry clearance/further leave to remain. You agree to send us a postal receipt/electronic application receipt as a confirmation of submission of your visa application form and keep us updated on the progress of your application. After you have submitted your visa application form, Home Office/UKVI will issue a biometric appointment letter and in turn you will receive an eVisa share code (an online record of your immigration status). Your decision email or letter will tell you how to get access to your eVisa - you'll need to create a UKVI account for this. You must provide these to UON immediately on receipt - failure to do so may result in us dismissing you from your course and terminating this Agreement.

16. Before you complete your course, you must inform us in writing if you are:

- a) leaving the UK (either to return to your home country or otherwise); or
- b) remaining in the UK and, if so, on what basis (for example, as a student undertaking a further course of study); and
- c) provide us with supporting documentation as evidence of your plans (for example, a copy of your return air flight ticket, a copy of a re-entry stamp on your passport, or an offer of admission from another sponsor).

Useful contacts.

The University of Northampton

01604 735500
northampton.ac.uk

Accommodation

01604 892249
accommodation@northampton.ac.uk

Alumni Office

01604 892518
alumni@northampton.ac.uk

ASSIST

01604 892390
ASSIST@northampton.ac.uk

Central Timetabling Unit

timetabling@northampton.ac.uk

Counselling and Mental Health

01604 892833/3162
SID@northampton.ac.uk

Estates Helpdesk

helpdesk@1stdegreefacilities.co.uk
01604 892888

Financial Guidance

01604 893299
money@northampton.ac.uk

Finance Office/Tuition Fees

01604 892327
income@northampton.ac.uk

Halls of Residence

(Residential Life Team)
residentiallife@northampton.ac.uk

Immigration Compliance Services

ics@northampton.ac.uk

Integrated Help Desk

01604 892833
SID@northampton.ac.uk

IT Services

01604 893333

Learning Development

01604 893422
learningdevelopment@northampton.ac.uk

Library & Learning Services

librarians@northampton.ac.uk

Medical Centre

01604 892582

Multi-Faith Centre

01604 892488
chaplaincy@northampton.ac.uk

NILE support

01604 893333

Security

01604 892777
campussecurity@northampton.ac.uk
(available 24/7)

Student Futures

01604 892727
studentfutures@northampton.ac.uk

Students' Union

01604 892818
northamptonunion.com

University Police Team

Contactable through the Security & Community Safety Hub or through University Security, alternatively call 101 and ask for the University Police Team or go to northants.police.uk

Local and National

Emergency Services

999

Northampton General Hospital

01604 634700

Northampton Police

Call 999 - In emergencies/crime in progress/life at risk/injury caused or threatened.

Call 101 for non-emergency or go to **northants.police.uk** – to report a crime/report suspicious activity, antisocial behaviour or for advice and information.

NHS 111 Service

111

Tourist Information Centre

discover-northamptonshire.co.uk

Traveline

0871 200 22 33

UKCISA Advice Line

0207 788 9214

(Lines open Monday to Friday, 1-4pm)

Useful Links

Advice for International Students on studying and living in the UK

UK Council for International Student Affairs

ukcisa.org.uk

Information on international qualifications

enic.org.uk

Guide to living, working and studying in the UK

justlanded.com/english/UK

DVLA; driving in the UK

dvla.gov.uk/drivers.aspx

Health information

nhs.uk

UK public services

direct.gov.uk

Immigration advice

UK Visas

ukvisas.gov.uk

The British Council

britishcouncil.org

Money matters

Banks in the town centre

Barclays

19 Abington Street, Northampton, NN1 2AN
0345 734 5345

Halifax

17 Market Square, Northampton, NN1 2DW
0345 720 3040

HSBC UK

22 Abington Street, Northampton NN1 2AJ
0345 740 4404

Lloyds

2 George Row, Northampton, NN1 1DJ
0345 602 1997

Metro Bank

27-29 Abington Street, Northampton NN1 2AN
0345 080 8500

Nationwide

24 Abington Street, Northampton NN1 2AJ
0345 266 0454

Nat West

41 The Drapery, Northampton NN1 2EY
0345 788 8444

Santander

1 Market Square, Northampton NN1 2DN
0330 912 3123

Planning and managing finances

study-uk.britishcouncil.org/moving-uk/money-budgeting

Endsleigh Insurance

endsleigh.co.uk

Currency converter

oanda.com

Money saving advice

moneysavingexpert.com

Immigration Compliance Services

ics@northampton.ac.uk

Admissions

For assistance with applying for a new course:
international@northampton.ac.uk

northampton.ac.uk



Note: The information contained in this handbook was correct at the time of production (February 2026).