

# INTERNATIONAL WELCOME PACK

PHONE:

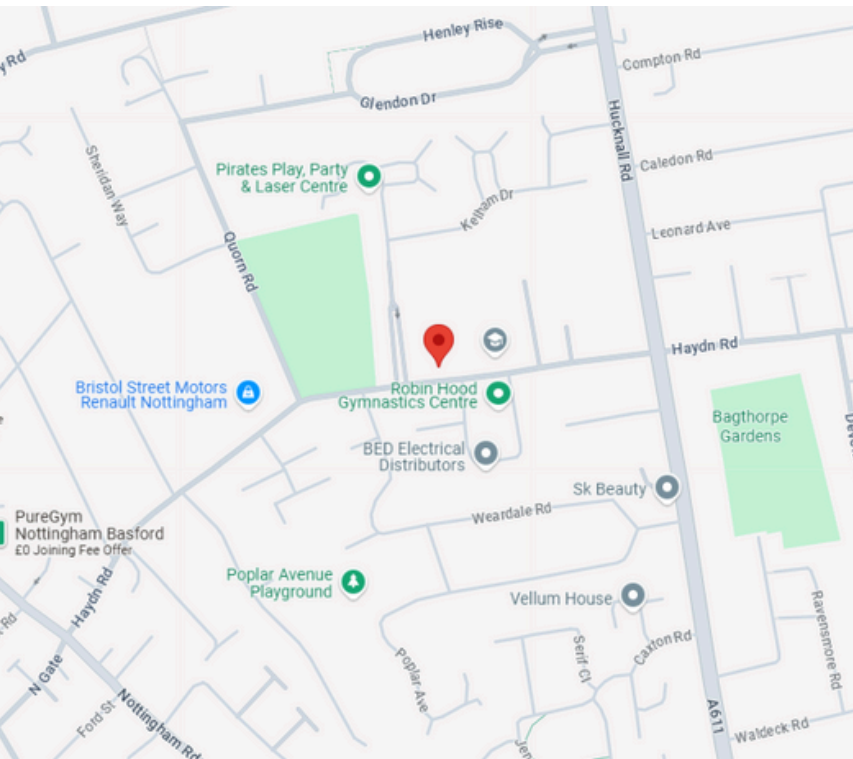
01157950171

WEB:

[www.trenteducationcentre.co.uk](http://www.trenteducationcentre.co.uk)

# 01 Address

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**Nearest Bus Stops: Leonard Avenue (Stop SH45), Haydn Road (Stop BA24)**

# 02 Wifi

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WiFi. Free Service available in many places in Nottingham such as McDonald's, KFC, Starbucks, etc. The Cloud is free in thousands of hotspots, such as Cafe Nero, Pizza Express, Pret a Manger, Wagamama and many stations, stadiums and shopping centres. You will have **free access to Internet at TEC.**

Xxxxx Wi-Fi network is xxxxxx and the password is xxxxxxxxxxxx



## UK GRADUATES

292 Haydn Road,  
Nottingham  
NG5 1EB

[Open in Google Maps](#)



## LANDLINE:

(0) 1157950171



## EMERGENCY EMAIL:

ansar@trenteducation.co.uk



## 24-HOUR EMERGENCY PHONE NUMBER:

+44 (0) 7463 026467



## POLICE, AMBULANCE SERVICE, FIRE BRIGADE, COASTGUARD:

999, 911, 112

## 03 Key Staff

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STAFF	ROLE	CONTACT
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## 04 Planning Ahead

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The great news is that Nottingham is easily accessible via public transport from major UK airports and cities, including London, Birmingham, Manchester, and East Midlands Airport. It is likely that you will be flying into one of these cities.

There are a few different things to consider when arranging your trip, so it's always best to plan ahead.

### ***Some things to keep in mind:***

- Wait until you receive your visa before booking any tickets - if there are any issues or delays, you may not be able to change your tickets.
- Consider different options before deciding – a bus may be cheaper, but it will take longer than the train (if you have already had a long trip you may want to choose the shorter journey over saving money).
- If you have arranged your international travel through a travel agent, ask the agent if they can help you arrange your onward journey in the UK.

### ***Top tip***

In the UK, ticket prices for trains and buses can vary, depending on the date and time of travel and the day you book the tickets. You may see one price on Monday and a new price for the same trip by Friday, so it is always best to keep an eye on prices.

Don't wait too long, as the prices can rocket as you approach the date of travel – advance tickets are always cheaper.

## 05 Travel by Train

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Travelling to Nottingham by train from your arrival airport is usually the most popular mode of transport. British trains are generally comfortable and clean, even if you book a 'standard' rather than 'first-class' ticket, and there is usually good space for your luggage.

*There are several different options to book your train tickets, including:*

- [The Trainline](#)
- [LNER](#)
- [National Rail](#)
- [GWR](#)

*Things to remember:*

- Make sure you have your train or coach ticket and journey details ready for inspection.
- If you haven't booked an advance ticket, you can buy one at the ticket office at the station before boarding.

## 06 Travel by Bus

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While travelling to Nottingham or anywhere around the UK via bus tends to be the most cost-effective option, it will add between 1-3 hours to your journey depending on where you are coming from and which service you use.

If you don't mind the extra time there are a few services you can use:

- [National Express \(see below\)](#)
- [Megabus.](#)

### *National Express Discount*

Our partnership with National Express offers a **20% discount** on tickets from **Heathrow to Nottingham Broadmarsh Bus Station** between the 1st of September and the 2nd of October 2022. Find out more at the [National Express website.](#)

## 07 Travel by Taxi

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Travelling by taxi is a good choice for your peace of mind – no organizing travel between stations or hauling luggage around with very little pre-planning required. Depending on where you travel from in the UK, it may be expensive to book your own taxi.

We offer an airport transfer service, with fixed-price transfers provided by a trusted local taxi firm. DG Cars provides a private hire service from airports across the UK that will take you directly to your university accommodation.

If you would like to book this service, you can either:

- Call DG Cars on +44 (0)115 911 1444, or
- Email [imran.khan@dgcars.co.uk](mailto:imran.khan@dgcars.co.uk)

***You will need to provide them with the following information:***

- Destination
- Number of passengers
- How much luggage you have
- Your flight number
- Contact name and number or email address

You will have to pre-book and pre-pay for this service and you will be met at your arrival terminal by the driver with a name board to pick you up.

## 08 Useful Information

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### ***Finding your way around Nottingham***

You can always find your location in Nottingham using google maps. [Click here to use google maps](#)

### ***FTtransport in Nottingham***

Information on all forms of transport in Nottingham including cycle hire, routes, maps, how to plan your journey, tickets sales; real time traffic and travel updates can be found on the following website:

<https://www.visit-nottinghamshire.co.uk/>  
<https://www.transportnottingham.com/>  
<https://www.nctx.co.uk/>  
<https://www.thetram.net/>

If you or someone with you requires medical assistance in Nottingham, here are the appropriate steps to take:

- **Call 999:** For life-threatening emergencies, such as severe chest pain, loss of consciousness, severe bleeding, or serious injuries.
- **Call NHS 111:** For urgent medical help or advice when it's not a life-threatening situation. NHS 111 is available 24 hours a day, 365 days a year, and can direct you to the most appropriate service.
- **Visit the NHS 111 Online Service:** For guidance on your symptoms and advice on the appropriate care.
- **Visit the Nottingham NHS Urgent Care Centre:** For minor illnesses or injuries that cannot wait until your GP surgery is open. This includes conditions like minor burns, scalds, minor head injuries without loss of consciousness, skin infections, animal bites, suspected broken bones, sprains, strains, eye infections, or minor eye injuries.
- **Location:** Seaton House, City Link, Nottingham, NG2 4LA (next to the BBC building).
- **Opening Hours:** Daily from 7 am to 7 pm.
- **Consult a Local Pharmacist:** Pharmacists can provide advice and over-the-counter treatments for many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health concerns.
- **Contact Your GP:** For non-emergency medical issues, make an appointment with your General Practitioner (GP).

For dental or optical issues, you will need to contact a dentist or optician directly, as these services typically require payment.

In case of a serious medical problem or an emergency that cannot wait until the next working day, you have the right to free emergency care. The nearest Accident and Emergency (A&E) department is located at the Queen's Medical Centre.

## QUEEN'S MEDICAL CENTRE

Derby Road, Nottingham, NG7 2UH

Phone: 0115 924 9924

# 09 Arrival at TEC

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## **1. Complete your enrolment**

Enrolment for international students is a two-step process. Firstly, you'll be encouraged to start your enrolment online. This involves checking the information we have about you, paying your tuition fees, or setting up an instalment arrangement.

Then, when you arrive in the UK, you should attend our International Enrolment Event to complete enrolment in person. This is where you'll collect your BRP, show visa documentation, meet our support staff, and collect your TEC Student Card.

## **2. Settle into your new home**

It's important to make your new accommodation feel like your home from home. There are lots of shops in Nottingham to buy essential items and kit out your room with home comforts. Introduce yourself to your flatmates - it's a great time to explore Nottingham together, find your way around campus and discover your new favourite spots.

We strongly advise you to book your accommodation before you travel. If you've not arranged this in advance, please make sure you have a temporary option booked (such as a hotel) for your arrival.

## **3. Pay your fees**

Make sure you've made arrangements to pay the rest of your tuition fees in full or have set up a plan to pay your fees in instalments.

If you opt for an instalment plan, no money will be taken from your account until the instalment dates. When you open a UK bank account you can change the payment details on your instalment plan, if necessary.

Our finance team will be at the International Enrolment event so you can speak to them if you have any questions.

## **4. Open a UK bank account**

When you arrive, we recommend that you open a UK bank account. You can use this account to pay your rent and bills, transfer money from overseas and, if you decide to work part-time, your employer will be able to pay your wages into this account. You can get advice on student bank accounts from our International Student Support team and will need a letter from your Academic School confirming you are a student.



## **5. Attend your course induction**

Your course induction is compulsory so it's really important that you check your timetable and attend right from the first day.

If you miss these you risk falling behind and missing key opportunities to: meet course staff and fellow students; explore facilities and learning resources you'll use; be introduced to the first modules of your course.

## **6. Register with a doctor**

All international students have access to NHS healthcare after paying the NHS healthcare surcharge.

We strongly recommend registering online with a local medical practice on the City and Clifton campuses or Southwell Medical Practice (if you're based at Brackenhurst) when you arrive.

If you're aged 18 or over and study in the UK you'll be eligible for a free COVID-19 vaccination. You'll need your NHS number which you'll get when you register with a doctor. You may also be encouraged to have a Meningitis ACWY vaccination.

## **7. Meet our Student Support Services**

If you need advice on working in the UK, have immigration questions or feel homesick and just want someone to talk to, they are there to help you.

If you have a diagnosed disability, require specialist support or need practical adjustments, we can provide advice and guidance throughout your transition to TEC.

## **9. Follow us on social**

There are many ways to keep up-to-date with all that is going on around in TEC. You can join us on social to get the latest news and meet new friends. There are groups if you want to meet people in your accommodation, or on your course. Come and join us.

[\*\*TEC Instagram\*\*](#)

[\*\*TEC Facebook\*\*](#)

[\*\*TEC LinkedIn\*\*](#)

[\*\*TEC YouTube\*\*](#)

## ***Abusive Behaviour, Bullying & Harassment***

TEC strongly believes that everybody has the right to study in a safe, supportive, and friendly environment. We do not tolerate any abusive behaviour. Abuse can be:

- **Verbal:** calling someone names, saying bad things or using bad language
- **Physical:** pushing, hitting, kicking people or damaging property
- **Emotional:** making someone feel disliked, ridiculing or teasing

We want to provide you with a safe and comfortable environment at all times, so any form of bullying or harassment will be subject to disciplinary action. In extreme cases, the police may be called, for example, if there is discrimination. We respect individuals regardless of their culture, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs.

## ***Our British Values***

You must follow four key values when you are in the UK:

- **Democracy** - everyone's opinion is important and counts
- **Individual Liberty** - freedom to be what you want if it is legal
- **Respect and Tolerance** – do not insult others or discriminate
- **Rule of Law** - observe the UK law and treat everyone equally

**You must inform the safeguarding officer if you think you have seen, heard about or experienced any kind of extremism that could lead to violence or discrimination.**

***While you are in the UK, you must follow UK laws. These include:***

- It is illegal to carry any sort of weapon, including a self-defense spray. You can carry a personal attack alarm with you
- Theft is taking something that you know does not belong to you. Don't do it!
- Never buy things that you think might be stolen
- It is illegal to buy stolen things and the police can take things from you

- You must have a valid (correct) ticket to travel if you use public transport. If you cannot show one on request you may be liable to pay a Penalty Fare and you risk being prosecuted
- You must not carry or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines
- It is illegal to have sex with someone under the age of 16
- You do not need to carry any identity documents with you when you are in public, but it is a good idea
- If you need, you may contact the Police by calling 999. If you are arrested by the Police, stay calm, ask for your rights and contact UK Graduate and/or your group leader (xxxxxx) as soon as you can.

# 11 Things to do in Nottingham

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## MUSEUMS AND GALLERIES

### NOTTINGHAM CASTLE

- Address: Lenton Road, Nottingham NG1 6EL
- Admission: Adults £15 (+ booking fee); children (15 years and under) go free (up to 3 per paying adult).
- Opening Hours: Daily 10am–5pm
- Highlights: Museum and art galleries featuring fine art, lace, and exhibits on Robin Hood and the castle's history.



### NATIONAL JUSTICE MUSEUM

- Address: High Pavement, Nottingham NG1 1HN
- Admission: Fees apply; check the official website for details.
- Opening Hours: Daily 10am–5pm
- Highlights: Explore historic courtrooms, dungeons, and engaging exhibitions on crime and punishment.



## NOTTINGHAM CONTEMPORARY

- Address: Weekday Cross, Nottingham NG1 2GB
- Admission: Free entry
- Opening Hours: Tuesday–Saturday 10am–6pm; Sunday 11am–5pm; closed on Mondays
- Highlights: One of the largest contemporary art centers in the UK, hosting a range of exhibitions and events.



## MARKETS AND BAZAARS

### OLD MARKET SQUARE

- Address: Nottingham NG1 2DT
- Highlights: The largest public space in the UK, hosting regular markets, events, and a vibrant atmosphere.



### SNEINTON MARKET

- Address: Gedling Street, Nottingham NG1 1DS
- Opening Hours: Varies by event; typically active on weekends
- Highlights: A hub for independent traders, artisans, and food vendors, offering a unique shopping experience.



## SIGHTSEEING TOURS (WITH FEES)

### THE ROBIN HOOD TOWN TOUR

- Details: Guided walking tour exploring the legends of Robin Hood and historic Nottingham.
- Booking: Check the official website for schedules and booking information.





## CITY OF CAVES TOUR

- Details: Discover Nottingham's hidden underground caves with guided tours.
- Booking: Advance booking recommended; visit the official website for details.



## PARKS AND GARDENS (FREE)

### WOLLATON HALL AND PARK

- Address: Wollaton, Nottingham NG8 2AE
- Highlights: 500-acre parkland with a stunning Elizabethan mansion, deer park, and lake.



### THE ARBORETUM

- Address: Waverley Street, Nottingham NG7 4HF
- Highlights: Nottingham's oldest public park, featuring beautiful gardens, a lake, and historic monuments.



### HIGHFIELDS PARK

- Address: University Boulevard, Nottingham NG7 2RD
- Highlights: Lakeside park offering boating, walking trails, and picturesque landscapes.



## SQUARES AND PLAZAS (FREE)

### OLD MARKET SQUARE

- Address: Nottingham NG1 2DT
- Highlights: Central hub for events, gatherings, and a great starting point for exploring the city.



### LACE MARKET

- Address: Nottingham NG1 1PB
- Highlights: Historic area with stunning architecture, boutique shops, and vibrant nightlife.



*For more information and assistance in planning your visit, contact the Nottingham Tourism Centre:*

**Address:** Smithy Row, Nottingham NG1 2BY

**Email:** [Available on the official website](#)

**Opening Hours:** Monday–Saturday 9:30am–5:30pm; Sunday and Bank Holidays 10am–4pm