

Student Support Services

Student Services Centre

Newton Building, City Site

Clifton Student Centre

Bramley Building, Brackenhurst



Catherine Millet

International Student Support Service Co-ordinator

Student Support Services



- Dyslexia Support
- Disability Support
- Wellbeing
- Transition Support
- Care Leaver Support
- Transgender Support
- General Advice
- Student Financial Advice
- International Student Support
- Health
- Campus GP surgeries

Student Services Centres

- www.ntu.ac.uk/ssc
- Watch our video:
www.ntu.ac.uk/student_services/need_help/index.html
- Follow us on Twitter: @NTU SSC and Facebook @NTU Student Services



Disability support

- Supporting students with physical or sensory impairments (incl. long term health conditions) and students with Autism Spectrum Conditions (ASC)
- Support and equipment
- Academic Support
- Advice and self help strategies
- Disabled student allowances (UK students)
- www.ntu.ac.uk/disability



Wellbeing Services



Winner

Outstanding Student Services Team

- Wellbeing Services can help students with personal, emotional or mental health issues affecting their life at university
- Counsellors, Mental Health Advisers, Student Support Officers
- Self-help materials available: podcasts and links
- www.theguardian.com/society/2017/oct/28/campus-confidential-counsellors-student-mental-health-crisis

Financial Advice Service

- All students:
 - money management and budgeting advice
 - advice on eligibility for financial assistance
 - referrals to other services, where appropriate.
 - International scholarships



Health and Medical Centres

Providing support and advice to ensure students have access to all the opportunities for staying healthy.

- Ongoing events throughout the academic year
- Healthy Eating
- Physical Activity & Sport
- Mental Health
- Access to health services



www.ntu.ac.uk/stayinghealthy

International Student Support Service

- Susanna Moulton

Student Services Manager

- Catherine Coles / Catherine Millet

International Student Support Coordinator

- Saima Sheikh

International Student Officer

- Lydia Farren

International Student Assistant



International Student Support



Advice and Information Service for all international students:

- Leaflets and guidance notes to take away
- Enquiry desk at the Student Services Centre
- Comprehensive web-based guidance:
www.ntu.ac.uk/internationalsupport
- Support with Tier 4 visa extension applications and other immigration questions
- Group information sessions and individual appointments
- NOW module
- Welcome events: welcome points, social events, information talks

Pre-arrival support

- International Students Welcome Guide
 - Preparing for NTU – NTU web pages :
www.ntu.ac.uk/startingatNTU
-
- Immigration advice
 - Arrival in the UK
 - Bringing families
 - Working in the UK



Pre-arrival support: Tier 4 visa applications

- Web based guidance and advice on current UKVI regulations: www.ntu.ac.uk/internationalsupport

Current students | NOW | Staff login | Alumni

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Student Services

International students

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 - Applying for a Tier 4 Student Visa from inside the UK
 - Other immigration matters
 - Living in the UK
 - Working in the UK
 - Abuse our service
- Study support

International students

In this section you will find information about:

- > visas and immigration
 - > applying for a Tier 4 visa from **inside of the UK or outside of the UK**
 - > settling into UK life and working in the UK.

You will also find out about the advice and help available to you from the **International Student Support Service** based in the Newton building on the City Campus.

NTU Online Workspace

You can access a number of resources to help you in the International Student Support module.

Opportunities for you

Studying overseas isn't only about getting a good education - find out how you can get involved, develop new skills, make friends and get active.

Welcome to NTU!

We look forward to meeting all new students starting a course at NTU this September.

Make sure you join us for **Welcome Week** (from 22 September) - it's a great opportunity for you to make friends and learn more about life in Nottingham and at NTU!

Important information for Tier 4 students who need to apply for a visa extension to complete their current course

Following recent changes to the Tier 4 regulations on academic progression, students who need to extend their tier 4 visa to complete their current course may no longer be eligible to make their visa application in the UK and may have to return home and apply from overseas. Please **read our guidance** for more details.

Telephone frauds and scams

Universities have been made aware that there is a telephone scam in operation which is targeting international students.



Tier 4 visa applications: myths and misunderstandings

- 1. You can show evidence of less money if you have already been studying in the UK, or if your living costs will be low, for example if you will be living with family and/or rent-free.

FALSE!

- 2. You can nominate someone as your guardian and use money held in their name as evidence of your maintenance.

FALSE!

- 3. You can use evidence of a bank loan if the bank confirms in their letter that the loan is for studies.

FALSE!

- 4. You can use a certificate of deposit as financial evidence for a tier 4 visa application

TRUE!

- 5. You can use money saved in any currency and any country

TRUE!

- 6. “Low risk” applicants do not need to meet the maintenance requirement

FALSE!

- 7. If you have much more money than is needed, the UKVI will be flexible on the 28-day requirement.

FALSE!

- 8. Paying all your course fees in advance will make no difference to your credibility as a student

TRUE!



Tier 4 visa application form: top tips



- Start the process as early as possible
- Students will need their CAS
- Students must meet the requirements on the date they pay for their application (not the date of appointment)
- Make sure you declare the following:
 - ✓ Previous visas issued overseas/in the UK
 - ✓ Visa refusals (UK + other countries)
 - ✓ Other immigration issues (refusal of entry)
 - ✓ Criminal convictions (including Police cautions)



Any undisclosed issues may be used to refuse an application on deception grounds

Tier 4 visa applications: documents

All students applying for a tier 4 student visa need to provide:

- ✓ Tier 4 application form
- ✓ Passport
- ✓ 2 recent passport sized photos
- ✓ Evidence of funds to pay their tuition fees and living costs (eg bank statements / sponsorship letter).
- ✓ A CAS from NTU
- ✓ Documents used to obtain offer (previous certificates/transcripts, IELTS...)

Some students need:

- ✓ TB clearance certificate
- ✓ Official translations
- ✓ Parents' letter of consent (under 18s/financial support)
- ✓ Birth certificate
- ✓ ATAS certificate (research courses)
- ✓ BRP (if student has previously had a UK visa)

Avoiding visa refusals



- Maintenance requirement:
 - ✓ Check students have saved the **correct amount** (currently £9135 for living costs plus outstanding course fees for year 1)
 - ✓ Check the funds have been saved **continuously** for 28 days
 - ✓ Bank statement must be **less than 31 days old** on date of application
 - ✓ Only use bank account in **student's name** or their **parents' names**
 - ✓ If using parent's account, include **letter of consent** and **birth certificate**
 - ✓ Make sure **CAS is updated** if student pays more fees after the CAS has been issued

个人存款证明
PERSONAL CERTIFICATE OF DEPOSIT

号 码 No.: [REDACTED]
开立日期 **Date: 2016/02/03**

兹证明 [REDACTED] 先生 / 女士
(有效身份证件名称: [REDACTED] 证件号码: [REDACTED])
自 2016 年 02 月 03 日到 2016 年 12 月 03 日在我行存款如下:
We hereby certify that from 03/02/2016 (DDMM/YYYY) to 03/12/2016 (DDMM/YYYY)
Mr/Ms [REDACTED]
(type of valid identification: *Business citizen identification* ID No. [REDACTED])
has deposit accounts with the bank as follows:

存款账号 Deposit Account No.	存款种类 Type of Deposit	货币 / 金额 Currency & Amount	存入日 Deposit Date
[REDACTED]	定期 Term account	CNY350,000.00	2016/02/03

备注: 有关本个人存款证明相关说明详见背面条款, 请您仔细阅读。
Remarks: For notes of the Personal Certificate of Deposit, please refer to the terms and conditions on the back. Please read carefully.

Date of issue must be at least 28 days after deposit date. Date of issue must be less than 31 days before visa application date.

Avoiding visa refusals: credibility interviews

Advise students to do their research about their course, about NTU, and to be prepared to answer questions about their finances and future career plans: www.ntu.ac.uk/study-and-courses

- ✓ Reasons for choosing to study in the UK and at NTU, including other institutions they considered.
- ✓ Benefits of studying in the UK compared to studying back home
- ✓ NTU facilities, campus location, accessibility from accommodation
- ✓ Course level and award, modules, assessment methods
- ✓ Post-study plans, and how the course will help with future career plans. Gaps in study/career
- ✓ Financial questions: how they will cover course and living costs, working in the UK during studies.

Avoiding visa refusals: other documents

- ✓ Submit original documents + official translations if any part of a document is not in English
- ✓ Check students have included all the certificates used to obtain their offer (as listed on CAS)
- ✓ Check if students need TB clearance certificate
- ✓ Letter of consent from parents for students under 18



Contact us!
int.support@ntu.ac.uk
+44 115 848 2631

On arrival

www.ntu.ac.uk/startingatntu

- Advice on travelling to Nottingham
- Airport pick up at Heathrow airport
- Welcome point: welcome packs and information
- Welcome week for all new students at NTU:
 - International students social events
 - Talks about life in the UK, opportunities at NTU and immigration matters
 - Course inductions.



Visa and immigration support

Students progressing from Nottingham Trent International College (NTIC) and Pre Sessional English courses.

- Visa information sessions
- IT drop-ins (online application support)
- Advice by email and in person
- One to one appointments
- Check & Send Service for Tier 4 visa applications



During studies



- Ongoing support for all international students:
 - Immigration advice – student visas, visitor visas, travel visas
 - Working in the UK (during and after studies)
 - Living in the UK
- ISS web pages:
 - www.ntu.ac.uk/internationalsupport
 - Leaflets and guidance notes to take away
 - Enquiry desk
 - NOW module
 - Information sessions and individual appointments

HOST programme



International Student Support Service

- Enquiry desk: open 1-4pm, Monday-Friday
Student Services Centre, Newton building.
- Tel: 0115 848 2631
- Email: int.support@ntu.ac.uk
- www.ntu.ac.uk/internationalsupport



Questions???

