

A Welcome from VISA Advice

Dear Student

Welcome to some of the most exciting, exhilarating, challenging, scary and rewarding months of your life! That's right, coming to the UK to study will be an experience that you will carry with you for the rest of your life and we are so happy that you have chosen us to share that with you at Swansea University.



My name is Emma and I am the Head of the international teams in Student Life.

We are here specifically to help YOU during your time at the University and can offer advice and guidance around immigration and some of your non-academic issues. We will be here to help you settle in and then to support you right through your student journey. We are trained student immigration specialists but also a caring team who you can contact or visit to ask any questions about living and learning in the UK.

You will find that during the year we will be emailing you with opportunities to socialise with others and to expand your UK experience beyond the gates of the University. Make sure that you take advantage of those opportunities in order to make the most of this wonderful chance that you have been given to live in another country. For many of you this time may be the only time in your life that you live abroad- so get out of your room and get involved!

I hope very much that you will join us during one (or many!) of our ongoing trips and activities.

If you would like to contact us you can find out how by visiting our webpage:

<http://www.swansea.ac.uk/visa-advice>

You can also email the teams at VISA.Advice@swansea.ac.uk or VISA.Compliance@swansea.ac.uk

I wish you every success and happiness with us in Swansea and look forward to meeting you soon.

All the best, Emma

Emma Gwynnett-Davies - Head of Visas and International Student Advice (VISA)

Events/Trips

Student Life puts on social events every month, please see a list below of what we have planned for our Welcome Programme for 2026!

Book onto them here: <https://university-swansea.native.fm/group/5010/student-life-go>

StudentLifeSU Social Channels search @studentlifesu to find us!

01/09/26	GO! Social: Bowling Come and join us for a game or two of bowling.
03/09/26 & 10/09/26	GO! Social: Coffe and Chat A space to unwind, reflect and enjoy a free hot beverage!
08/09/26 & 15/09/26	GO! Social: Quiz Evening Join us for a fun evening of refreshments and a chance to win a prize. You can complete the quiz alone or in groups of up to 4!
22/09/26	GO! Social: Picnic in the Park We welcome you to join us for an afternoon in Singleton Park. This is a great way to unwind, relax and meet other students. We will also be playing some ice-breaker games!
23/09/26 & 30/09/26	GO! Walk: Explore Swansea Join our tour around Swansea city centre! We will also be departing from both campuses and can show you how to use the buses if it's your first time!
24/09/26	GO! Social: Beach on the Bay We welcome you to join us for an afternoon on Crymlyn Burrows. This is a great way to unwind, relax and meet other students. We will also be playing some ice-breaker games!
25/09/26	GO! Trip: Designer Outlet by Bus Join our volunteers on a flixbus to the Designer outlet in Bridgend! Meet new friends and explore the shopping mall which has ample places to enjoy a delicious lunch!
28/09/26 & 05/10/26	GO! Social: Welcome Breakfast Grab a free hot drink and pastry/porridge on us and set yourself up for a productive week!
03/10/26	GO! Trip: Cardiff by Train Come on a Great Western Railway train with us to the Capital city of Wales! Explore the city on your own or go around with one of our GO! Team Volunteers!
07/10/26 & 14/10/26	GO! Social: International Welcome Day Come along to find out more information on key University services, enjoy a variety of fun activities and take part in our raffle!
08/10/26 & 15/10/26	GO! Social: Board Games Enjoy an afternoon of board games! Refreshments provided!
STARTING 20/10/26	Language Café Want to learn a new language or practice one you already know? Pop along to our language café in the Global Lounge every Tuesday 5:30pm - 6:30pm!
22/10/26	GO! Eat: Desi Swaag Join us for our first Supper Club on the new academic year!
24/10/26	GO! Trip: Bristol Come with us to a trip to Bristol. It's a city of contrasts and a real kaleidoscope of life. The city is located just a few miles over the English border and has incredibly strong links to South Wales.

Useful Links & Resources

There are some really helpful and useful online resources available to you as an International Student – both from Swansea University and from other sources too. This can help you adjust to life in the UK and settle in. We recommend you check out the following sites and socials:

- **VISA Advice Frequently Asked Questions (FAQs)**
<https://www.swansea.ac.uk/visa-advice/international-student-faqs/>
- **VISA Advice Arrival Information**
Our website provides loads of information to help you with your arrival and settling in at Swansea University as well as things you can do once you're here:
www.swansea.ac.uk/visa-advice/pre-arrival-information
- **VISA Advice International Students' Information Guide**
This contains information on a whole range of topics, from immigration and working in the UK, the location of shops and services in and around campus, as well as information on your wellbeing. It's a guide we've developed just for you!: <https://www.swansea.ac.uk/visa-advice/pre-arrival-information/>
- **VISA Advice Immigration and Visa Information**
Along with many other useful resources, you can find comprehensive information on all things related to Student Visa applications: www.swansea.ac.uk/visa-advice/immigration
- **Prepare for Success**
This interactive online learning tool can help prepare you, with information and guidance on what to expect during your studies: www.prepareforsuccess.org.uk
- **UKCISA NewsWall & Student Blogs**
The United Kingdom Council for International Student Affairs work to support international students and the institutions, students' unions and organisations who work with them. Their news and blogs cover a range of issues and provides advice especially for International Students: <https://www.ukcisa.org.uk/news/>
- **Swansea University Students' Union**
As a student at Swansea University, you're also part of the Students' Union. This organisation provides access to a huge range of societies and clubs covering a huge range of interests and topics. They can also provide assistance with coursework as well as access to fun events! www.swansea-union.co.uk
- **Student Life Native**
Keep checking this site as it carries all the upcoming events, trips and activities planned by us: <https://university-swansea.native.fm/group/5010/student-life-go>
- **Student Life Socials**
Keep up to date with everything going on in the world of Student Life by following our social media accounts and visiting our Welcome and Ongoing Social Activity page (<https://tinyurl.com/yx8uxug5>)



@StudentlifeSU

Useful Information

We know that arriving in a different country can be a challenging time, so we've provided some more information here that might help you during this period:



Registering with A GP (Doctor)

We recommend you register for GP services whilst studying at Swansea University. Surgeries are now using an online facility, 'Ask My GP'. You will be able to access the registration forms online. There are many GP surgery options available to students in Swansea, but we work closely with the following given their proximity to our campuses.

Singleton Campus: <https://www.universityhealthcentreswansea.nhs.wales/>

Bay Campus: <https://www.harbourside.wales.nhs.uk/>

<https://www.sa1medicalcentre.wales.nhs.uk/>



Opening a Bank Account

We understand that you may have some concerns about opening a bank account, especially in relation to any quarantine restrictions that may be in place for you. The University has been in communication with local banks, and some have developed account opening processes that are wholly online. You can find information on a number of banks with local branches and online only banking providers at: <https://www.swansea.ac.uk/visa-advice/pre-arrival-information/banking/>

Finding Accommodation



It can be one of the most daunting parts of moving to another country, trying to find somewhere to live, so we've put together this guide to help you with hints and tips. You can find the guide here:

<https://www.swansea.ac.uk/visa-advice/pre-arrival-information/uk-travel-and-accommodation-an-international-student-guide/>

International Students and Employment

How many hours can I work on a Tier 4 or Student route visa?

Your student visa states that you must not work more than 20 hours per week **during term time** (or 10 hours per week if you are studying below degree level). If you do work too many hours, you could be sent home or face other serious consequences. You can work full-time during formal designated holidays, or while you are on a work placement (an assessed, required part of your sandwich course), or on a short internship after your course ends.

What is considered term time and holidays?

Not every student on is able to work full time during designated University holidays. Your situation depends on the course you are studying. For **Undergraduate students** you would be able to work full time during formal designated holidays (Christmas/Easter and Summer). **Your FT work can only start when the term has finished- irrespective of when your last exam or submission may be.**

For **taught Masters students**, you normally are granted the standard Christmas and Easter vacation periods. However, the summer vacation is not automatically granted to you- as you should usually be working on your dissertation or may even have some taught classes to attend. You should ask your College if you have any formal Summer vacation period and, if so, whether they can provide you with written evidence of this formal vacation.

For **research students**, you are expected to undertake research for a large part of the year and over the normal University holiday periods. If you want to work full-time during a specific period, you should get your supervisor's agreement in writing that you are on holiday.

All final year students must not work full time until the course end date which is stated on your CAS. Your visa length is based on that date and if you finish early, this should be reported to the UKVI and your visa curtailed (shortened) to ensure that you only have the permissible 2 or 4 months added on to your course end date. If your finish considerably early (more than a few weeks), this may automatically be reported to the UKVI and the University will notify you of this.

What type of work can I do?

You can undertake most types of work but you must **NOT** engage in business or self-employment; or be employed as a professional sports person, entertainer or doctor in training, and cannot fill a permanent full-time vacancy.

University regulations on employment

Even though your student visa allows you to work up to 20 hours per week, the University regulations and guidelines may restrict you to fewer hours. Check the "Other University Regulations" section of the Academic Guide at <http://www.swansea.ac.uk/academic-services/academic-guide/>

Proof of right to work

If your employer asks you for confirmation of your right to work, see <https://www.ukcisa.org.uk/student-advice/working/student-work/> and direct them to the UK Visas and Immigration (UKVI) website <https://www.gov.uk/check-job-applicant-right-to-work?step-by-step-nav=47bcd4c-9df9-48ff-b1ad-2381ca819464>

Please note that the University cannot give you a letter stating your right to work. You should use a Student Statement and/or list of term dates from the University website to indicate whether you are in term time (reduced working hours) or holiday/end of your course has been reached (unlimited working hours). As per the Home Office link above, an employer needs, **for students you see**

evidence of their study and vacation times, and not a letter stating you can work/hours of work from the University.

Students on Standard Visit Visas (SVV), Short Term Student Visas (STSV) or courses of less than 6 months

Students who applied for a Student Route (visa) before coming to the UK and who are on courses lasting six months or less are usually given a 'prohibition' stamp in their passports and this means they cannot work. If you entered the country on an SVV or a STSV, you are not allowed to work or take up a work placement (either paid or unpaid work).

Students under the European Settlement Scheme (EUSS)

Students who have settled or pre-settled status under the EUSS are able to work without limitations. EU/EEA/Swiss students who do not have EUSS will be subject to the work restrictions of the immigration category they have entered the UK under (usually Student or a Standard Visit visa as outlined above)

National insurance (NI)

When you start work you will be asked for a National Insurance (NI) number. You can apply for an NI number when you are starting work or when you are looking for work. There is no legal requirement to have an NI number before starting work.

How to apply for an NI number

Telephone the National Insurance Helpline on **0845 6000 643** (have your passport and visa or biometric residence permit (visa) card with you). If you are called to attend an interview, find out more about what to expect from <https://www.gov.uk/apply-national-insurance-number>

What documents do I need for an NI number interview?

You will usually need your passport, police registration certificate (if you are required to register), Student Statement from Hwb, tenancy agreement, bills (e.g. phone, electricity, gas bills) with your name and address, employment contract (if you have one) or recent pay slip.

Income tax

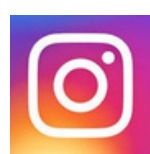
You will be liable to pay UK income tax on the same basis as UK residents and there are no exemptions for international students. If you are only working during the holidays and don't expect to earn over the annual personal allowance, your employer can give you form P38(S) so that tax is not deducted. If tax is deducted and you think you have paid too much tax, it may be possible for you to get a refund of any overpaid tax. See <https://www.gov.uk/claim-tax-refund/too-much-tax-taken-from-your-pay>

What about being paid cash in hand?

It is illegal for your employer to pay you cash in hand without deducting tax and National Insurance contributions from your wages. If you accept money in this way, you risk losing your employment rights. In addition you could end up having to pay the tax and National Insurance contributions yourself.

Further information

For details about tax and national insurance, you can get free leaflets and further detailed advice from the local Tax Office at HM Revenue and Customs, Ty Nant, 180 High Street, Swansea SA1 5AP or by telephoning 0845 302 1471 or see <https://www.gov.uk/personal-tax>. For further information about working in the UK (e.g. your employer's obligations towards you, working after completing your studies and whether your family members can work, see www.ukcisa.org.uk



Search: StudentLifeSU

GO! News

| Discover - Enrich - Connect |

Dear Reader

Welcome to our September Welcome Edition 2026!

We hope the move to Swansea went smoothly and that you are settling in to your new home!

This newsletter should help you get a bit more information on the type of events we have to offer, our volunteering scheme we have available and the services we have to offer.

Our aim for these events is to give you the opportunity to meet new people, to get to know the local area and most importantly to enjoy the first few months of your University experience!

Our activities also run all year round!

If you have any event suggestions please email gosocial@swansea.ac.uk - we greatly appreciate them!

Emma, Fiona, Abbie, Nick, Nic, Mike, Kayleigh, Beth, Clare

VISA Advice



VISA Advice Team

Here to help

The VISA Advice Team are here to help and support International students with non academic queries. In particular we can help with visas and immigration, international family questions and cultural aspects of living in the UK. We also provide opportunities for social interaction and community building through our GO! Programme.

Please visit our website to explore our pages of advice and guidance, as well as details on how you can get in contact with us via email, Live Chat, ad hoc webinars or other online activities:

www.swansea.ac.uk/visa-advice

We also have our Instagram account, where you can tag us and when you go on events, keep an eye for your photos!

<https://www.instagram.com/studentlifesu/>

What's Going On?

Our social programme will be bursting with exciting activities to make your time here even more enjoyable! Here is a list of some of our upcoming events:

- 1st September - GO! Social: Bowling
- 3rd September - GO! Social: Coffee and Chat
- 8th September - GO! Social: Quiz Evening
- 10th September - GO! Social: Coffee and Chat
- 15th September - GO! Social: Quiz Evening
- 22nd September - GO! Social: Picnic in the Park
- 23rd September - GO! Walk: Explore Swansea
- 24th September - GO! Social: Beach on the Bay
- 25th September - GO! Trip: Designer Outlet by Bus
- 30th September - GO! Walk: Explore Swansea
- 3rd October - GO! Trip: Cardiff by Train
- 5th October - GO! Social: Welcome Breakfast
- 7th October - International Welcome Day
- 8th October - GO! Social: Board Games
- 12th October - GO! Social: Welcome Breakfast
- 14th October - International Welcome Day
- 15th October - GO! Social: Board Games
- 20th October - Language Cafe
- 22nd October - GO! Eat:Desi Swaag
- 24th October - GO! Trip: Bristol

All of these can be booked at:

<https://university-swansea.native.fm/group/5010/student-life-go>



GO! Programme Lookback

GO! Trip: Margam Park

Our GO! Trips to Major UK cities are always our most popular events. In June, we first headed to Margam Park, which is a Grade I listed garden, set within a landscape of beautiful trees, shrubs and seasonal flowers - and there was Barrio Fiesta on when we went. There was food, music and a dance showcase!

"It was good that there was an event there in Margam Park which is the Barrio Fiesta."

"The food was amazing at the Fiesta"

"The animals in the Park were cute!"

Meet the GO! Team

In each edition we will meet another GO! Team Member!

Your name: Emma Thuy Nga

Your course: English Literature and Culture

Nationality: French and Vietnamese



Why did you choose to study at Swansea University?

My professors at my home university in France first introduced me to Swansea University. I was really drawn to the environment, the friendly atmosphere. I also loved how many opportunities there are to get involved outside of academics, whether through volunteering, student activities, or events on campus.

Why did you decide to volunteer as a GO! Team member?

I've always enjoyed helping people and building connections through positive experiences, I wanted to be able to support other students, by sharing what I've learned. Starting university in another country can feel overwhelming at times, so advice can really help someone feel more comfortable.

What do you see as your main job as a GO! Team member?

The main role is to help students feel welcomed, included, and supported throughout their university experience. Sometimes something as simple as answering questions, giving reassurance, or having a friendly conversation can make a huge difference.

What makes a good GO! Team member?

A good GO! Team member is someone who is approachable, open-minded, and genuinely willing to help others. Since students all come from different cultures and backgrounds, kindness, patience, and good communication are really important qualities.

What has been the best part of being a GO! Team member so far?

The best part has definitely been meeting so many different students. Every new interaction feels like a new experience and an opportunity to learn and grow. I've really enjoyed being able to share my own culture while also learning about other people's backgrounds, traditions, languages, and experiences.

Why do you think other students should apply to be on the GO! Team?

I would definitely encourage other students to apply because it's a valuable experience. Being part of the team helps you develop so many important skills, from communication and teamwork to creativity and confidence. It also encourages you to step outside your comfort zone, try new things, and learn more about yourself.

The GO! Team Volunteer Programme

Volunteering is a great way to meet people, gain employability skills and get involved with the community.

If you'd like to volunteer as a GO! Team Member, and want more information please register for a discovery account and sign up to be a

GO! Team Volunteer here:

<https://volunteering.discoverysvs.org/volunteers/opportunity/1019315>

or email gosocial@swansea.ac.uk.



OPEN NOW

INSIDE
HARBWR ON
THE FIRST
FLOOR OF
FULTON



All of our
Singleton
socials will
be here!

Recipe Idea: Welshcakes

A Welsh teatime treat passed on through generations and still as popular as ever.

Ingredients

8oz / 220g self-raising flour

4oz / 110g margarine or butter

2oz / 55g caster sugar

1 or 2 handfuls of sultanas

1 or 2 free-range eggs,
depending on mixture

Method

- Sieve flour into bowl, then add margarine or butter, rub in finely together
- Add sugar and sultanas and mix
- Add 1 egg and mix. The consistency needs to be bound together, so if too dry add another egg
- Roll out on a floured board, to about a quarter inch thick
- Cut using a 2-inch (5cm approx) cutter, then cook on a greased pan, or bake stone, on a medium heat for about 4 to 5 minutes each side
- The exact cooking length will depend on what you are cooking your Welsh cakes on, but keep a close eye - too short a period and they won't be cooked in the middle, and cooked for too long and they will be dry. When touched during cooking they should feel springy, but not wet to the touch (no mixture should come out of the middle)
- Once cooked dust with caster sugar and enjoy!



GO! Eat | Cost £10 (usually)



Why not join us for our next GO! Eat? Our host restaurant will typically provide us with a £15 set-menu for us and there's always plenty of food! Keep an eye on our social media for where we go next! <https://www.instagram.com/studentlifesu/>

GO! Team

Volunteer Information

Student Life are pleased to offer you the exciting opportunity to become a GO! Team member, part of a volunteering and employability project run with Swansea Employability Academy and Discovery.

What is The GO! Team?

The GO! Team work with Student Life (and others!) to encourage the integration of home and international students by planning and running social and engagement events and activities, online and in-person, on campus and off, throughout the year. These also include family friendly experiences. This helps create a sense of community within our student body. GO! Team experiences are open to all students, home or international, so we welcome students of all backgrounds to become GO! Team volunteers.



What Does The GO! Team Do?

GO! Team members get involved in many ways, such as:

- Working with Student Life and other GO! Team members to plan and run social events and activities.
- Developing new ideas and suggestions for activities and events, including online events like Quizzes, Drop-In Chats and more.
- GO! Team Social Media – creating and running GO! Team social media, developing content including videos, and engaging with other university-wide social networking activities.
- Welcoming new international students to the university on a year-round basis, including International Welcome Days and induction activities.
- Contributing to and producing the GO! Newsletter which is promoted to all students.
- Produce reports and statistics relating to activities and events



GO! Team members are also expected to play a role in promoting the project, keeping students interested in the GO! Program to make sure it's an ongoing success. You'll also be participating in and promoting the DISCOVERY Student Volunteering Service

What Kind of Activities and Events?

We are always looking for new ideas, but some of our regular events include City visits, such as Cardiff, Bath and Birmingham, Supper Club where we dine at a variety of local restaurants and experience a variety of cuisines, Online quizzes and socials and many more.

What's In It For Me?

You'll gain a lot from the GO! Team, including employment skills such as event planning and cultural awareness, while making a real difference to the experience of other Swansea University students. You'll also build a great social network of like-minded people. **GO! Team members also get free or discounted entry to many international and other social events on- and off-campus!**

If you are interested in this exciting opportunity, you can find the application form and further information on our web page: <https://tinyurl.com/yx8uxug5>



Grab a giffgaff sim card from us! You will find them at
the Hwb or email us - gosocial@swansea.ac.uk

UK prices:

When you select a plan, calls and texts are now unlimited!	INCLUDED
Mobile data (if you go over your plan)	10p per MB
EU Roaming	Up to 5GB

International prices to some countries *from* the UK:

Country	Calls to landline (per minute)	Calls to mobile (per minute)	All international texts are 8p and all MMS 24p EU texts are 6p and MMS 3p
China	3p	3p	
Czechia	6p	8p	
France	6p	8p	
Germany	6p	8p	
India	3p	3p	
Malaysia	6p	8p	
Norway	6p	8p	
Saudi Arabia	14p	14p	
Spain	6p	8p	
Nigeria	14p	14p	



When you arrive at your accommodation, download these free apps to order food:

- Food Hub
- Just Eat
- Uber Eats
- Deliveroo

Here in Swansea, all major supermarkets have online delivery options. These include Tesco, Asda, Morrisons and Lidl. The Co-op can deliver in 2 hours, from 99p

Check out <https://shop.coop.co.uk/>



The Student Life Toolkit
Pecyn Cymorth Bywyd Myfyrwyr

You may encounter negative emotions or experiences as you transition into, or through, life at Swansea University.

This is perfectly normal. We understand that university life can be both exciting and overwhelming, which is why we want to provide you with helpful strategies to navigate your time at Swansea.



Hapus is an online course that prepares you for the mental, emotional, and practical challenges of university. It provides you with the knowledge and practical tools to deal with issues such as social anxiety, managing your money and low mood.

You can access it via the QR code above
It is also available in Welsh, Arabic and Chinese.

We have also created a course for your parents, partners and guardians, there is more information about this on the next page

hapus

A guide for parents, partners and guardians
Canllaw i rieni, partneriaid a gwarcheidwaid

We understand that the transition into and through university life can be challenging for both students and their parents, partners and guardians.

Hapus is an online guide that will provide you with an overview of the mental, emotional and practical challenges your student may face whilst at university.



This guide aims to provide you with the knowledge and tools to support your student through these challenges and offers advice on looking after yourself.

You can access the course via the QR code above

The Safeguarding & Disclosure Response Team

The Safeguarding & Disclosure Response Team (SDRT) support students who have made disclosures, by providing guidance, signposting to specialist services, and explaining reporting options available to you both within the university, and external agencies.

Our team advise on safeguarding concerns, and work with organisations, to protect students and others at risk.

Topics we support students with:

Stalking
Sexual Misconduct
Violence & Abuse
Honour-Based Abuse
Forced Marriage

Spiking
Safeguarding
Hate Crime & Racism
Bullying & Harassment
Drugs, Alcohol & Gambling

Why should I reach out?

There's no right or wrong way to respond to a situation that has made you feel unsafe or at risk; it's about what's best for you.

It might help to talk to someone; this could be friend, family or an organisation.

Alternatively, you can contact specialist staff at the University by:

Making a disclosure online



Feeling unsafe or at risk? Reach out.



SafeguardingDisclosure@swansea.ac.uk



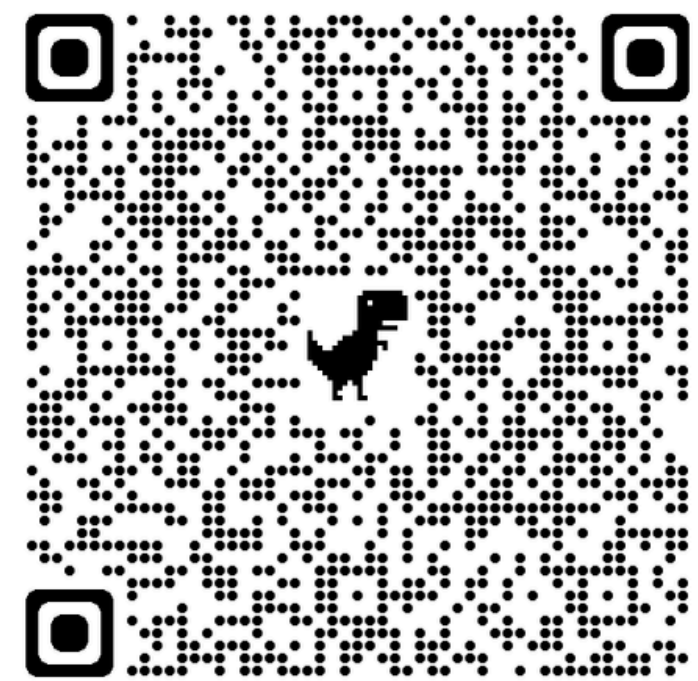
Student Life
Bywyd Myfyrwyr

We are the Money Advice Team

The award-winning Money Advice team are here to provide information, advice and guidance on student-money related issues to the diverse student population at Swansea University and our prospective students. We aim to empower students to take control of their finances in order to limit the impact of financial issues and ensure they can achieve their maximum potential whilst ensuring a positive student experience.

Scams to spot... and stop:

Unfortunately we have seen some students who have been subject to scams in the past. Never give your personal information or give money to anyone over the phone or online, no matter how convincing they sound, without first checking with us or the VISA Advice team. Please see our information overleaf about how to spot a scam and what you can do to protect yourself. The following QR code will also take you to our web page with more useful information regarding Scams.



Please scan the QR codes below to access more of our useful web pages;

What we do



How to contact us



Cost of living
in Swansea



Money
saving tips



Follow us on Social Media
for news and updates:
@StudentLifeSU



Advance-fee fraud

You get an email from ex-ministers or the royal family, often from a foreign country. They will ask for your bank details to deposit a large sum of money so they can get out of the country and offer to pay you a fee. The scammers will use the details you send to clear-out your bank account. Similar schemes exist with wills and claiming an inheritance from a long-lost relative.



SPOT

Check the email as the name the message is from and the email will not match. Bad spelling and grammar can also be a give-away.

STOP

Ignore the email and never send payment details or personal information.

Authorised push payment fraud

Fraudsters intercept or hack your e-mail account. They then pose as a legitimate business asking for payment. This often occurs when you're in the process of buying a house, having building work done on your home or booking a holiday.



SPOT

Difficult as it normally occurs at a time when you're expecting to be asked for payment. Don't assume all emails are genuine.

STOP

Check the company you expect to be paying did send you the email and the bank details match.

Computer software fraud

Scammers pretending to be from Apple or Microsoft contact you by phone or email and say they need your payment details to fix, update or validate your software.



SPOT

It's very unlikely computer companies would make an unrequested phone call about these kind of issues.

STOP

If in doubt, contact your computer or software supplier directly and never give out your payment details.

Vishing

A phone call where the scammers pretend to be from your bank, building society or even a government agency. The scammers will attempt to get you to reveal your personal details.



SPOT

The caller will be desperately trying to get you to reveal your information, which no legitimate caller would ask you to do.

STOP

Just hang-up the phone. If you want to check your account, call your bank or building society on the number on your debit or credit card.

Phishing

An email scam where you appear to get a message from a legitimate source, such as your bank, asking you to click a link and log into your account. They may say your account has been locked or there is a large transfer of money. In reality, the link in the email goes to a fake website, which collects your information.



SPOT

Scammers will use a general greeting such as Dear Sir, Dear Madam or Dear Customer. Legitimate emails will use your name. A real email will come from a recognisable address (e.g. noreply@bank.com). Scammers email addresses will be filled in with random letters or numbers (e.g. noreply@1234.bank.com), or have deliberate spelling mistakes.

STOP

Never click the links in a suspicious email. If you think there might be a legitimate problem with an account, go to the website directly and log in.

Smishing

Scammers will contact you by SMS claiming to be from your bank saying you need to update your personal details, or there is some kind of issue. The text might contain a link or a phone number to call. Both are fake and will attempt to get you to reveal your details.



SPOT

The phone number in the text is not the same as the one on your credit or debit card.

STOP

If in doubt, call the number on your card and find out if they have tried to contact you. Don't click any links in text messages. Always go directly to the website and login as normal.

Pharming

Scammers target the website you are visiting. You type in the correct website address, but you then get directed to a fake version, where you inadvertently put in your login details and secure information.



SPOT

Look at the website address. It will show up as a selection of numbers, or perhaps something similar to the real name, but with letters switched around or a different spelling.

STOP

Be observant when you're logging into websites. Keep your operating system and anti-virus software up-to-date.

Ticket scams

You buy your ticket for an event but the person, or website, you're buying from either doesn't send the tickets, or sends you fakes.



SPOT

If it's a website you've never heard of, or doesn't have proper contact details, or only lists a mobile phone number or PO Box, then you should avoid it.

STOP

Avoid buying tickets off social media or online auction sites where it might be difficult to trace the seller and get a refund. Check the website you're buying from is a member of the **Society of Ticket Agents and Retailers (STAR)** www.star.org.uk

There are so many other scams that fraudsters are operating such as Dating fraud, Online Auction scams & Recruitment fraud to name but a few. Check out our webpages for more information: www.swansea.ac.uk/money-campuslife/scams



Safe account scams

Scammers will contact you claiming to be your bank. They will say your account has been compromised and will encourage you to transfer all of your money from your bank to a "safe account".



SPOT

Banks will NEVER ask you to transfer money into a "safe account".

STOP

If you've been contacted on the phone, just hang up, and if you're worried about your account security, call your bank directly.



Participation Cyfranogiad

*TERMS & CONDITIONS



ABOUT US

Participation at Swansea University provides tailored support to help students from underrepresented backgrounds access and succeed in higher education. We support students with caring responsibilities, care experienced, estranged students, those seeking sanctuary, and others facing additional challenges.

CONTACT US



[www.swansea.ac.uk/
participation/](http://www.swansea.ac.uk/participation/)



[participationstudents
@swansea.ac.uk](mailto:participationstudents@swansea.ac.uk)



Swansea
University
Prifysgol
Abertawe

Student Life
Bywyd Myfyrwyr

“

This is not a challenge which the Government, NHS , or local authority can meet on their own.

We will need broader & deeper partnerships, new skills, and new ways of working & we will need everyone to take more responsibility for their own health and well-being.

We would need a whole system approach that will be equitable.

Efficient Services and support that will deliver the same high quality of care, and achieve more equal health outcomes for everyone.

Indeed, an approach that will improve the physical and mental well-being of all, throughout their lives, from birth to a dignified end, because our real test as a team, will be in the delivery of services and improved outcomes.

”

@BAMEMENTALHS



About Us

BMHS is a not for profit organisation focused on education and advocacy to inspire a mentally healthy BAME community by providing support appropriate to their mental health and wellbeing.



**BAME
MENTAL
HEALTH
SUPPORT**

Reg No: 13114220

*Inspiring A Mentally
Healthy Community...*

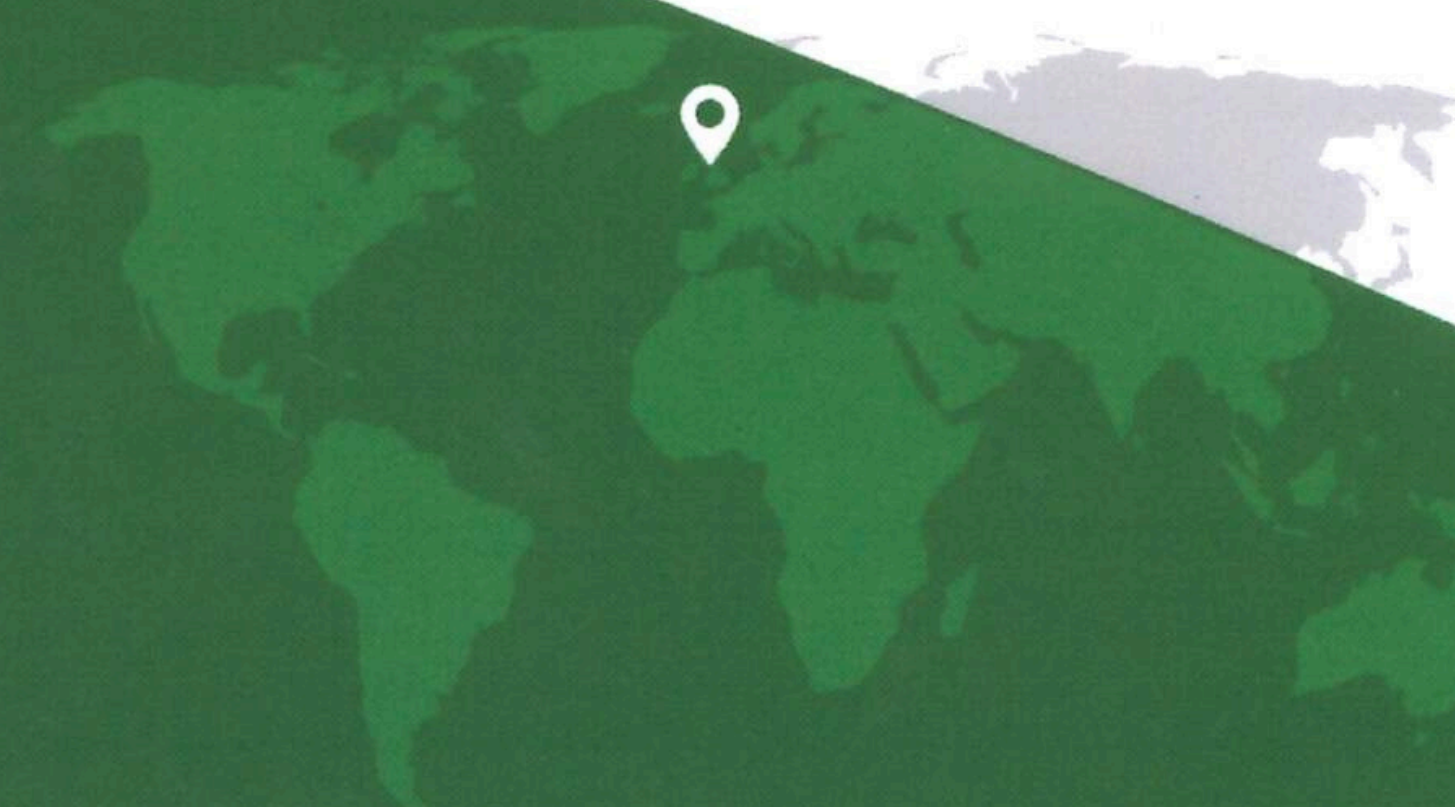
help@bamementalhealth.org
www.bamementalhealth.org

Contact Us

0800 144 8824

Address

19 High Street
SA1 1LF, Swansea
United Kingdom



Our Vision

To inspire and support the well being and enterprise development of BAME Community members



Services

- ★ Help Line 0800 144 8824
- ★ **Men(tal) Heal(th)** Forum
- ★ Women Empowerment
- ★ Training
- ★ Employment Support
- ★ International Student Support
- ★ Our Elders; Our Heritage
- ★ Bereavement Support

What We Do



We advocate for health equality, encouraging the Government to ensure the regulatory framework reflects the diverse population; consequently, addressing the structural discrimination inherent in the system!



We provide training as part of our effort in normalising Mental Health conversations and making Mental Health Topics more relevant and accessible for everyone.



Our Multilingual Team provides direct support to our service users through several projects including signposting and culturally relevant support.

BMHS Values



Service



Excellence



Entrepreneurship



Dignity

OUR SEED



Our Mission

- Advocacy for Health Equality ★
- Education to Break down Barriers ★
- Direct support to our service users ★

Book Our Training

- Inclusive Mental Health Awareness Course ★
- Hidden Disability Awareness Course ★
- Mental Health First Aid Course ★
- Understanding and Engaging Ethnic Minorities ★
- Introduction to Welfare Benefits and Reforms ★

Phone : 0800 144 8824

Address : 19 High Street, SA1 1LF, Swansea, Uk

Email : help@bamementalhealth.org

www.bamementalhealth.org

Smokin' Griddle

7a, 9a Humphrey St, Swansea
SA1 6BG 01792 425480 ££



Quoted as "one of Britain's best takeaways" by the JustEat restaurant awards, Smokin' Griddle is a great place to grab a delicious burger, some dirty fries or a milkshake. Their burgers are made using only the highest quality English and PGI Welsh beef, and they swear by the promise of a great burger every time!



Desi Swaag

YMCA fitness center building, 2 The Kingsway, Swansea SAI 5JQ

Serving freshly homemade, authentic Indian comfort food to the people of Swansea.



The Crazy Baker offers the most amazing, handmade luxury doughnuts. These include classic ring doughnuts and gourmet filled doughnuts to name a few. With tempting flavours such as Kinder Bueno and Oreo, which will you choose?



Crazy Baker Swansea

8 Duke St, Swansea
SA1 4HS 01792 439187 ££

page 4



The Falafel Stall

Middle-Eastern
& Healthy
Stall C4, Swansea
Indoor Market



Casa Mia

Italian, Stall 55D,
Swansea Indoor
Market



Thai Taste

Thai
Stall 58A/D
Swansea Indoor
Market



El Mercado

Mexican
Stall 42A, Swansea
Indoor Market



Manifest

Acai & Salad
Bowls
Union St, SAI
3DW



The Welsh House

Welsh
Swansea Marina
SAI 8PL



Lotus

Thai
Swansea Marina
SAI 8AW



Garuda

Indonesian
St Helen's Road
SAI 4AP



Verdi's

Italian / Cafe
Mumbles
SA3 4EN



Nishimura

Japanese
Mumbles
SA3 4DL



Muswanna

Cantonese
City Centre
SAI 4AQ



Greek Flavors

Greek
Kingsway
SAI 5LE



Swansea Foodie Information

by Student
Life



If you love food, why not come along to our monthly GO! Eat events! A chance to try some of these venues with like minded foodies! Keep an eye for events here: <https://university-swansea.native.fm/group/5010/student-life-go>



Student Life
Bywyd Myfyrwyr

Joe's Ice Cream

85 St Helen's Road, Swansea,
SAI 4BQ 01792 702265 ££



Joe's has been creating ice cream since 1922, and it continues to serve delicious, freshly churned ice cream to its customers. Come down to Joe's to this summer, and enjoy a sweet treat in the sunshine



Nonna's Deliciously Different

Unit 16C/D, Union St, Swansea SAI 3PE

Serving amazing 100% plant based treats at their stall in Swansea Market.



One Shoe cafe

1 King Edward's Rd, Swansea SAI 4LH

Located in Brynmill, a great place to grab a panini or a quick takeaway coffee & cake



Storm in a Teacup Coffeehouse

Stall 59, Swansea Market, Swansea SAI 3PQ

Warm up with a gourmet coffee and delicious homemade treats at this Swansea Market coffee house.



Founders & Co.

24 Wind St, Swansea SAI IDY
01792962710 ££



Whether you desire a delectable dining experience, a shopping spree, a cosy coffee break, or a productive work session, Founders has it all under one roof.



Join us and immerse yourself in the energetic and captivating ambiance of Founders and Co, where unforgettable moments are waiting to be discovered.



Swansea University
Prifysgol Abertawe

Student Life
Bywyd Myfyrwyr

Swansea Foodie Information

Dosilak offer delicious and affordable traditional Korean street-food, including weekly specials.



They'll soon be launching a new menu item, Korean-style chicken. Be sure to try it!



Dosilak

10-11 High St, Swansea
SAI 1LE
07865 007625 £



Cwtchitas

24 Wind St, Swansea SAI IDY

Found in Founders&Co. serving Mexican cuisine, including their tasty tacos



Hoogah

68 Brynymor Rd, Swansea SAI 4JJ

A cozy, comfortable cafe, serving delicious food and coffee. Try their delicious pizza & pretzels!



Iokasti's Kitchen

Stall 27, Swansea Market, Swansea SAI 3PQ

Nestled in the bustling Swansea Market, Iokasti's Kitchen specialises in delicious, traditional Greek comfort food



GigiGao's prides itself on serving truly traditional Chinese cuisine. The restaurant itself is beautifully adorned with customary decoration, and has scenic Marina views. Come try something new from their dynamic menu



Gigi Gao's

Favourite Authentic Chinese

18-23 Anchor Ct, Maritime Quarter, Marina, Swansea
SAI 3XA 07388 868322 ££



Book onto a course or workshop



<https://hwb.swansea.ac.uk/academic-success/whats-on/>



Book a 30 minute 1:1 appointment

Available for academic writing, speaking, maths, statistics, Microsoft skills and exam preparation.



<https://hwb.swansea.ac.uk/academic-success/one-to-one-support/>



E-Learning resources on Canvas

Online resources and courses to help you learn at a time convenient for you.



<https://hwb.swansea.ac.uk/academic-success/e-learning-resources/>



Maths and stats support

One-to-one support, courses, workshops and access to online resources.



<https://hwb.swansea.ac.uk/academic-success/one-to-one-support/>



Drop-ins (subject to availability)

No need to make an appointment, just pop along to have a chat with one of our advisors.



<https://hwb.swansea.ac.uk/academic-success/one-to-one-support/>



Contact the Centre for Academic Success



academicsuccess@swansea.ac.uk



01792 606613



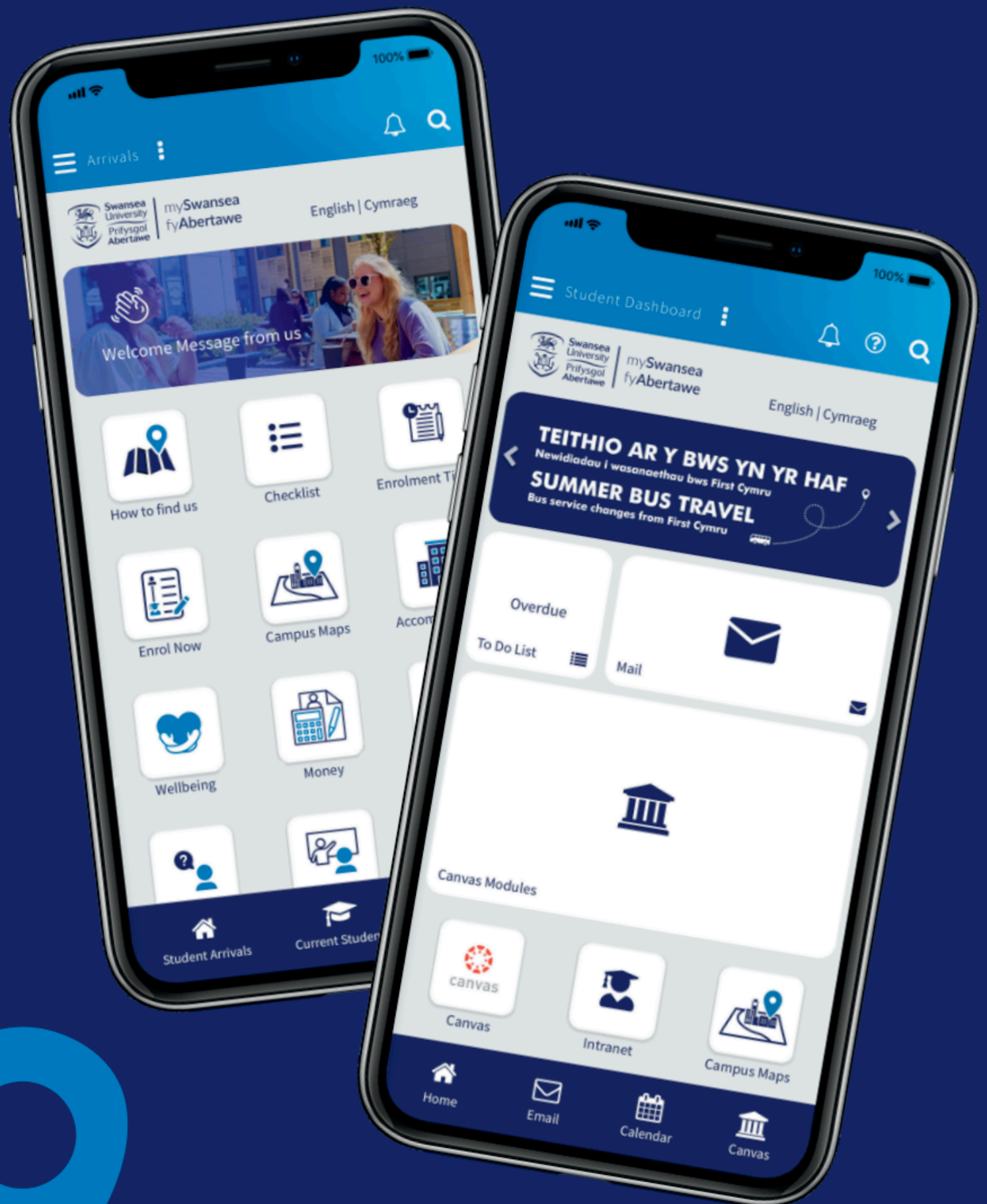
<https://hwb.swansea.ac.uk/academic-success/>

HAVE YOU DOWNLOADED **MYSWANSEA?**

All in one place,
the essential app
for students!

New students Arrivals App

The perfect way to
prepare for your arrival!



Current students

Log in and get the most
out of your time!



**App
Store**



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my.swansea.ac.uk



**Swansea University
Prifysgol Abertawe**

myuni



Participation Cyfranogiad

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participation/](http://www.swansea.ac.uk/participation/)



[participationstudents
@swansea.ac.uk](mailto:participationstudents@swansea.ac.uk)



Swansea
University
Prifysgol
Abertawe

Student Life
Bywyd Myfyrwyr



WHAT SUPPORT IS THERE?

Support looks different depending on your needs, however there are a range of options such as:

- Bursaries
- Events and socials
- Newsletters
- Advice
- + Much more!

OUR STUDENT GROUPS

We practically support a diverse range of student groups. These groups are:

- ✓ **Care experienced** - whether that be in a formal foster placement, guardianship/kinship care, or local authority independent living
- ✓ **Estranged** - students who have experienced a breakdown in their relationship with their parents/caregivers
- ✓ **Caring responsibilities** - students who have significant primary caring responsibilities for someone else during their studies
- ✓ **Sanctuary seekers** - students who are asylum seekers, refugees, those with humanitarian protection or indefinite leave to remain in the UK

HOW DO I ACCESS SUPPORT?

Get in touch with us! We'll help you through the process. Whether you're unsure if you meet the criteria or just want to ask questions, we will always be more than happy to help.

Email us at:

participationstudents@swansea.ac.uk

