

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/sss
- Watch our video:
www.ntu.ac.uk/student_services/need_help/index.html
- 0115 8486060
- Follow us on Twitter: @NTU SSC



General Advice

- **Student Support Appointments** available for students to talk about difficulties such as student support, wellbeing, personal issues
- By phone – 0115 848 6060 (leave a voicemail)
- By email – student.support@ntu.ac.uk
- Face to face – book an appointment at the Student Services Centre enquiry desk
- Other sources of advice and guidance include:
 - Students' Union Information & Advice Team
 - Course team/tutor/subject administrators
 - NTU Online Workspace (NOW) for course and study skills information

Wellbeing Services

- Wellbeing Services can help students with personal, emotional or mental health issues affecting their life at university – use our short online form to contact us: www.ntu.ac.uk/wellbeing
- offer time for students to talk about what's worrying them and agree the best way forward.
- self-help materials available: podcasts and links
- For ongoing mental health difficulties, support including Access Statement.

Disability support

- Supporting students with physical or sensory impairments (incl. long term health conditions) and students with Autism Spectrum Conditions (ASC)
- Support and equipment
- Drop-ins across all three campuses on specific days
- Academic Support
- Telephone: 0115 848 2085
- Email: disability.support@ntu.ac.uk

Transition Support

- Care Leavers
- Pregnancy
- Transgender
- Financial support arrangements
- Academic progression

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

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/study-and-courses/international/starting-at-ntu

e-mail: int.support@ntu.ac.uk

- Immigration advice
- Arrival in the UK
- Bringing families
- Working in the UK



Pre-arrival support: Tier 4 visa applications

- Check our web pages for guidance and advice on current UKVI regulations: www.ntu.ac.uk/internationalsupport

Pre-arrival support: 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 **20180501**

兹证明 [REDACTED] 先生/女士

(有效身份证件名称: [REDACTED] 证件号码 [REDACTED])

自 2018 年 05 月 01 日到 2018 年 05 月 31 日在我行存款如下:

We hereby certify that from 05/01/2018 (DDMM/YYYY No.05/01/2018 (DDMM/YYYY)

[REDACTED]

(Type of valid identification: [REDACTED] 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	CNY50,000.00 RMB50,000.00	20180501

备注: 有关本个人存款证明的详细说明请向本行咨询。请仔细阅读背面。

Remarks: For more of the Personal Certificate of Deposit, please refer to the notice 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.

Must not say that the funds are frozen

Pre-arrival support: avoiding visa refusals

- Other documents:
 - ✓ 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

Welcome to NTU web pages:

www.ntu.ac.uk/study-and-courses/international/starting-at-ntu/what-to-do-when-you-arrive

- Meet and greet service and advice on travelling to Nottingham
- 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.

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



Visa and immigration support

Students progressing from NTIC and PEAP

- 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

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

