

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:
 <u>www.ntu.ac.uk/student_ser</u>
 <u>vices/need_help/index.html</u>
- 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 <u>student.support@ntu.ac.uk</u>
- 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

NTU

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



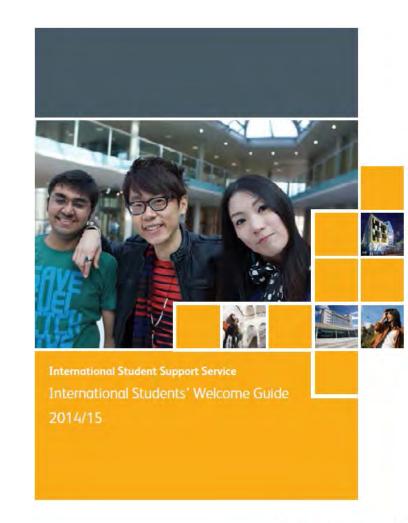
Pre-arrival support

- 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

2

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





各注、有義本个人存款证明和蒙透明準见背面条款。南极使用问题。

Remarks: Fire more of the Personal Confidence of Emposit, pieces order to the terms and conditions on the back. Please study are half.

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:

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

- 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







