Freshers 2022

Contents

[Student ID Card Collection 1](#_Toc111807561)

[Biometric Residence Permit Visa 1](#_Toc111807562)

[Student Finance 2](#_Toc111807563)

[Navigating Campus 2](#_Toc111807564)

[Police Registration 2](#_Toc111807565)

[GP Registration 2](#_Toc111807566)

[Membership Services 3](#_Toc111807567)

[WiFi or CU Login Issues 3](#_Toc111807568)

[Residences 3](#_Toc111807569)

[School Induction 3](#_Toc111807570)

[Support and Advice 4](#_Toc111807571)

[Freshers Events 4](#_Toc111807572)

[Other Queries 4](#_Toc111807573)

# Student ID Card Collection

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Collection is on **3rd floor of the Centre for Student Life**, Park Place.

Before ID card collection, students must complete online enrolment, available approximately 3 weeks before the course start date.

You'll need to provide the correct proof of identity documentation for ID card collection (*see headings below*). Once students have collected their student ID card, they will be able to receive their student finance.

Students need to collect their ID cards in person within two weeks of the start date of their course (except for those students who are on a distance learning course).

Students will receive an email from Cardiff University showing them where and when to book an appointment to collect their student ID card

**Issues with ID Card collection?**

|  |  |
| --- | --- |
| Student Connect | |
| 🖂 | studentconnect@cardiff.ac.uk |
| 🕿 | +44 (0)29 2251 8888 |
| 🖰 | studentconnect.cardiff.ac.uk |
| ☺ | Centre for Student Life, Park Place |

*EEA National students*

You must bring one of the following: Original passport; National identity card. If you can't provide one of these documents, you will not be issued with a student card.

*UK National students*

You must bring one of the following: Original passport; Naturalisation certificate; Right of abode certificate; Birth certificate. If you do not have one of these forms of ID, you will only be granted a temporary student card. You will have six weeks from the start of your course to provide one of these forms of ID, or your registration with the University may be cancelled.

*International students*

You must bring the following: Original passport with entry clearance visa; BRP Visa.

**No ID?**

International or EEA National Students cannot get a student card until they have the correct ID. UK Students can provide a valid driving license/learners permit and a bank card, rail card, or NUS card. With this, they can get a temporary card which will be valid for six weeks. They will need to get their full ID in order to make their card permanent.

# Biometric Residence Permit Visa

International Students are required to have a Biometric Residence Permit (BRP Visa). Those needing them will have been sent a letter or email telling them that their visa has arrived, and where they should collect it from. UK Students and EEA National Students do not need a BRP. Once students have collected their BRP, they can collect their student card.

**Issues with BRP Visas?**

|  |  |
| --- | --- |
| Student Connect | |
| 🖂 | studentconnect@cardiff.ac.uk |
| 🕿 | +44 (0)29 2251 8888 |
| 🖰 | studentconnect.cardiff.ac.uk |
| ☺ | Centre for Student Life, Park Place |

**I haven’t received an email about my BRP?**

A letter or email will be sent when your BRP is ready for collection, if they have not received this then their BRP has not arrived and cannot be collected yet. If unsure, contact Student Connect.

**Where do I collect my BRP Visa?**

The notification of BRP arrival (email/letter) will state a collection point. OR Cardiff University will accept BRP deliveries and arrange for collection with students via a booking system. If unsure, contact Student Connect.

# Student Finance

**Qr code

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Student funding information and advice can be found using the QR code above, or by searching ‘student funding’ on the Cardiff University website.

**When will I receive my Student Finance payment?**

Student Finance will be released once the student has completed their enrolment and collected their Student ID card. Student Finance usually arrives just after Freshers’ Week, but students can check the exact date by logging in to their SFE accounts.

SFE usually sends a text when they can expect to receive their finance within three days.

**Do I need a Bank Letter? (International Students)**

Students no longer need to get a bank letter printed and stamped. They simply need to show the email on their phone in order to open a bank account.

**Where can I get Finance advice?**

Cardiff University’s Student Connect team can assist with Student Finance, Fees, Loans and more.

|  |  |
| --- | --- |
| Student Connect | |
| 🖂 | studentconnect@cardiff.ac.uk |
| 🕿 | +44 (0)29 2251 8888 |
| 🖰 | studentconnect.cardiff.ac.uk |
| ☺ | Centre for Student Life, Park Place |

Our Student Advice team can also help with managing money.

|  |  |
| --- | --- |
| Student Advice | |
| 🖂 | advice@cardiff.ac.uk |
| 🕿 | +44 (0)29 2078 1410 |
| 🖰 | cardiffstudents.com/advice |
| ☺ | 3rd floor, Cardiff Students’ Union |

**Where can I find student employment?**

The Jobshop is a free student employment service which aims to find paid work for registered Cardiff University students.

Register online at cardiffjobshop.com.

# Navigating Campus

**Can I see a map?**

Qr code

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cardiff.ac.uk/visit/map

**How do I get to the city centre?**

Head down to Park Place and take a left, it’s around a 10-minute walk.

# Police Registration

Police registration is no longer required. It was announced on 4 August that the requirement for certain passport holders to register with the police after arrival in the UK has been abolished.

# GP Registration

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Compare GP surgeries according to facilities, services or performance. Register using Campus Doctor. See details on the Cardiff University website.

First year students are eligible for a free meningitis jab.

cardiff.ac.uk/new-students/when-you-arrive/registering-with-a-gp

# Membership Services

**How do I join clubs and societies?**

Go to cardiffstudents.com to see the full list of all of our clubs and societies. Our Societies & Volunteering and Athletic Union freshers’ fairs will feature stalls for each society, club, and opportunity.

*See Freshers Events*.

# WiFi or CU Login Issues

Use the same username and password used to enrol online. These are the login details for the computers, printers, Wi-Fi, Learning Central, and SIMS.

The IT Clinic is available in the Centre for Student Life (third floor, room 3.26) to assist with network and login issues for Cardiff University accounts.

CSU Login Issues

Our website uses data provided by Cardiff University (SIMS). Your account may not be active for a few weeks until this data is transferred. In the meantime, create a guest/temporary account or contact SuWeb@Cardiff.ac.uk.

**How do I use the printers?**

Visit any Cardiff University Library for help setting up printing. You can print from university computers, or from your own device using the WebPrint services.

# Residences

Qr code

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Insert key collection details.

**Can I move accommodation?**

If you’d like to move residence, you can request a transfer after 3 weeks into term by contacting residences@cardiff.ac.uk | +44 (0)29 2087 4849.

**What is ResLife?**

The Residence Life team brings a fun and friendly community to your university student accommodation with an exciting, blended calendar of social events, drop-in sessions and helpful workshops throughout the year.

Contact them at residencelife@cardiff.ac.uk or follow their Instagram @residencelifecu.

# School Induction

Qr code

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Visit the QR code above or search ‘school induction’ on the Cardiff University website to find out when and where school inductions will be taking place. Check for any emails from the school to see if there is anything which needs doing beforehand.

If students have any questions regarding their course or their course induction, please direct them to the University website. They will be able to contact their school directly.

**How do I enrol?**

Qr code

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Enrol online using the QR code above, or search ‘online enrolment’ on the Cardiff University website. Enrolment week is w/c 26th September 2022.

**When will I receive my timetable?**

Timetables are released by the academic school. It will appear on https://timetables.cardiff.ac.uk.

**How do I log into the computers?**

Use the same username and password used to enrol online. These are the login details for the computers, printers, Wi-Fi, Learning Central, and SIMS.

# Support and Advice

**Where can I get support?**

Student Connect

Health & Wellbeing; Advice & Money; Disability; ED&I; Visas; Mentor Scheme; ResLife; Chaplaincy.

|  |  |
| --- | --- |
| Student Connect | |
| 🖂 | studentconnect@cardiff.ac.uk |
| 🕿 | +44 (0)29 2251 8888 |
| 🖰 | studentconnect.cardiff.ac.uk |
| ☺ | Centre for Student Life, Park Place |

Student Advice

Free, confidential, and independent advice service for students at Cardiff University.

|  |  |
| --- | --- |
| Student Advice | |
| 🖂 | advice@cardiff.ac.uk |
| 🕿 | +44 (0)29 2078 1410 |
| 🖰 | cardiffstudents.com/advice |
| ☺ | 3rd floor, Cardiff Students’ Union |

**Struggling to settle in?**

Visit Student Advice on the 3rd floor of the Students’ Union or Student Support in the Centre for Student Life.

# Freshers Events

**How can I purchase tickets?**

Tickets can be purchased online at cardiffstudents.com.

**Will there be tickets on the door for club nights?**

Depends on the specific event and also capacity, get there early to avoid disappointment. Details can be found on the individual listing at cardiffstudents.com/whatson.

**How much are club nights?**

Ticket prices vary from £2 (depending on release stage) but are normally around £5.

**Can I bring a +1?**

Our +1-guest policy allows every Cardiff University student to bring a non-student (or student at another university) to our events.

18+ events require a valid proof of age ID (photocard driving license or passport only).

When are the Freshers Fairs?

What are Give It A Go events?

**How do I join sports clubs, societies, and volunteering opportunities?**

AU & Sports Club Freshers’ Fair

Tue 27 September 10am - 5pm

Wed 28 September 10am - 5pm

Societies & Volunteering Freshers’ Fair

Thu 29 September 10am - 5pm

Fri 30 September 2022, 10am - 5pm

Heath Park Freshers’ Fair

Wed 28 September 12pm – 5pm

Students can see a full list of clubs and societies on the website and can purchase membership from there. You can also drop into the offices on 3rd floor Cardiff Students’ Union.

**Is there a Freshers wristband?**

There are no official Freshers wristbands. External vendors may advertise this for club nights in other locations, but they are not affiliated to CSU or CU.

**Where can I find events at CSU?**

Go to the cardiffstudents.com ‘What’s on’ page. Follow our Instagram accounts @cardiffstudents and @yplascusu.

For those that don’t like clubbing/alcohol, there are plenty of events to get involved with still, such as our GIAG (Give It A Go) trips and taster sessions with societies/AU clubs.

# Other Queries

**How do I get an Totum (prev. NUS) card?**

Totum cards can be purchased online at www.totum.com. They will be posted to the Students’ Union where you can collect them from the Welcome Centre.

**Privacy Notice**

cardiffstudents.com/privacy

**Terms & Conditions**

cardiffstudents.com/terms

**Environmental Impact**

cardiffstudents.com/about-cusu/environment

**Governance & Policy**

cardiffstudents.com/about-cusu/governance