


# Students' Pre-arrival Handbook



2025  
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The background of the cover features a collage of images. The top right shows a student with dark, curly hair writing in a notebook, with another student visible behind him. The bottom left shows a group of students walking on a paved path outdoors. The entire design is framed by large, overlapping geometric shapes in teal, grey, and pink.





# Welcome!

## TO EAST SUSSEX COLLEGE

We are delighted to welcome you to the UK and to East Sussex College Group!

This Pre-Arrival Handbook is to help you prepare for your arrival to the UK including your studies and life at the College. You will find useful checklists, information on what to bring, details

on British customs and culture and tips about living in the UK - all of which are designed to help you adjust to life here.

We hope that you find this useful and we look forward to meeting you very soon!

The International Team.

### OUR CONTACT DETAILS

**Website:** [www.escg.ac.uk/study/international](http://www.escg.ac.uk/study/international)

**Email:** [international@escg.ac.uk](mailto:international@escg.ac.uk)

#### **East Sussex College Lewes**

Mountfield Road  
Lewes, East Sussex, BN7 2XH  
Tel: +44 (0)30 300 39916

#### **East Sussex College Eastbourne**

Cross Levels Way  
Eastbourne, East Sussex, BN21 2UF  
Tel: +44 (0)30 300 38582

#### **East Sussex College Hastings**

Station Plaza, Station Approach  
Hastings, East Sussex, TN34 1BA  
Tel: +44 (0)30 300 39882



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# Useful College & Emergency Contact Numbers

## Admissions

### International Admissions Office Lewes

Mountfield Road, Lewes, East Sussex, BN7 2XH

Tel: +44(0)30 300 39916

Office hours - Monday to Friday 09:00-17:00

[international@escg.ac.uk](mailto:international@escg.ac.uk)

### International Admissions Office Hastings

Station Plaza, Station Approach, Hastings, TN34 1BA

Tel: +44(0)30 300 39882

Office hours - Monday to Friday 09:00-17:00

[international@escg.ac.uk](mailto:international@escg.ac.uk)

### International Admissions Office Eastbourne

Cross Levels Way, Eastbourne, East Sussex, BN21 2UF

Tel: +44(0)30 300 38582

Office hours - Monday to Friday 09:00-17:00

[international@escg.ac.uk](mailto:international@escg.ac.uk)

## 24-hour Emergency Numbers

Lewes - Tel: +44(0)30 300 38345

Eastbourne - Tel: +44(0)30 300 39645

Hastings - Tel: +44(0)7757 627291

Use this number for any emergency whilst you are in the UK

## Accommodation

### Accommodation Office Lewes Campus

[accommodation-lewes@escg.ac.uk](mailto:accommodation-lewes@escg.ac.uk)

### Accommodation Office Eastbourne Campus

[accommodation-eastbourne@escg.ac.uk](mailto:accommodation-eastbourne@escg.ac.uk)

### Accommodation Office Hastings Campus

[accommodation-hastings@escg.ac.uk](mailto:accommodation-hastings@escg.ac.uk)

## UK Emergency Services

UK Emergency Services Police, Fire, Ambulance and Coastguard

Tel: 999 or 112

## Visas, Immigration and International Student Advice

### UK Visas & Immigration

[www.gov.uk/government/organisations/uk-visas-and-immigration](http://www.gov.uk/government/organisations/uk-visas-and-immigration)


### UKCISA – The UK Council for International Student Affairs

9-17 St Albans Place, London, N1 0NX

Tel: +44 20 7788 9214 (Student helpline)

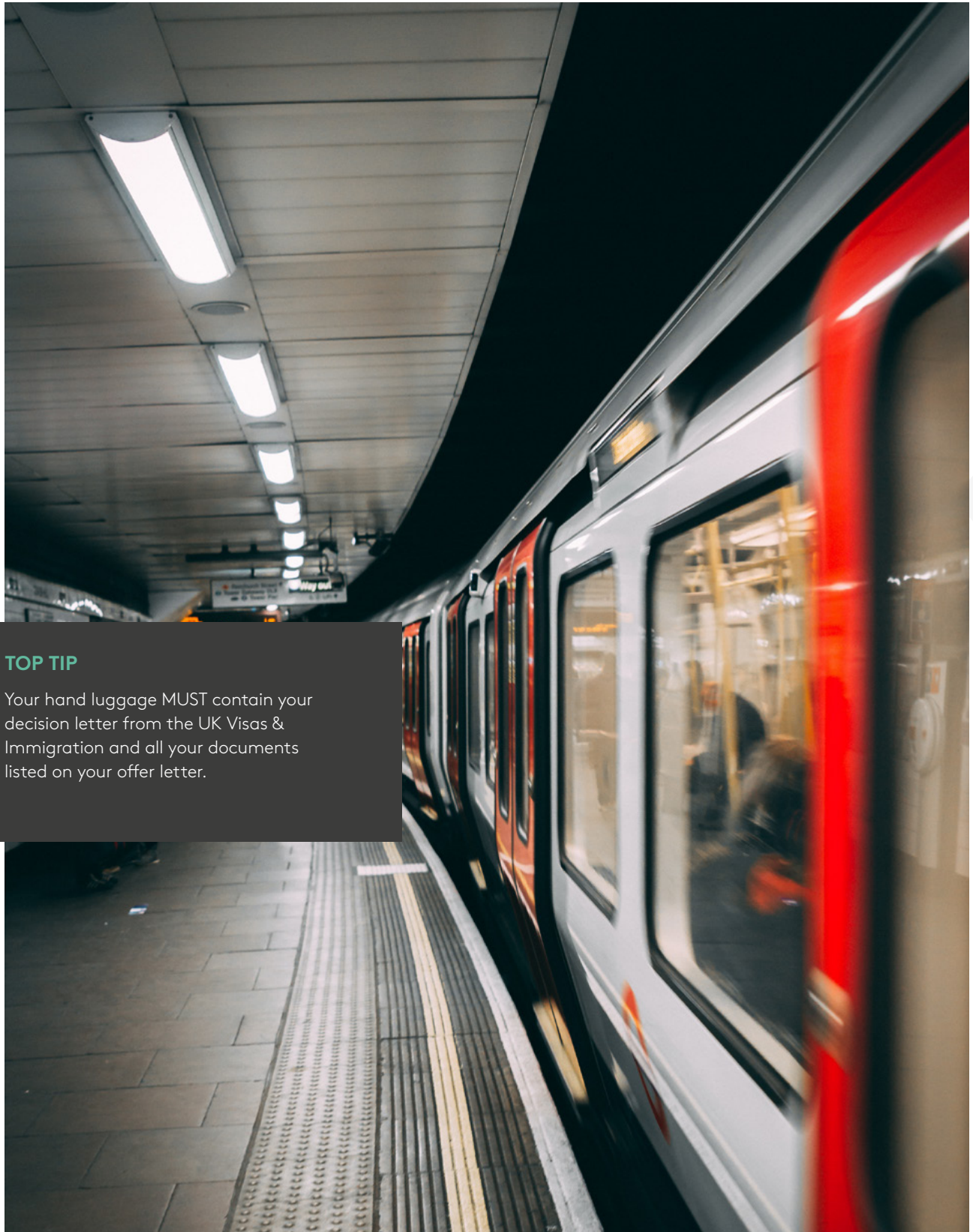
Monday-Friday 13:00-16:00

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





# Travelling in the UK



## TOP TIP

Your hand luggage **MUST** contain your decision letter from the UK Visas & Immigration and all your documents listed on your offer letter.

## Airports

### London Gatwick Airport

Tel: +44 (0)344 892 0322

(General enquiries and flight information)

[www.gatwickairport.com](http://www.gatwickairport.com)

### London Heathrow Airport

Tel: +44 (0)20 3368 8968

(General enquiries and flight information)

[www.heathrowairport.com](http://www.heathrowairport.com)

### London Stansted Airport

Tel: +44 (0)800 093 7851

(General enquiries and flight information)

[www.stanstedairport.com](http://www.stanstedairport.com)

## Trains

### UK National Rail Enquiries

Tel: +44(0)20 7278 5240

Use this number to find out train times and routes

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

### Eurostar

Monday to Friday, 09:00-17:00 weekends and Bank Holidays)

Trains to France, Brussels and mainland Europe

Tel: +44 (0)1233 617 575 (08:00-19:00)

[www.eurostar.com](http://www.eurostar.com)

### Southern Rail

(open daily: 24 hours-closed Christmas Day)

Trains operate in the South of England

Tel: +44 (0)3451 27 29 20

[www.southernrailway.com](http://www.southernrailway.com)

### Southeastern

Trains operate between London and Kent and parts of East Sussex

Tel: +44 (0)345 322 70 21

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

## Ferries

### Dover Ferry Port - DFDS Seaways

Tel: +44(0) 871 230 0440

[www.portofdoover.com/ferry](http://www.portofdoover.com/ferry)

### Newhaven Ferry Port - DFDS Seaways

Tel: +44(0) 844 576 8836

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

### Portsmouth International Port

Tel: +44(0) 23 9229 73 91

[www.portsmouth-port.co.uk](http://www.portsmouth-port.co.uk)

## Buses

### National Express (nationwide bus travel)

Tel: +44 (0)8717 818178

[www.nationalexpress.com/en](http://www.nationalexpress.com/en)

### Lewes and Brighton buses

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

### Stagecoach

[www.stagecoachbus.com](http://www.stagecoachbus.com)

### Compass Travel

[www.compass-travel.co.uk](http://www.compass-travel.co.uk)

### Eastbourne buses

[www.stagecoachbus.com](http://www.stagecoachbus.com)

### Hastings buses

[www.stagecoachbus.com](http://www.stagecoachbus.com)

[www.1066online.com](http://www.1066online.com)

## UK Tourist Information

### Lewes Tourist Information

Tel: +44 (0)1273 483448

[www.enjoysussex.info](http://www.enjoysussex.info)

### Eastbourne Tourist Information

Tel: +44 (0)1323 415 415

[www.visiteastbourne.com](http://www.visiteastbourne.com)

### Hastings Tourist Information

[www.hastings.gov.uk/visiting/](http://www.hastings.gov.uk/visiting/)

## TOP TIP

### Traveline - Public Transport Information

Find the best way to travel by bus, train or ferry with up-to-date routes and maps.

[www.traveline.info](http://www.traveline.info)

## TOP TIP

If you travel to the your accommodation by train, please make sure that you are sitting in the correct part of the train, as the train may divide during your journey.

# Planning your stay in the UK

## Getting ready to visit

We recommend that you read this section and start to plan your departure at least two months in advance.

Preparation is key when planning your departure and stay in the UK. Following confirmation of your place on your chosen course, you will be issued an offer/enrolment letter. If you are making a visa application under the Student Visa Category of the Points-Based System, then you will receive a CAS (Confirmation of Acceptance for Studies). This unique CAS reference number must be used in your visa application.

[www.gov.uk/browse/visas-immigration/student-visas](https://www.gov.uk/browse/visas-immigration/student-visas)

You may also have to pay the immigration healthcare surcharge as part of your visa application.

Check how much you'll have to pay before you apply [www.gov.uk/healthcare-immigration-application/pay](https://www.gov.uk/healthcare-immigration-application/pay)

## ETA - electronic travel authorisation

An electronic travel authorisation (ETA) lets you travel to the UK for tourism, visiting family or certain other reasons for up to 6 months. If you are coming to the UK for more than 6 months and need a visa before you travel to the UK, then this does not apply.

[www.gov.uk/eta](https://www.gov.uk/eta)

## eVisas

Physical documents such as BRPs and vignettes placed in your passport, are being replaced by a digital immigration permission known as an 'eVisa'. An eVisa is an online record of your immigration status and the conditions of your permission to enter or stay in the UK. You need to create a UKVI account to be able to access your eVisa.

Once the UKVI account has been created, you can view and then share your permission through 'view and prove'. <https://www.gov.uk/view-prove-immigration-status>

To enrol on any course at East Sussex College, you will need to show your passport and eVisa sharecode. We will check your right to be in the UK using the sharecode. We cannot enrol someone until these checks have been completed.

Please send the college your share code for study once you have created your UKVI account. We will also need your UKVI decision letter.

### VERY IMPORTANT

Please note, If you have a Student Route Visa, you **MUST NOT** travel to the UK before the start date of your visa. If you do this, you will need to leave the UK and re-enter after the start date so that you activate your visa.

[www.gov.uk/guidance/online-immigration-status-evisa](https://www.gov.uk/guidance/online-immigration-status-evisa)



### Credibility interviews

As part of your visa application, you may be required to attend an interview. You will be sent an email inviting you to take an interview as part of the application process. You are advised to check your email account regularly - including the 'junk' folder as your application is likely to be refused if you are asked to attend an interview and you fail to attend without providing a reasonable explanation.

The interviews take place when you attend the visa application centre to provide your biometric information. A UK Visas & Immigration member of staff will ask you questions about your course, where you want to study and your reasons for studying in the UK. You are expected to answer the questions at the interview without the assistance of an interpreter and to a standard that matches the English language requirements that are stated on your CAS statement following our academic assessment.

### Essential documents

Your passport must be valid, and if you are a Visa National you need to have the correct visa in your passport. You should also bring with you letters from the college that confirm your course place, copies of your bank statements, your original school reports and exam certificates and English language certificates. Your enrolment may be delayed if you fail to bring the original documents with you.

### Preparing your finance

Now is a very good time to plan your money. The UKVI recommends that students should have around £1,136 for each month of their course, up to a maximum of £10,224 for a course lasting nine months or more.

To help you plan your finances we suggest that you use the following website:

[www.oanda.com/currency/converter/](http://www.oanda.com/currency/converter/)

### Travelling to the UK

If you use a travel agency to book your tickets make sure that it is a member of one of these organisations, ABTA or ATOL. These organisations may offer you some financial protection should your journey be delayed due to unforeseen circumstances.

### When to arrive?

We recommend that you try to arrive a day before your course starts. This will help you to recover from any jetlag and allow you to benefit from our induction programme.

### What type of insurance do you need?

Travel, health and possessions insurance are strongly recommended. When choosing your insurance policy remember that different insurance companies will offer different levels of cover. Read your insurance policy carefully so you know what your policy does/does not include. Your parents may also have a travel or possessions insurance policy on their household insurance.

#### TOP TIP

Laptop + mobile phone + camera + clothes + books = ££. How much is your luggage worth? Make sure that your travel insurance policy will cover the full value of your possessions.

# Planning your stay in the UK

## Health Insurance

Health insurance will cover costs of unforeseen or emergency medical treatment. Depending on your length of study in the UK you may find that you are/are not able to access a wide range of NHS services and treatment. Please read pages 19 to 21 for more information on the UK healthcare system including the Immigration Health Surcharge.

Many of our international students take out a health insurance with Endsleigh, a leading provider of international student insurance.

To find out more please go to:  
[www.howdeninsurance.co.uk](http://www.howdeninsurance.co.uk)

## Let us know when you plan to arrive

Once your travel details are arranged please let us know when you will arrive. Our accommodation teams can make sure someone will meet you at your accommodation.

[www.gatwickairport.com](http://www.gatwickairport.com)

[www.heathrowairport.com](http://www.heathrowairport.com)

[www.stanstedairport.com](http://www.stanstedairport.com)

## Airport and ferry port collection

Our Accommodation and Welfare team can arrange a college taxi to meet you at your arrival port. If you require this service please make sure you book it in advance. You can let us know either on your application form or via email. Our taxi service can take you directly to your accommodation or to the college. For your information, London Gatwick is the closest airport to the college and Newhaven is the closest ferry port to the college.

## Preparing for the British weather

Being an island the British weather can change very quickly. In the summer you will experience temperatures up to 30 degrees and in winter it can go below 0 degrees. Don't forget that it often rains here too! Whatever the length of your course it's advisable to bring some warm clothes and a waterproof coat.

Check out the weather in the UK at:  
[www.bbc.co.uk/weather](http://www.bbc.co.uk/weather)

## Preparing for your course

To help you adjust to your new course our teachers recommend that you start reading newspapers and books related to your studies.

Suggested news websites:

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

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

[www.ft.com](http://www.ft.com)

## Preparing to speak English... All the time!

Arriving into a new country where a different language is spoken can be hard work. There are regional accents to deal with, people often speak very fast and use colloquial language. We recommend that you try to learn new vocabulary, watch and listen to English-speaking television and radio and read newspapers and magazines in English before you leave.

## Useful websites

[www.prepareforsuccess.org.uk/the\\_language\\_challenge.html](http://www.prepareforsuccess.org.uk/the_language_challenge.html)

[www.bbc.co.uk/worldservice/learningenglish](http://www.bbc.co.uk/worldservice/learningenglish)



## TOP TIP

If you are flying, please tell us your flight number, departure/arrival date into the UK and the airport terminal number. It is also a good idea to visit the airport websites so that you get an idea of the size and layout of the airport.





### Preparing yourself for British culture

It is likely that British culture will be very different to your own. Customs and etiquette may be different and may take you some time to get used to. Here are some resources to help you know what to expect:

[www.educationuk.org/UK/Article/UK-life-and-culture](http://www.educationuk.org/UK/Article/UK-life-and-culture)

[www.educationuk.org/global/articles/safety](http://www.educationuk.org/global/articles/safety)

### Culture shock

Culture shock describes the feelings you experience when you live in a new country brought on by being in a new environment. Even though you may have carefully planned your trip culture shock can affect anyone and can make you feel tired, emotional or even ill. Please use the link below to find out more about culture shock and how to deal with it.

[www.ukcisa.org.uk/student-advice/life-in-the-uk](http://www.ukcisa.org.uk/student-advice/life-in-the-uk)

### TOP TIP

Keep a small notebook with you and write down new words that you hear/read and try to memorise them.



# Preparing for your arrival

## TOP TIP

Use a luggage label and write your name, contact telephone number, email address and address in the UK on it.

## FACT

The UK electricity system is 240 volts. Most plug sockets take a 13 amp 3 pin plug. If you are bringing any electrical items with you it is a good idea to check that you can use it in the UK.

## FACT

The international dialling code for the UK is +44. Landline (non-mobile) telephone numbers are made up of two parts the local area code and the local telephone number:

UK mobile numbers start with 07.

+44 = International dialling code

(0)1273 = Local area code for Lewes

(0)1323 = Local area code for Eastbourne

(0)1424 = Local area code for Hastings

## REMEMBER

If someone overseas is dialling a UK landline they need to remove the '0' of the local area code. E.g. 0044 1273 402362 or, for UK mobile phone numbers: 0044 7949 863 424.

## Hand luggage checklist

Here's a checklist of essential documents and items you should take in your hand luggage.

- Travel tickets
- Passport (with entry clearance/visa)
- UK Visas & Immigration Decision Letter
- East Sussex College offer/enrolment letter
- Letter confirming accommodation details, address and telephone number
- The originals of your school/exam/IELTS certificates and school reports as stated on your CAS statement/offer letter
- Mobile phone (with charging cable)
- A list of important telephone numbers (including your country's embassy in the UK and, if you are taking a college taxi, the telephone number)
- A letter from your doctor for any prescribed medication that you are taking
- Bank account statements to prove that you have sufficient funds to support your stay in the UK
- UK plug adaptor
- Additional passport photos
- Money in UK £ sterling and credit/bank cards
- A jumper
- A coat (you can never trust the British weather)
- Laptop (if you have one with the necessary power cable)
- A good book to read on the journey!





**Arriving into a new country where a different language is spoken might seem a bit scary. This section will tell you what you can expect to happen upon your arrival.**

### Immigration control

Upon leaving the plane/train/boat follow the Arrivals sign to Immigration/Passport Control. Whilst you are in the queue ensure that you have your passport, landing card and other documents ready to show the Immigration Officer. They may ask to see any or all of these documents:

- Your East Sussex College enrolment/offer letter
- UK Visas & Immigration Decision Letter
- Any document that has been used to offer you a place on your course as stated on your CAS statement/offer letter
- Letter confirming accommodation details, address and telephone number
- Parental consent form (if aged under 18 years)
- Bank account statements to prove that you have sufficient funds to support your stay in the UK

### Questions you may be asked by the immigration officer

When you enter (or re-enter) the UK, the Immigration Officer must be satisfied that you speak English at the required level, without needing an interpreter.

You may be asked these questions by the Immigration Officer who checks your passport:

- "What is the purpose of your visit?"
- "How long do you intend to stay in the UK?"
- "Where will you be studying?"
- "Where will you live?"

You should know the answer to these questions and be prepared to show the Immigration Officer your offer letter and other documents to confirm this.

### Useful websites and reading

[www.gov.uk/browse/visas-immigration/arriving-in-the-uk](http://www.gov.uk/browse/visas-immigration/arriving-in-the-uk)

[www.ukcisa.org.uk/student-advice/visas-and-immigration/immigration-on-entry-to-the-uk](http://www.ukcisa.org.uk/student-advice/visas-and-immigration/immigration-on-entry-to-the-uk)

### Complying with UK law including licensing laws and traffic regulations.

The following web links will help you in your preparation of living away from home in an unfamiliar country and environment. The links will give you guidance on personal safety and security as well as information about the minimum age requirements and laws in the UK in relation to driving, buying alcohol and tobacco.

[www.ukcisa.org.uk/student-advice/life-in-the-uk](http://www.ukcisa.org.uk/student-advice/life-in-the-uk)

#### TOP TIP

It is likely that you will feel tired after a long journey. Remember to keep all your belongings and paperwork together and always check the seat area before you leave.

#### TOP TIP

Take paper copies and have electronic copies of your passport, visa, offer letter, bank account statements, school reports and certificates.

# Arriving into the UK

## What happens if you are refused entry into the UK?

If you have Entry Clearance (been granted a visa or permission to enter the UK) but you are refused entry upon arrival, please contact East Sussex College, using the 24-hour emergency number. You should also contact the Immigration Advisory Service for advice on what you should do next. Please see the contact details on pages 5-6.

## Once you have cleared Immigration

If you have travelled by plane, once you have cleared Immigration you can go and collect your luggage. Look for your flight number and the name of the place your flight departed from on the screens. Go to the corresponding baggage reclaim area and wait for your luggage to arrive. Make sure you have collected all your bags and check the luggage labels to make sure that they belong to you.

## Customs

You will then need to go through Customs control before leaving the airport. There are rules and restrictions on what you can bring into the UK. For example, did you know that if you bring more than 10,000 Euros in cash or equivalent into the UK you will need to declare this to HM Revenue and Customs? What you are bringing into the UK will determine which exit route or "channel" to go through. HM Revenue & Customs:

[www.hmrc.gov.uk/customs/arriving/declaring-cash.htm](http://www.hmrc.gov.uk/customs/arriving/declaring-cash.htm)

You will see three possible channels to exit the baggage hall.

- The **Green** channel if you have 'Nothing to declare'
- The **Red** channel if you have items or 'Goods to declare' or;
- The **Blue** Channel if you have arrived from an airport in the EU/EEA where you have already cleared Customs control.

If you are carrying more than the permitted allowances or prohibited items, such as food and plants from outside of the EU, you must pass through the Red Channel.

## Useful further reading

[www.hmrc.gov.uk/customs/arriving/arrivingnoneu.htm](http://www.hmrc.gov.uk/customs/arriving/arrivingnoneu.htm)

[www.gov.uk/uk-border-control](http://www.gov.uk/uk-border-control)

## Getting a college taxi

If you have pre-arranged a college taxi to collect you from the airport our college taxi driver will meet you in the Arrivals Hall. The driver will hold a poster with your name on it. Please look out for this as you walk through the hall.







### Travelling to your accommodation by train or bus

You will discover that the UK has a good public transport system. All airports are serviced by buses, trains or the London underground (metro) system. If you have chosen to make your own way to East Sussex College here are some suggestions...

#### Travelling to your accommodation from Heathrow airport

Take the National Express coach to Gatwick Airport South Terminal and get the train to Lewes, Eastbourne or Hastings train station.

Approximate costs: Heathrow airport (T1, T3, T4 & T5) to Gatwick airport (South Terminal), one way from £26.20 with National Express Coaches. If you are traveling to Hastings from Charing Cross, there is a direct train with no change required. This journey will take approximately 1 hour 45 minutes single journey from £33.30. Please note that prices may vary depending on the time of travel.

#### Travelling to your accommodation from Gatwick airport

Take the train from the South Terminal to Lewes, Hastings or Eastbourne train station. Trains operate from between 05:00 and 00:44. From Eastbourne station you can take a taxi to your accommodation. If you are travelling directly to the Eastbourne campus please take the train to Hampden Park, which is the nearest train station.

Approximate costs: Gatwick airport (South Terminal) to Lewes train station single journey approximately 35 minutes from

£14.60. Gatwick airport (South Terminal) to Eastbourne or Hampden Park train station single journey approximately 60 minutes from £20.10. Gatwick airport (South Terminal) to Hastings or St Leonards Warrior Square train station single journey approximately 90 minutes from £20.10. Please note that prices may vary depending on the time of travel.

#### Travelling to your accommodation from Stansted airport

Take the coach to London Victoria train station and then take the train to Lewes, Eastbourne or Hastings Station. If you are travelling directly to East Sussex College's Eastbourne campus please take the train to Hampden Park, which is the nearest station.

Approximate costs: Stansted airport to London Victoria coach station single journey by National Express approximately 2 hours from £21.00. London Victoria train station to Lewes train station single journey approximately 1 hour 30 minutes from £34.20. Eastbourne or Hampden Park train station single journey approximately 2 hours from £40.50. Hastings or St Leonards Warrior Square train station single journey approximately 2 hours from £36.80. Please note that prices may vary depending on the time of travel.

### Travelling to your accommodation from a ferry port

#### Dover

For Hastings campus - travelling to Hastings train station from Dover Priory – average journey time 2 hours 15 minutes and cost from £28.50 for a single journey

#### Newhaven

For Lewes campus - travelling to Lewes train station from Newhaven – average journey time 10 minutes and cost from £3.50 for a single journey. For Eastbourne campus, you will need to change at Lewes train station and get another train to Eastbourne train station – average journey time 40 minutes and cost from £10.10 for a single journey.

[www.southernrailway.com/](http://www.southernrailway.com/)



# Care of under 18s

All students aged under 18 years of age, are expected to complete a parental consent form prior to the arrival in the UK. This form is completed by their parent(s)/legal guardian to confirm permission of what the student can or can't do with regards to activities outside of the scheduled course programme and any curfews that the student may have, which are agreed with and implemented between the parents/guardian, college and host provider.

## Taxi Transfer

The college will automatically include a taxi transfer in invoices unless we receive written notification why a transfer is not required.

## Accommodation

All students will be allocated home-stay with meals type accommodation with a college approved host family unless alternative arrangements have been made by the parent(s) or legal guardian and written confirmation has been provided to the college. In this situation, we will require the accommodation details. All students aged under 18 years residing in college arranged accommodation will be required to pay their accommodation fees through the college.

## Curfew

The college has a curfew for all students aged under 18 years. The times of the curfew are specified on the parental consent and students must adhere to these times.



## TOP TIP

You will receive a parental consent form when your place is confirmed on your chosen course. All parental consent forms must be completed in full and signed by both parents/legal guardian and submitted to the College before you travel to the UK, otherwise it will not be valid. For students on a Student Visa, your parents/legal guardian must complete and submit this form before your CAS can be assigned.



# Your accommodation

It is very important to us that you are happy with your accommodation choice. Our accommodation team have carefully chosen where you will live based on the information provided on your application form.

## Arriving at your homestay accommodation

If you have selected homestay accommodation and you have told them in advance when you are arriving, your host should be there to welcome you to your new home.

## Arriving at your student residence accommodation

If you have chosen to live in our on-campus student residence at our Lewes campus you will receive your room information prior to your departure for the UK. This will include accessing your room.

Homestay and independent accommodation (Lewes, Eastbourne & Hastings campus)

Living with a British family will help you to improve your English language skills as well as giving you an excellent chance to learn and experience British culture and traditions.

Our hosts are carefully chosen and like to take an interest in what their students do each day.

They will do everything that they can to make you feel welcome and to settle in to UK life and East Sussex College. Guidelines for living in homestay and residential accommodation.

## Guidelines for living in homestay and independent accommodation

Living in the UK may be different to what you are used to. The following guidelines should help you to get on well with your hosts.

- Ask your host's permission before using the telephone
- Let your host know if you will not be coming home for your evening meal, or
- If you know you will be late for a meal Please leave your valuables in a safe place (e.g. a locked suitcase) and do not carry a lot of money with you when you are out and about

- Please make sure that you are home at night by the times agreed with your host and as stated on your parental consent form. If you do not return on time it can cause your host to worry
- If you wish to stop living in your homestay you must tell our Accommodation and Welfare Officers and tell your host in writing in advance of you leaving
- It's good to talk. Both East Sussex College and your host want you to be happy in your accommodation. If you have a question or a problem in your home-stay or residence talk to your host about it. Alternatively please come and talk to one of the Accommodation and Welfare Officers

## Guidelines for living in our student residence (Lewes only)

- Keep the shared areas (the kitchen and living room) clean. If you cook make sure you wash up and clean up after you have finished
- Keep your bedroom door locked if you are not in your room or leave the student residence
- Keep your valuables in a safe place (e.g. in a locked suitcase)
- Accept and respect other international students. Remember you share the building with lots of other students who have different customs and habits
- If you wish to stop living in the student residence you must tell our Accommodation and Welfare Officers as soon as possible.

## Useful websites for further reading

[www.educationuk.org/UK/Article/International-student-accommodation-in-the-UK](http://www.educationuk.org/UK/Article/International-student-accommodation-in-the-UK)

[www.educationuk.org/global/articles/settling-in](http://www.educationuk.org/global/articles/settling-in)



# Settling in to life at ESC

## Preparing for your first day at East Sussex College

You will be given lots of information on your first day of college. Don't worry if you can't remember it all. You can always ask a member of staff for help if you have a question or are not sure what you should do.

## Your first day of college – Getting to East Sussex College

If you live with a host they will show you how to get to the college. Please aim to arrive at the main Reception by 08:40am (or as stated on your offer letter) on your first day.

When you arrive on the campus follow the signs to the main Reception. Please tell the person at Reception that you are a new international student. They will ask a member of staff to come and meet you or ask you to go to a classroom to meet other new students.

## Maps

Please use the link below to find map and bus information for our Eastbourne, Hastings and Lewes campuses.

[www.escg.ac.uk/explore/eastbourne/](http://www.escg.ac.uk/explore/eastbourne/)

[www.escg.ac.uk/explore/hastings/](http://www.escg.ac.uk/explore/hastings/)

[www.escg.ac.uk/explore/lewes/](http://www.escg.ac.uk/explore/lewes/)

## What to bring with you on your first day of college

- Your passport with visa/entry clearance sticker
- Your boarding card and flight/arrival travel ticket
- UK Visas & Immigration Decision Letter
- Your offer/enrolment letter
- Your original certificates (school reports, exam certificates, IELTS test score, etc)
- Paper
- Pencils and pens
- Notebook
- Money for lunch
- The address of your host and their telephone number

## Meeting other new students

You're not alone! There will be many new international and UK students just like you starting their course. You can make friends on your first day and practice your English by asking other new students questions such as:

"Where are you from?"

"Where are you living?"

"Have you been to the UK before?"

"What course are you studying here?"



### TOP TIP

A member of staff will be wearing an identity card (ID card) around their neck on a rainbow band.

# Living in the UK

## Your first day of college – what happens?

Your first day at college is designed to make sure that you are ready to begin your course.

Here are some of the things that you will do:

- You will be asked to confirm your personal details by members of staff
- You will be asked to provide your passport and visa/immigration stamps to enable the college to take a photocopy
- You will be asked to pay any remaining course and accommodation fees
- You will enrol onto your course and receive passwords and logins into East Sussex College computer systems
- If your main course is an English language course you will take an English language test to make sure you are in the right class
- If you are taking other subjects you may be asked to take another test
- You will meet some of your teachers and your Personal Tutor
- You will begin our induction process to help you adjust to life at East Sussex College
- You will be issued with a student lanyard that you must wear at all times

## Your first week at East Sussex College

During your first week at college you will meet your teachers, fellow students, discover the local area and begin your course. You may feel a bit overwhelmed but don't worry, you will quickly adapt to your new life and your Personal Tutor will be there to help you.

## Refund policy

The College has a refund policy which can be viewed on our website. All refund requests must be made in writing to the Assistant Principal for International.

[www.escg.ac.uk/study/international/fees](http://www.escg.ac.uk/study/international/fees)

## Complaints procedure

At East Sussex College, we always try to put our students first. We will do our best to make sure that all learners have a successful and enjoyable experience. If, however, for any reason you are unhappy about any aspect of your course (no matter how small) and wish to complain, the procedure can be found in the course handbook. This policy is available on other formats/languages. Please email [complaints@escg.ac.uk](mailto:complaints@escg.ac.uk)

## Healthcare & the Immigration Health Surcharge

The health surcharge is paid as part of your immigration application, and once permission is granted applicants will have free access to the UK National Health Service (NHS).

You will be able to get treatment in NHS hospitals but you may have to pay for dental treatment and medicines that are prescribed to you by a doctor.

## Further reading

[www.gov.uk/healthcare-immigration-application/pay](http://www.gov.uk/healthcare-immigration-application/pay)

[www.ukcisa.org.uk/student-advice/life-in-the-uk/healthcare](http://www.ukcisa.org.uk/student-advice/life-in-the-uk/healthcare)

# Healthcare

## What to do if you are ill

Should you feel ill at college please tell your teacher or tutor. If necessary they will contact Reception who will arrange a college First Aider to see you. The First Aider is a member of staff who has received basic first aid training. They will decide whether you need to go back to your accommodation and rest, go to the doctor or go to the hospital

## What to do if you are ill in the evening or at the weekend

If you become ill in the evening whilst in your host accommodation please let your host know immediately. If you are here with a group please let your group leader know. If you are living in Caburn House please tell a friend or the student warden. They can contact NHS choices, which operate 24 hours a day. You will be given free medical advice on what to do. Telephone: 111

## Local hospitals with Accident and Emergency (A&E) departments:

### In Brighton

Royal Sussex County Hospital  
Brighton, East Sussex, BN2 5BE  
Tel: 01273 696955

### In Eastbourne

Eastbourne District General Hospital  
Kings Drive, Eastbourne  
East Sussex, BN21 2UD  
Tel: 0300 131 4500

### In Hastings

Conquest Hospital  
The Ridge, St Leonards-on-Sea,  
East Sussex, TN37 7RD  
Tel: 0300 131 4500

## Doctors

During your time at college if you need to see a doctor (commonly referred to as a GP) it will be most convenient to see the doctor who treats your host provider. To register at a doctor's surgery you need to complete the registration forms online and send them to the surgery with copies of your passport and college letter. Doctors are usually very busy and can only see you on the same day if it is an emergency.

### In Lewes

If you are living in the Lewes on-campus student residence (Caburn House) the closest doctor's surgery is:

St Andrews Surgery  
The Old Central School  
Southover Road, Lewes, BN1 1US  
Tel: 01273 476216

### In Eastbourne

If you are living in Eastbourne your host may register you at their local doctor's surgery. Alternatively please see a member of staff in the International Office who will register you at the local surgery.

Arlington Road Medical Practice  
1 Arlington Road  
Eastbourne, BN21 1DH  
Tel: 01323 727531

### In Hastings

If you are living in Hastings / St Leonards-on-sea, you may wish to register close to college.

Level 3, Station Plaza Health Centre  
Station Approach, Hastings, TN34 1BA  
Tel: 01424 464756

Your doctor will send you to hospital if you need to go. However, if you have a serious accident you may be taken to the hospital and seen in the emergency department, commonly known as A&E. People here are treated on a priority basis.



## Dentists

If you think you need emergency treatment during normal working hours you need to call the Emergency Dental Service.

**Eastbourne:** 01323 449170

**Hastings:** 01424 850792

**Lewes:** 01273 486444

## Keeping healthy

To keep yourself healthy it's important to eat a balanced diet with lots of fresh fruit and vegetables. You should drink lots of water and get at least 7-8 hours sleep per night. You should also take regular exercise, at least three 30-minute sessions per week.

## Local hospitals with a Minor Injury Unit:

### In Lewes

Lewes Victoria Hospital (open 8am-8pm)  
Nevill Road, Lewes, East Sussex, BN7 1PE  
Tel: +44 (0)1273 474153

### In Eastbourne

Eastbourne District General Hospital  
Kings Drive, Eastbourne  
East Sussex, BN21 2UD  
Tel: +44 (0)1323 417400

### In Hastings

Conquest Hospital  
The Ridge, St Leonards-on-Sea  
East Sussex, TN37 7RD  
Tel: +0300 131 4500



## TOP TIP

If you are here for less than 6 months you will only be able to access limited NHS treatment.

# Travelling around

As a student you can take advantage of discounted rates on selected travel. We suggest that you buy a student railcard that will give you 1/3 off the price of train tickets when you travel at certain times and on certain train routes.

**Trains:** [www.16-25railcard.co.uk](http://www.16-25railcard.co.uk)

**Buses:** [www.nationalexpress.com/en/students](http://www.nationalexpress.com/en/students)

## Discounts for students

Many shops and services offer discounted prices for students. To benefit from these you need to get the appropriate student card or show your East Sussex College student card to the cashier.

## Living in the UK

[www.educationuk.org/global/main/living-and-studying](http://www.educationuk.org/global/main/living-and-studying)



# Tips on how to be a good student

## The more you speak the more you learn

- Learning doesn't just take place in the classroom. You can learn from other students
- Listen to people around you and read signs and notices
- Have fun. Learning should be an enjoyable experience
- Speak English all the time, even if you make friends with people who speak your language
- It's okay to make mistakes – that's how we learn!

## Course rules

- Prioritise your full-time studies over social engagements and non-academic activities
- You must telephone the International Office or the College absence line if you are missing a class because of illness
- You will be tested at least once a term (sometimes before half term, sometimes before the end of term)
- For students taking our English Language Plus (ELP) programme, you cannot change your timetable after the first three weeks of a term. This will give you a few weeks to change any classes you feel are not suitable. At the end of the term you will be allowed to change your Plus subjects
- For students taking academic programmes, you cannot change your course after the first six weeks of term
- If you are studying at East Sussex College on a Student Visa the College is your sponsor. As your sponsor the College has a legal responsibility to inform the UK Visas & Immigration (UKVI) if you do not comply with the terms of your visa. All students on a Student Visa must comply with the College's UKVI Academic Engagement and Attendance Policy otherwise your visa could be at risk.

## College Activities

There are many extra-curricular events you can get involved in. These activities are designed to teach you new skills, help you learn more about British culture and to help you make friends with

## Student Union

The Students' Union is a fun and exciting place in the College, where there is always something happening! It is a great place to meet new people, get involved in various activities, run amazing events and take part in some unique experiences!

[www.escg.ac.uk/explore/student-union](http://www.escg.ac.uk/explore/student-union)

## Social Programme

The college arranges social programmes. Look out for different events on the notice boards around your campus.

## TOP TIP

Didn't understand something? Get used to asking: "Could you repeat that please?", "I'm sorry I didn't understand that, could you say it again?"



# Finances

## Banking

All students who come to the UK for a course of study lasting 12 months or longer are encouraged to open a UK bank account. The following link from UKCISA will give you help and guidance. During autumn enrolment / induction, students are invited to attend a finance presentation that discusses banking and other frequently asked financial questions.

[www.ukcisa.org.uk/student-advice/finances/opening-a-bank-account](http://www.ukcisa.org.uk/student-advice/finances/opening-a-bank-account)

## Managing Your Money in the UK

While living in the UK you will need to have access to money for your day to day expenditure, e.g. lunches, entertainment and social activities.

The College does not recommend that you bring large amounts of cash with you, as neither our on campus residence Caburn House nor our Home-stay providers provide facilities to store cash securely.

If you bring more than EURO 10,000.00 (approx. GBP 8,500.00) in cash and bank drafts into the UK, you are required to declare this on entry to the UK.

If your course of study is less than a full academic year you will find that banks in the UK will not be prepared to open a bank account for you. You will need to make arrangements for obtaining cash before you leave home.

Ideally you will be able to open a bank account in your home country which allows you to use a Debit Card. Visa and MasterCard can be used in most cash machines in the UK, so that you can withdraw cash from ATMs, some of these cards will also allow you to use them in shops.

If this is not possible you will need to consider a Pre-Paid Card. There are many companies that provide these and to provide an example the college has researched the Travelex Cash Passport.



There seems to be a general rule that these cards must be owned by a person aged over 18. If you are not yet 18, your parents will need to obtain the card and request an Authorised User Card for you. These cards can be purchased at local branches of Travelex, details are on their website. Generally you buy these cards which can have a sum of money loaded to them in a variety of currencies, when travelling to the UK the college recommends that the card is loaded with Sterling. These cards can then be used in the same way as described for Debit Cards and additional funds can be added either on-line or at a branch of Travelex.

The Travelex website is simple to use, can be translated into a number of languages and provides details of local stores where more detailed information about the Cash Passport can be found. [www.travelex.co.uk](http://www.travelex.co.uk).

# Places of worship

## Baha'i faith

### Baha'i Centre

Hosts a number of events that include: tranquility zones, public forums, study classes and deepenings for all those interested in furthering their knowledge of the Baha'i Faith.

19 Stanford Avenue, Brighton, BN1 6GA.  
Tel: 01273 505895

## Baptist

### Eastgate Baptist Church

Baptist church situated in centre of Lewes welcomes all newcomers: full details on our website.

Eastgate Street, Lewes, BN7 2LR.  
Tel 01273 488357  
[www.lewesbaptistchurch.org.uk](http://www.lewesbaptistchurch.org.uk)

### Victoria Baptist Church

Normal activities associated with a Baptist Church.

Eldon Road, Eastbourne, BN21 1UE.  
Tel: 01323 737974  
[www.victoriabaptist.org.uk](http://www.victoriabaptist.org.uk)

## Buddhism

### Brighton Buddhist Centre

Yoga and Meditation

17 Tichbourne Street, Brighton, BN1 1UR.  
Tel: 01273 772090  
[www.brightonbuddhistcentre.co.uk](http://www.brightonbuddhistcentre.co.uk)

### Buddhist Organisation (SGI-UK)

SGI - the lay society of Nichiren Daishonin's Buddhism.

85 Longstone Road, Eastbourne, BN22 8DA  
Tel: 01323 726577

### Maitreya Buddhist Centre

13 Sea Road, Bexhill TN40 1EE  
Tel: 01424 733761  
[info@meditateinsussex.org](mailto:info@meditateinsussex.org)

## Church of England or Protestant

### All Souls Church, Eastbourne

Susans Road, Eastbourne, BN21 3TH  
Tel: 01323 731366

### Christ Church Eastbourne

The Parish Church of Seaside, worshipping in the Catholic tradition of the Church of England

Christ Church Seaside, Eastbourne, BN22 7NN.  
Tel: 01323 721952  
[www.xpeastbourne.org](http://www.xpeastbourne.org)

### Christchurch

Old London Road, Hastings  
Tel: (01424) 421439

### Elim Church

Elim Church Centre, Elphinstone Avenue,  
Hastings, TN34 2DJ  
Tel: (01424) 465145

### Evangelical Anglican Church

Grange Road, Eastbourne, BN21 4HE.  
Tel: 01323 732823  
[www.allsaintschurch-eastbourne.com](http://www.allsaintschurch-eastbourne.com)

# Places of worship

## Church of England or Protestant

### The Haven Church

A local church where the Church of England and the Methodist Church are working together in partnership.

The Haven Church, The Haven School  
Atlantic Drive, Sovereign Harbour  
Eastbourne, BN23 5SW.  
Tel: 01323 642897

[www.thehavenchurch.org.uk](http://www.thehavenchurch.org.uk)

### Holy Trinity Parish Church

An evangelical church in the heart of Eastbourne.

Trinity Trees, Eastbourne, BN21 3BX.  
Tel: 01323 736627 (Church Office)

[www.holytrinityeastbourne.org.uk](http://www.holytrinityeastbourne.org.uk)

### Kings Church

The Hastings Centre, The Ridge  
Hastings TN34 2SA  
Tel: (01424) 755990

### St Anne Church C of E, with St Mary

12th century Anglican Church

57 St Anne's Crescent, Lewes, BN7 1SD.  
Tel: 01273 472545

[www.stannelewes.org.uk](http://www.stannelewes.org.uk)

### St Barnabas

Hoads Wood Road, Hastings  
Tel: (01424) 754501

### St Elisabeth Church Anglican Church

Working in partnership with other churches in Old Town.

268 Victoria Drive, Eastbourne, BN20 8XQ.  
Tel: 01323 649728  
[www.sainte.co.uk](http://www.sainte.co.uk)

### St Helen's Church

The Ridge, Hastings, TN34 2RA  
Tel: (01424) 425172

### St John The Baptist Church

Southover Evangelical Anglican Church in Lewes.

Parish Office, Church End, 1 Cockshut Road,  
Lewes, BN7 1JH.

Tel: 01273 470616

[www.southover.org.uk](http://www.southover.org.uk)

### St Mary Church

Parish Church with parish office and church hall for hire.

69 Decoy Drive Hampden Park,  
Eastbourne, BN22 9PP.

Tel: 01323 501704

### St Michael The Archangel Church

South Malling. The Parish Church of South Malling, Lewes.

Vicarage Church Lane, South Malling,  
Lewes, BN7 2JA.

Tel: 01273 474387

### St Michael's Church

Church of England (Anglo-Catholic)

High St, Lewes, BN7 1UW.  
Tel 01273 474723

### St Peter & St Paul Church in the Parish of St. John the Evangelist

Parkstone Rd, Hastings TN34 2NT  
Tel: 01424 751103

### St Saviour and St Peter Church

South Street, Eastbourne, BN21 4UT.  
Tel: 01323 729702

[www.stsaviourseastbourne.org.uk](http://www.stsaviourseastbourne.org.uk)

### St Thomas A Becket At Cliffe

Church of England

Cliffe High Street, Lewes, BN7 2AH.  
Tel: 01273 474723



## Islam

### **Eastbourne Islamic Cultural Centre and Mosque**

Ashford Square, Eastbourne,  
Tel: 01323 727866 or 722139

### **Hastings Mosque**

12 Mercatoria, Saint Leonards-on-sea, TN38 0EB  
Tel: 01424 426232  
[www.hastingsmosque.org](http://www.hastingsmosque.org)

### **Islamic Centre and Mosque**

150 Dyke Road, Brighton, BN1 5PA.  
Tel: 01273 505247

## Judaism

### **Brighton and Hove Progressive Synagogue**

6 Lansdowne Road, Hove, BN3 1FF  
Tel: 01273 737223  
[www.brightonandhoveprosynagogue.org.uk](http://www.brightonandhoveprosynagogue.org.uk)

### **Brighton and Hove Jewish Centre**

Community Centre and Halls  
Ralli Hall, 81 Denmark Villas, Hove, BN3 3TH  
Tel: 01273 202254

### **Eastbourne Hebrew Congregation Synagogue**

22 Susans Road, Eastbourne, BN21 3TJ  
Tel: 01323 640441

### **Eastbourne Progressive Jewish Congregation (EPJC)**

Jaybirds, 38 Mountbatten Drive, Langney Point,  
Eastbourne, BN23 6AX  
Tel: 01323 725650  
[www.epjcong.org.uk](http://www.epjcong.org.uk)

## Roman Catholic

### **Church of Christ The King**

3 Princes Road, Eastbourne, BN23 6HS  
Tel: 01323 760048

### **Our Lady of Ranom & St Gregory with St Agnes**

Roman Catholic Church  
2/4 Grange Road, Eastbourne, BN21 4EU  
Tel: 01323 723222

### **St Agnes Church**

Whitley Road, Eastbourne, BN22 8NJ

### **St Gregory's Roman Catholic Church**

Victoria Drive, Eastbourne, BN20 8QY  
Tel: 01323 723222

### **St Joachim, Hampden Park**

Brodrick Road, Hampden Park, Eastbourne

### **St. Joseph's Catholic Church**

6 Wellington Road, Brighton, BN2 3AA  
Tel: 01273 386159

### **St Mary Magdalen Church**

55 Upper North St, Portslade, BN1 3FH  
Tel: 01273 326793

### **St. Mary Star Of The Sea R C Church**

1 High Street, Hastings, TN34 3EY  
Tel: 01424 421263

### **St Pancras Roman Catholic Church Lewes**

The Roman Catholic parish church for Lewes and surrounding villages.

Irelands Lane, Lewes

Tel: 01273 473309

### **The Church Of The Good Shepherd**

272 Dyke Road, Brighton, BN1 5AE

### **The Parish of the Good Shepherd**

The Presbytery, 31c Magdalen Road  
St Leonards on Sea, TN37 6ET  
Tel: 01424 445606

# Planning your departure

In the last few months of your course, you will start to plan your return home or think about what you will do next. The link below will hopefully help.

[www.ukcisa.org.uk/student-advice/life-in-the-uk/leaving-the-uk](http://www.ukcisa.org.uk/student-advice/life-in-the-uk/leaving-the-uk)

## Finally...

We hope this Pre-Arrival pack has been useful. We look forward to welcoming you to East Sussex College.



## Our Contact Details

**Website:** [www.escg.ac.uk/study/international](http://www.escg.ac.uk/study/international)

**Email:** [international@escg.ac.uk](mailto:international@escg.ac.uk)

### **East Sussex College Lewes**

Mountfield Road

Lewes, East Sussex, BN7 2XH

Tel: +44 (0)30 300 39916

### **East Sussex College Eastbourne**

Cross Levels Way

Eastbourne, East Sussex, BN21 2UF

Tel: +44 (0)30 300 38582

### **East Sussex College Hastings**

Station Plaza

Station Approach

Hastings, East Sussex, TN34 1BA

Tel: +44 (0)30 300 39882