

STUDENTS' UNION ADVICE SERVICE

International Students

As an International Student, how can the Students' Union Advice Service help me?

The Students' Union Advice Service provides free, confidential and impartial advice on a wide range of academic and welfare issues. Typical issues include plagiarism, academic appeals, complaints, debt and problems with landlords. We advise students on their rights and responsibilities and provide them with the tools they need in order to make own decisions. As an independent organisation from the University, we provide a neutral perspective.

We are not trained or insured to provide visa or legal advice. We do however provide students with contact details for / make referrals to specialist organisations such as the International Student Advice Service and housing organisations. If you are not sure whether we can advise on a particular issue, please feel free to ask us and we will be happy to help you wherever possible.

Where can I go for immigration advice?

If your visa is about to expire or you have any other issues to do with immigration, it is **essential** to seek advice as soon as possible. The University have an International Students Advice Service based in the Student Centre. You can book an appointment to see an adviser and you may also wish to attend one of their workshops. Visit www.gre.ac.uk/students/isas for information.

I am struggling on my Programme. Who can I speak to and what can I do?

- ✓ The Students' Union Advice Service can advise you on issues relating to your Programme of Study and we have knowledge on all of the academic regulations which are found at www.gre.ac.uk/students/regs.
- ✓ Every student has a Personal Tutor to turn to for academic support. Make sure you find out from your School who your Personal Tutor is.
- ✓ Speak to your Course Leader for academic concerns relating to specific courses.
- ✓ Speak to your Programme Leader for concerns over progression on the Programme.
- ✓ The University Study Skills offers a range of workshops on various topics including referencing, essay writing etc. Visit www.gre.ac.uk/studyskills for information.
- ✓ Make sure you get hold of your School's referencing guide.
- ✓ Remember, we can be a first point of contact for any issue.

I want to improve my English Language. Where can I get support?

- ✓ The University run English Language courses for International Students who wish to improve their English Language Skills. Take a look at www.gre.ac.uk/schools/humanities/departments/lis/language_courses for information.

How can I meet new people?

The Students' Union have sports and societies for you to get involved in – this is a great way to meet new people and have fun. Check out www.suug.co.uk/sports-socs. Also have a look at the bars and entertainment section on the Students' Union website at www.suug.co.uk/bars-entertainment.

How can I find information on Student Support provided at the University?

- ✓ Information on welfare and student support can be found at www.gre.ac.uk/students/wss.
- ✓ Feel free to also pick up a Useful Contacts Leaflet from the Students' Union for a list of Academic and Welfare contacts.

I am concerned about my finances. Where can I get support?

- ✓ It is important to speak to Student Finance at the University with any concerns you have regarding payment of Tuition Fees. Non payment of fees can lead to debt holds on account which affects submission of work. Student Finance can help you to look into any entitlements to financial support. Visit www.gre.ac.uk/students/finance/intl for information.
- ✓ UKCISA (UK Council for International Affairs) provides advice to International Students on a range of issues including financial hardship. Take a look at the following information at www.ukcisa.org.uk/student/information_sheets.php#financial_hardship.

How can I contact you?

You can book an appointment / attend a drop-in session (term- time only) / email suugadvice@gre.ac.uk / phone us on 020 8331 8057. Drop-in times are available online at www.suug.co.uk/welfare. Medway students can either contact us (as above) or contact UMSA for advice – visit www.umsa.org.uk/pages/advice.