

# 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](mailto:VISA.Advice@swansea.ac.uk) or [VISA.Compliance@swansea.ac.uk](mailto: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 2025!

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

StudentLifeSU Social Channels search @campuslifesu to find us!

09/09/25 & 10/09/25	<b>GO! Social: Pub Quiz</b> Team up to tackle our pub quiz!
17/09/25	<b>GO! Social: Treasure Trail</b> Join us to find the hidden treasure by following clues and cracking codes around the Marina!
23/09/25	<b>Go! Social: Picnic in the Park</b> 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!
24/09/25	<b>GO! Walk: Explore Swansea</b> Have a relaxed tour around the city centre of Swansea.
25/09/25	<b>GO! Social: Beach on the Bay</b> 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!
27/09/25	<b>International Welcome Day, Park Campus</b> Join us in for a day of fun activities and learn about services available to you!
29/09/25	<b>GO! Social: Welcome Breakfast</b> Join us for a free hot drink and pastry/fruit before starting your lectures in Park Campus!
01/10/25	<b>GO! Walk: Explore Swansea</b> Have a relaxed tour around the city centre of Swansea.
02/10/25	<b>GO! Social: Meet up Mixer – Cardiff by Train</b> Meet others going on the trip to Cardiff and plan your day!
04/10/25	<b>GO! Trip: Cardiff by Train</b> Come with us on a train ride to Wiles’ capital! It's a great way to learn how to catch a train from Swansea, whilst also getting the chance to explore Cardiff.
06/10/25	<b>GO! Social: Welcome Breakfast</b> Join us for a free hot drink and pastry/fruit before starting your lectures in Bay Campus!
08/10/25	<b>GO! Social: Escape Room</b> Join us in "Trapped Escape Room Mission To Mars"! A unique game containing everything you need to turn the room of your choice into an escape room, with clues to crack and puzzles to solve
11/10/25	<b>International Welcome Day, Bay Campus</b> Join us for a day of fun activities and learn about services available to you!
13/10/25	<b>GO! Social: Arts and Crafts</b> Join us for a family friendly relaxing session of arts and crafts in Bay Campus.
14/10/25	<b>GO! Eat: Desi Swaag</b> Join us for authentic street Indian food meal at Desi Swaag!
15/10/25	<b>Language Café</b> Fancy learning another language? Learn from fellow students in this relaxed, fun, easy way to learn environment in the Global Lounge.
16/10/25	<b>GO! Social: Coffee and Chat</b> Join our GO! Team for a relaxed time and a hot drink
18/10/25	<b>GET Active - Rhossili Walk</b> Join GET Active on a trip down to Gower, for a walk towards Worm's Head or around to Fall Bay or just head down to the beach.

# 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](http://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!: [www.swansea.ac.uk/visa-advice/pre-arrival-information/preparing-for-swansea](http://www.swansea.ac.uk/visa-advice/pre-arrival-information/preparing-for-swansea)
- **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](http://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](http://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://ukcisa.org.uk/newswall/>
- **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](http://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>)

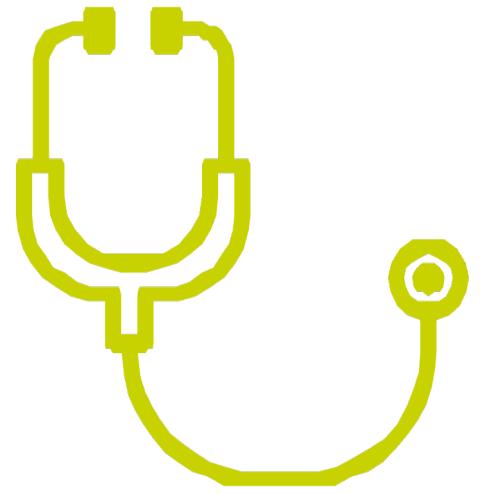


@StudentlifeSU



# 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/media/UK-Travel-and-Accommodation-An-International-Student-Guide.pdf>



# 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 <http://www.ukcisa.org.uk/Information--Advice/Working/Can-you-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>

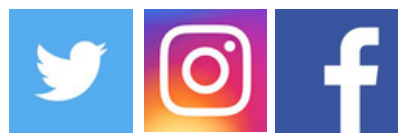
## **What about being paid cash in hand?**

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](http://www.ukcisa.org.uk)





Search: swanseaunihwb

# GO! News

| Discover - Enrich - Connect |

## Dear Reader

Welcome to our September Welcome Edition 2025! 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](mailto:gosocial@swansea.ac.uk) - we greatly appreciate them!

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

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](http://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/>

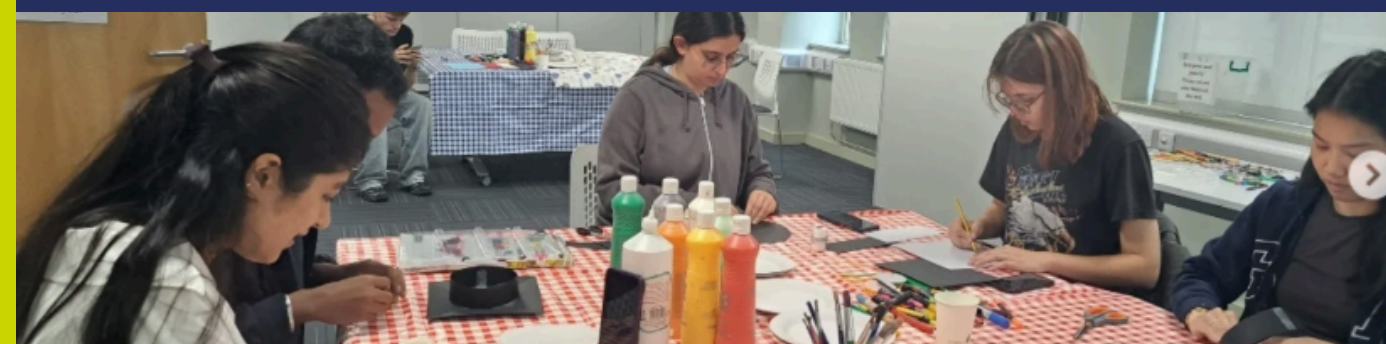
## What's Going On?

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:

- 9<sup>th</sup> September - GO! Social: Pub Quiz
- 10<sup>th</sup> September - GO! Social: Pub Quiz
- 17<sup>th</sup> September - GO! Social: Treasure Trail
- 23<sup>rd</sup> September - GO! Social: Picnic in the Park
- 24<sup>th</sup> September - GO! Walk: Explore Swansea
- 25<sup>th</sup> September - GO! Social: Beach on the Bay
- 27<sup>th</sup> September - International Welcome Day
- 29<sup>th</sup> September - GO! Social: Welcome Breakfast
- 1<sup>st</sup> October - GO! Walk: Explore Swansea
- 2<sup>nd</sup> October - GO! Social: Meet up Mixer - Cardiff
- 4<sup>th</sup> October - GO! Trip: Cardiff by Train
- 6<sup>th</sup> October - GO! Social: Welcome Breakfast
- 8<sup>th</sup> October - GO! Social: Escape Room
- 11<sup>th</sup> October - International Welcome Day
- 13<sup>th</sup> October - GO! Social: Arts and Crafts
- 14<sup>th</sup> October - GO! Eat: Desi Swaag
- 16<sup>th</sup> October - GO! Social: Coffee and Chat
- 18<sup>th</sup> October - GET Active - Rhossili Walk

All of these can be booked at:

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



## GO! Programme Lookback

### GO! Social: Design a Graduation Cap

Our GO! events can vary, from calming crafts, bingo, pub quiz to film nights! This time round our students got the chance to design their own graduation cap for a bit of fun. It was a great way to remember their time at Swansea University, making some crafts and chatting to new and old friends. There was even a prize for the best design.

"Meeting other international students and also getting to go something fun and interesting"

"It was such a nice atmosphere, friendly and fun!"

"Was a great opportunity to socialize and try new things"



### Meet the GO! Team

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

Your name: Micheal Olawale

Your course: Computer Science

Nationality: Nigerian



#### Why did you choose to study at Swansea University?

I chose Swansea because I was drawn to the University's strong reputation in Computer Science. Also, on top of the great course, the beautiful coastal location was a massive appeal.

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

I decided that I wanted to help welcome new students and share my positive experiences at Swansea and my time at University. I thought the best way to do this was to volunteer and meet new people.

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

As a GO! Team member, I believe that the main aspect of the job is to provide support to new international students, this encourages them to build up confidence and make new friends. By volunteering for several activities through GO! Team, I find I'm able to do this.

#### What makes a good GO! Team member?

Someone who is friendly, approachable, and enthusiastic. These are key things to remember when volunteering as a GO! Team member.

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

Joining the GO! Team is a great way to make friends, gain valuable experience, and contribute to the University community. What's stopping you?! Come join the GO! Team!

## 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/10193151> or email [gosocial@swansea.ac.uk](mailto:gosocial@swansea.ac.uk).



### OPEN NOW

INSIDE  
HARBWR ON  
THE FIRST  
FLOOR OF  
FULTON



All of our  
Singleton  
socials will  
be here!

### 5 Welsh Foods to Try:

- Welsh Rarebit - No one really knows how Welsh rarebit got its unusual name – though it's thought it was originally meant as a jibe by the English suggesting Welsh people couldn't afford to eat actual rabbit, and so had to eat cheese instead (hilarious!). What's certain, however, is how good it tastes: Welsh cheese, usually mixed with mustard (and sometimes beer!), is slathered over toasted bread to create the ultimate Welsh comfort food.
- Welshcakes - Perhaps the best-loved of all Welsh treats, these small, circular cakes are dusted in sugar and provide the perfect accompaniment to a hot cup of tea.
- Cockles and Laverbread - There's nothing like the smell of cockles and laverbread sizzling away in a pan to bring the essence of the Welsh coast directly to you, wherever you might be. And that's the beauty of the Swansea breakfast. For those who haven't come across it before, laverbread is a type of seaweed which is collected along the coastline, topped with some seafood (cockles).
- Bara Brith - The ultimate Welsh pick-me-up is a slice of bara brith smothered in butter. The tea-infused bread, sprinkled with dried fruit, dates back to the 19th century and still holds pride of place on the counter of cafes and coffee shops throughout Wales.
- Cawl - Dating back to the 14th century, cawl, is a hearty stew of lamb and seasonal vegetables that is considered to be the national dish of Wales. Usually accompanied by slabs of fresh bread, it's the perfect meal to warm up during a frosty Welsh winter.

Most of these can be picked up from Swansea Market in the City Centre - and you can find recipes here: <https://www.visitwales.com/things-do/food-and-drink/welsh-food-and-recipes>

# hapus

The Student Life Toolkit  
Pecyn Cymorth Bywyd Myfyrwyr

Our online Student Life Toolkit, [Hapus](#), contains information on how to deal with culture shock, and lists the many teams across the University who can support you and help you settle in! You can access the course via your Canvas account



# 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)
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

All international texts are 8p and all MMS 24p

EU texts are 6p and MMS 3p



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



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.

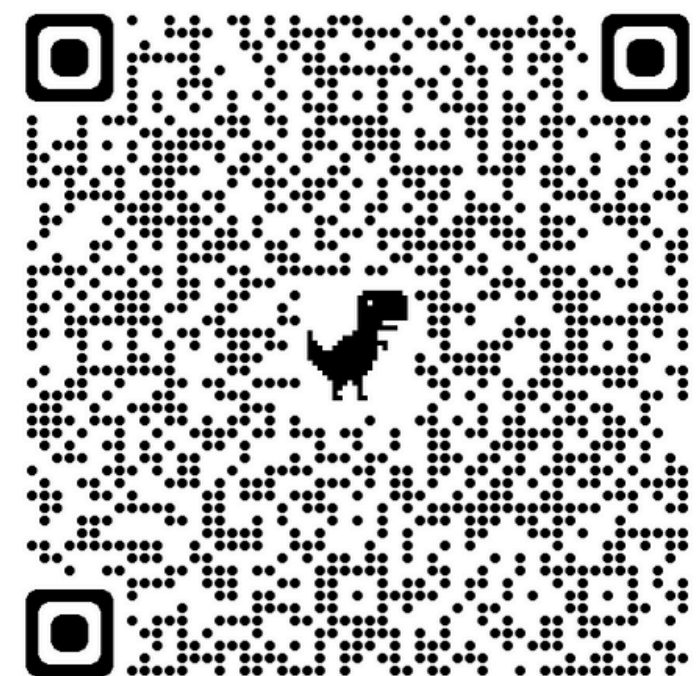
You can access the course via the QR code above

# 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;

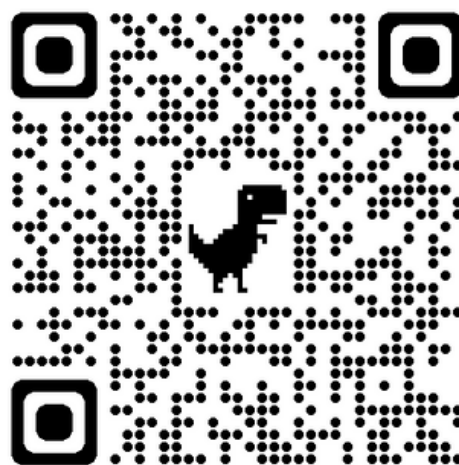
What we do



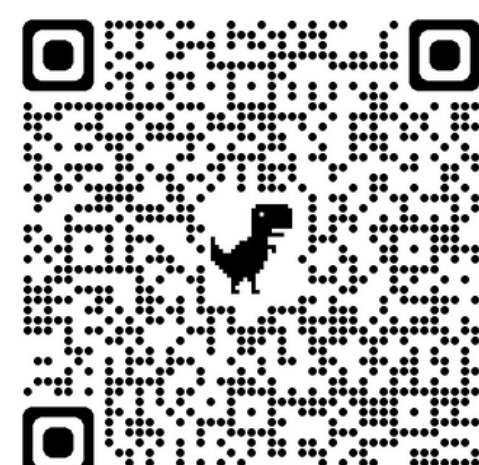
How to contact us



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](http://www.star.org.uk)

# 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



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

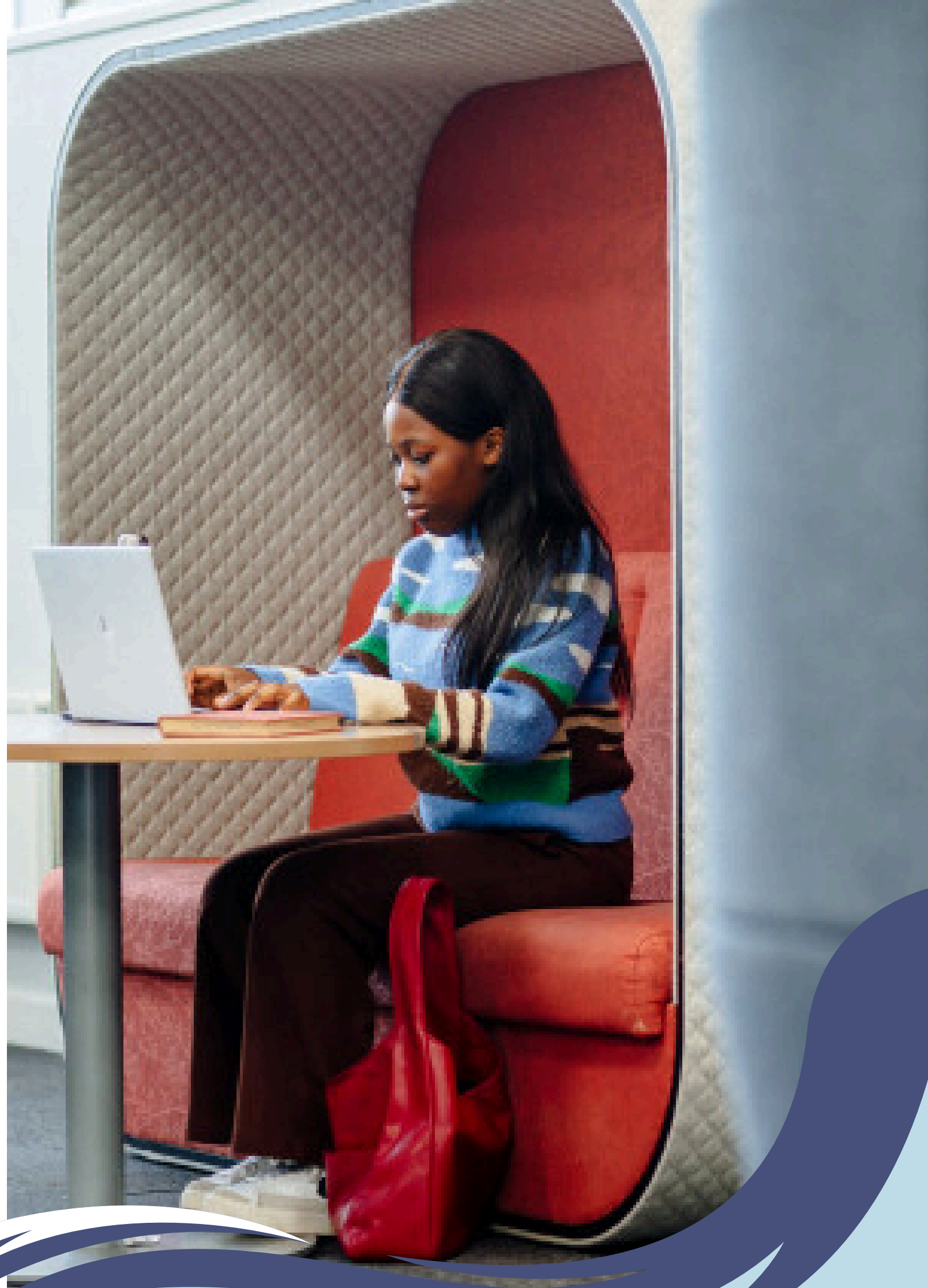


participationstudents  
@swansea.ac.uk



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





“

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...*

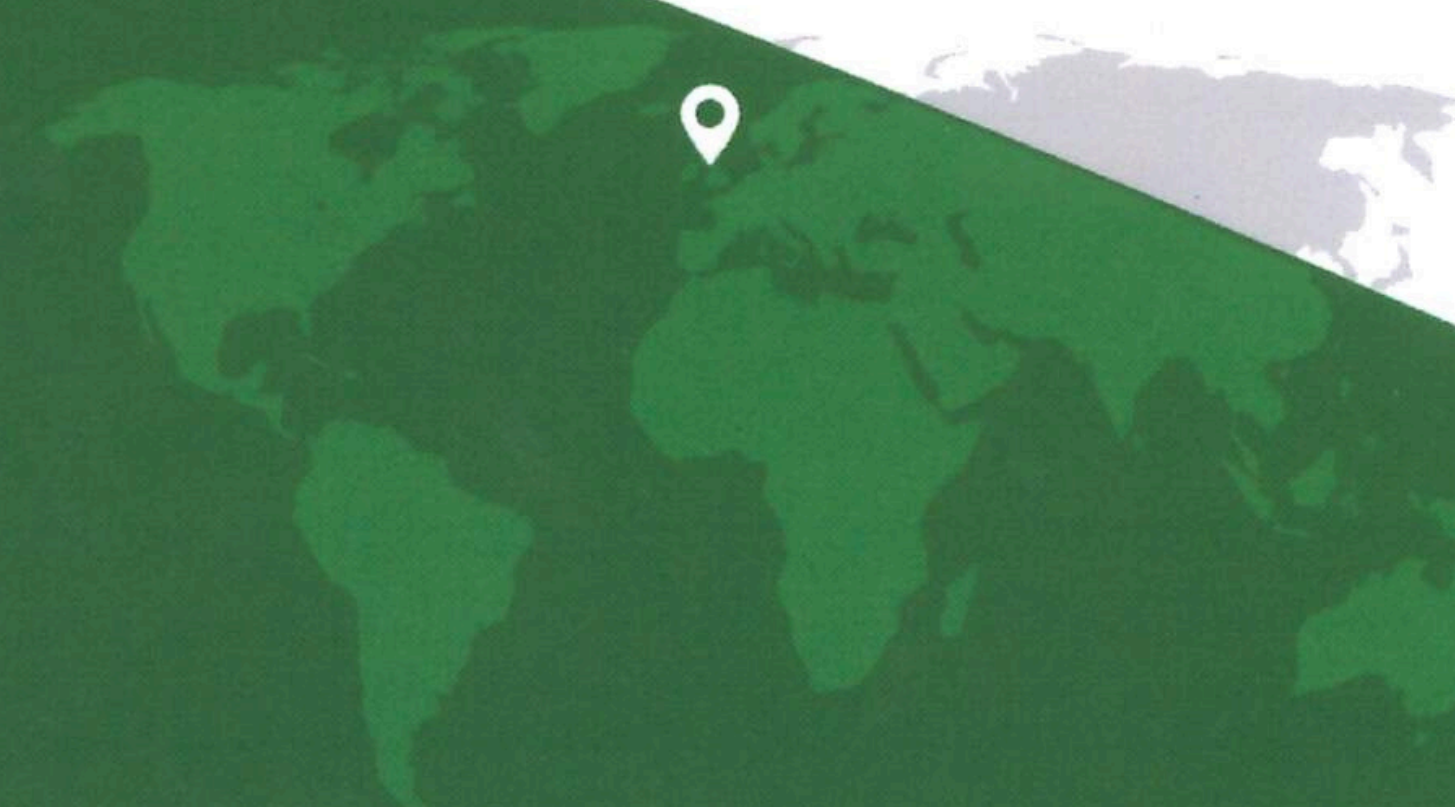
help@bamementalhealth.org  
www.bamementalhealth.org

### 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



**S**ervice



**E**xcellence



**E**ntrepreneurship



**D**ignity

## 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](mailto:help@bamementalhealth.org)

[www.bamementalhealth.org](http://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 SA1 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 ££

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## The Falafel Stall

Middle-Eastern  
& Healthy  
Stall C4, Swansea  
Indoor Market



## Bowla

Bread Bowls  
Stall 62, Swansea  
Indoor Market



## Thai Taste

Thai  
Stall 58A/D  
Swansea Indoor  
Market



## El Mercado

Mexican  
Stall 42A, Swansea  
Indoor Market



## Kokodoo

Korean  
Uplands  
SA2 ONP



## The Welsh House

Welsh  
Swansea Marina  
SA1 8PL



## Lotus

Thai  
Swansea Marina  
SA1 8AW



## Madeira

Portuguese  
Kingsway  
SA1 5HG



## Verdi's

Italian / Cafe  
Mumbles  
SA3 4EN



## Nishimura

Japanese  
Mumbles  
SA3 4DL



## Muswanna

Cantonese  
City Centre  
SA1 4AQ



## Greek Flavors

Greek  
Kingsway  
SA1 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 Brynmor 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](mailto:academicsuccess@swansea.ac.uk)



01792 606613



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

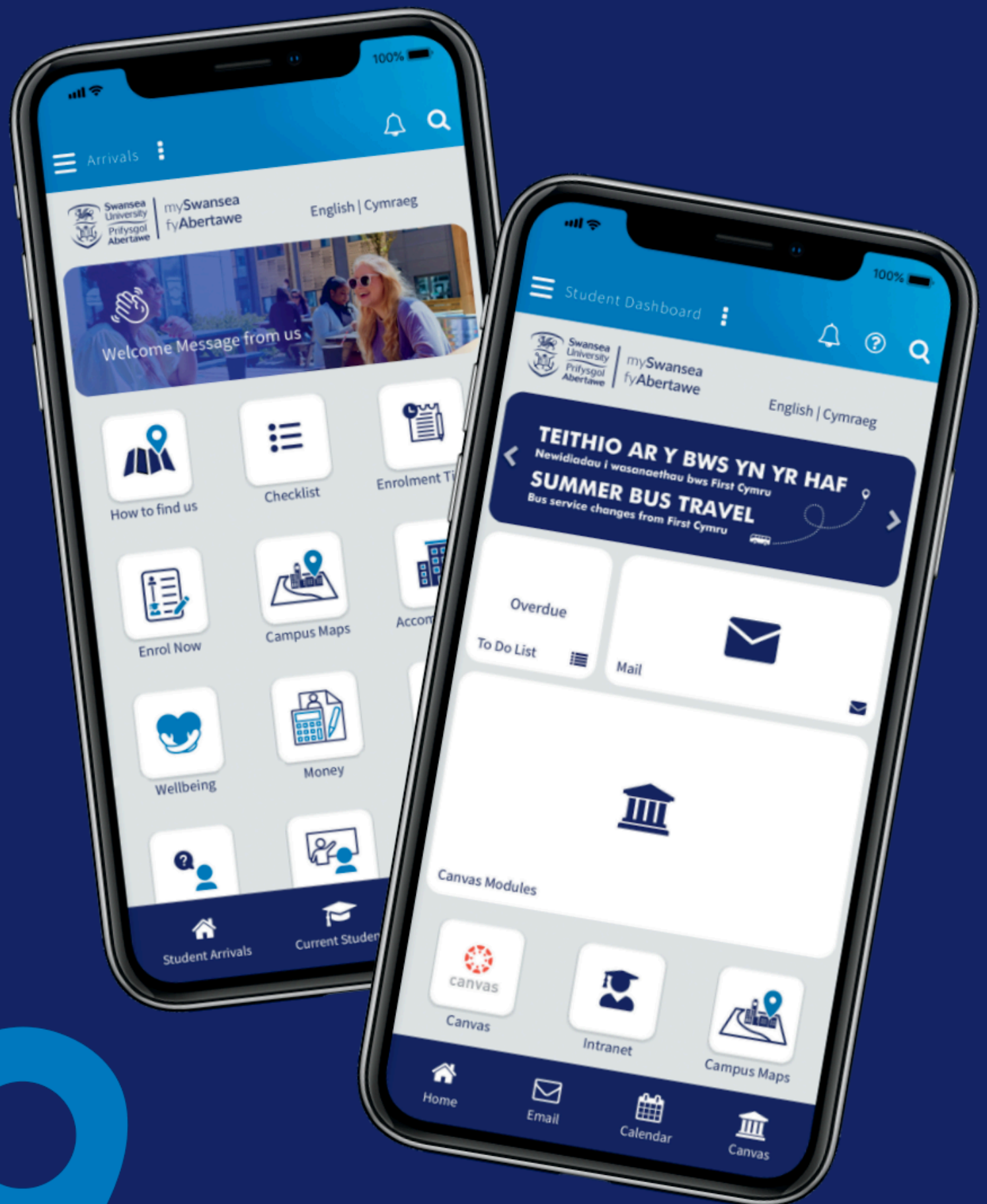


# HAVE YOU DOWNLOADED **MYSWANSEA?**

**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**



**Google  
Play**



**my.swansea.ac.uk**



**Swansea University**  
Prifysgol Abertawe

**myuni**