

# THE GUIDE FOR NEW INTERNATIONAL STUDENTS

## Welcome to the University of Sunderland!

We are very pleased that you have decided to join us as a student at the University of Sunderland, and we would like to warmly welcome to our city and our university.

In this handbook you will find useful information to make your adjustment to student life in Sunderland easier. Please do not hesitate to contact us if we can be of any further assistance to you.

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### 1. International Student Support

International Student Support aims to provide you with help, information and guidance whilst studying in Sunderland. We also make arrangements for you to receive assistance and advice from other sources when necessary.

If you have a specific issue you would like to discuss, or feel you need some support or guidance, then please get in touch with us.

We can offer you help and advice on a number of issues, including:

- Visa Extension
- Welfare issues
- HOST Scheme
- Social and cultural activities

The Service opens all year around except Christmas, Monday to Friday from 9:00am – 5.00pm, and also operates an appointment system. To make an appointment to see one of the advisers please telephone (0191) 5152222, email: [internationalstudentsupport@sunderland.ac.uk](mailto:internationalstudentsupport@sunderland.ac.uk) , or call into the Gateway on the City Campus and make an appointment at the Enquiry desk.

## 2. Register as a student

Registration will take place in the Gateway on the City Campus, Chester Road.

Please refer to the information forwarded to you by your school or study abroad co-ordinator. You should have received a confirmation letter with a web link to register for your University/Students' Union Smart Card. If you have already done this, you will be issued with a card when you register. If you have not been able to complete your card registration online, you will be able to do so at registration, but collection of your card will be delayed.

## 3. Police Registration ( if required)

Some nationalities outside the EU are required to register with the Police on arrival in the UK. If you have to register with the police this requirement will be clearly stamped in your passport. You must **register within seven days**. Please follow steps below and do it as soon as you arrive:

- 1) Telephone or email **Northumbria Police** to make an appointment for **Foreign National Registration**. The telephone number is: **0191 221 8036**, email: [ovro@northumbria.pnn.police.uk](mailto:ovro@northumbria.pnn.police.uk)  
Office hours are **Monday – Thursday, 9.00 – 11.30am and 1.30 – 3.30pm only**.
- 2) On the day of your appointment you will need to take with you:
  - Your passport
  - Your Enrolment Letter from the university
  - Two passport-sized photos
  - £34 in cash
  - Contract of your accommodation
- 3) Take a Metro to Newcastle Monument Metro Station, and then walk down to Northumbria Police Central Newcastle Station on Market Street.

### Important note:

**If you change your address or course during your stay in the UK or extend your visa, you should notify the police so that the change can be listed on your registration certificate. There is no charge for renewal. Keep your registration document safe; you will need it when you renew your visa.**

## 4. Opening a bank account

The safest way of managing your money while you are in the UK is to open a bank account. The following are the major high street banks close to the university:

<b>Lloyds TSB</b>	54 Fawcett Street Sunderland, SR1 1SF Tel: 0845 3000 000
<b>Barclays</b>	53 Fawcett Street Sunderland, SR1 1RS Tel: 08457 555 555
<b>HSBC</b>	Unit 49-51, The Bridges Shopping Centre Market Square Sunderland, SR1 3LE Tel: 08457 404 404
<b>Natwest</b>	52 Fawcett Street

	Sunderland, SR1 1SB Tel: 0845 366 1997
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**(Banking Hours are mainly from 9.30am – 5.00pm Monday to Friday; some the banks are open on a Saturday morning until lunchtime)**

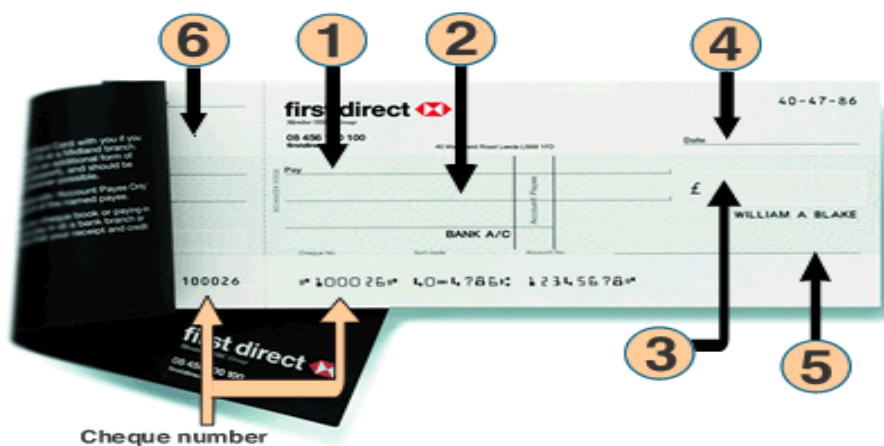
Your new bank account may provide you with the following:

- A cheque book: you can use this to withdraw cash for yourself or use cheques to pay for goods and services. Please note in most high street stores cheques are no longer accepted as a mean of payment.
- A cheque card: to use with your cheque book to prove your identity
- A cash card: for withdrawing money from ATM (cash) machines with your personal PIN number
- Regular bank statements: to inform you of your transactions and your current bank balance **(Important note: keep your bank statements safe. You will need them when extending your visa)**
- Free banking: banks do not normally make charges for services as long as you are in credit.

To open a bank account, you need to take your **passport** with you and a **bank letter** from the Gateway Enquiry Desk, which has details of the course you are studying, your home country address and your local Sunderland address in the UK.

British coins come in the following denominations: 1p, 2p, 5p, 10p, 20p, 50p, £1, £2.  
British banknotes come in denominations of £5, £10, £20, £50.

### How to write a cheque



1. Write the name of the person or company you are paying (the 'payee') on the first line
2. Write the amount being paid in words on the second line (continue on the third line, if necessary). Write the amount in words on this line e.g. 'One Hundred and Three Pounds'
3. Write the amount being paid in numbers in the box, e.g. '£103'
4. Enter the date. In the UK the order is always day-month-year, e.g. '01/09/2000'
5. Sign the cheque with your name
6. This part is called the cheque book stub. Here you write the date, how much the cheque was for and who you paid. This is for your information.

Each cheque has its own number written on the cheque and on your cheque book stub. When the cheque is paid and the money leaves your bank account, this number will be shown on your bank statement. Other details on a cheque are the number of your bank account and the address of your bank.

**Important note: You should keep your cheque book and cheque card separate from each other. If one or both are lost or stolen, it is important for your own protection that you tell your bank immediately. Most banks have 24 hour phone lines to report such losses.**

### 5. Health and Wellbeing

- Student Health and Wellbeing Service

There is a confidential health advisory service based in the Edinburgh Gateway. There are two registered nurses and an adviser trained in social work. This service operates on a 'drop-in' or an appointment basis and is open Monday to Friday. We strongly recommend you to visit Health and Wellbeing service if you have any ongoing health problems, e.g. Diabetes, Epilepsy, Asthma and etc.

During term time, every Tuesday between 12:00pm and 4.00pm, there is a Family Planning / Well Person Clinic held. Advice on contraception, sex-related issues and free pregnancy testing are available at any time. For further information, please ring (0) 191 515 2933 or email: [Joanne.turns@sunderland.ac.uk](mailto:Joanne.turns@sunderland.ac.uk) or [health.wellbeing@sunderland.ac.uk](mailto:health.wellbeing@sunderland.ac.uk)

#### ▪ **NHS & GP**

- You should be entitled to free NHS treatment (GPs, doctors, hospitals) if you are on a full-time course that lasts 6 months or more, or you are an EEA national or you are from a country with a reciprocal health agreement.
- You should visit a doctor when you are ill. Do not go to the hospital for minor problems.
- In a medical emergency you should phone for an ambulance (999, or from a university phone 1999) or ask someone to take you to Casualty (Accident & Emergency) Department at your nearest hospital.
- To receive treatment on the NHS, you need to register with a doctor (GP). For a list of GPs in Sunderland, please visit <http://my.sunderland.ac.uk/web/support/health/doctors?doctors>. You need to register as soon as you have settled into your accommodation in Sunderland, don't wait until you are ill.
- To register with a GP, you need your **passport** and **acceptance letter**. You will receive a medical card with your NHS number.
- **Prescription medicines**: it costs around **£7.50 for each item** of medicine prescribed by the doctor. If you are under 19 and doing full-time study are exempt.

#### ▪ **Dentists & Opticians**

- **Dentists** and **Opticians** are not NHS staff, but self-employed, contracted to the NHS and paid according to the treatment given. If you register with a local dentist who takes NHS patients, you will probably have to pay something towards the cost of your treatment but at a reduced rate if you are entitled to free NHS treatment. International students will have to pay the same charges for eye tests as home students, and will normally have to pay for glasses or contact lenses. Those under 19, doing full-time study apply for exception in the same way as for free prescriptions.
- **If your course of study is less than six months, you are only entitled to limited free NHS treatment.** The cost of medical treatment could be very expensive. It is very important that you take out medical insurance for the duration of your stay in the UK. UKCISA recommend **Endsleigh Insurance Company** for international students.

## 6. **Library service and IT facilities**

University Library Services support your studies both on campus and online. A wide range of services are provided, including information resources that you can borrow or access online, IT facilities, information skill support and a great environment in which you can meet fellow students and study. The Murray Library on City Campus and The Learning Resource Centre in Room 104 of the Reg Vardy Building on St. Peter's Campus are also the place where you can hand in and collect your assignments as instructed by your tutor. There are three libraries within the university:

- Ashburne Library: Arts and Design
- The Murray Library: Education and Lifelong Learning; Health, Natural & Social Sciences; Humanities, Culture & Languages
- St. Peter's Library: Business, Computing, Economics, Education, Law, Media & Performing Arts, Psychology

The Murray Library and St. Peter's Library are open 24 hours a day, 7 days a week during core teaching weeks. After library staff have left for the evening you can continue to make use of library services on a self-service basis by presenting your Campus Card to security staff. The libraries are open but hours will differ during holiday periods. To check library opening hours and find out more about the services and to

access a wide range of information resources, please visit the library website: <http://my.sunderland.ac.uk> and click on Library Services.

## 7. Student Visa Extension

International Student Support can assist you with your application for a visa extension. At least 6 weeks before your visa expires, please come to the Gateway Enquiry Desk to collect a visa extension application form FLR(S) or download from <http://www.bia.homeoffice.gov.uk/studyingintheuk/extending/>, and make an appointment to have your form checked once it is **completed** and you have **gathered all the necessary supporting documentation**.

Make a note of your visa expiry date. You should prepare your visa application form and documents at least 6 weeks before your visa runs out. Your visa application form must arrive at the Home Office before or on the last day of your visa. Alternatively, you can make an application in person at one of the Public Enquiry Offices:

- **Birmingham:** Dominion Court, 41 Station Road, Solihull, Birmingham B91 3RT
- **Croydon:** Lunar House, 40 Wellesley Road, Croydon CR9 2BY
- **Glasgow:** Festival Court, 200 Brand Street, Govan, Glasgow G51 1DH
- **Liverpool:** Reliance House, 20 Water Street, Liverpool, L2 8XU

Currently the Home Office charges for an extension of stay in the UK as a student:

- **£295** for applications made by post
- **£500** for applications made in person

If you would like the university to post your application for you, you can only pay by **Postal Order**, which can be purchased from the Post Office, the nearest one to the university is: 45 – 47 Fawcett Street, Sunderland SR1 1RR

### The following documents must be sent with your application:

- **3 months' bank statements**
- **Registration slip**
- **Police registration certificate (if you need to register with the police)**
- **Passport**
- **Attendance letter**
- **Payment receipt for your tuition fees**
- **Transcript from your previous courses**
- **Offer letter for your next course you may have**
- **Pay slips/contract from your employer if you are working**

Once your student visa application has been processed by the International Student Support team, you should expect to wait at least 4 -14 weeks before a decision is made. Your passport will be posted back to the International Student Support team who will contact you to calling the Gateway and collect it.

## 8. Working in the UK

**Whether you can work in the UK depends on what kind of stamp the immigration authorities have put in your passport.** Your passport may have:

- **'restriction on working'** stamp

This stamp allows you to work under the following conditions: during term time, you must NOT work more than 20 hours per week; you can not run your own business, be self-employed, or work as a professional sportsperson or entertainer and you can not take up a permanent full-time position (but you can do full-time short-term work during the holidays). The stamp will say 'work (and any changes) must be authorized' or 'Leave to enter/remain in the United Kingdom on condition that the holder maintains and accommodates himself and any employment paid or unpaid without the consent of the Secretary of State for Employment and does not engage in business or profession without the consent of the State for the Home Departments is hereby given for / until...'

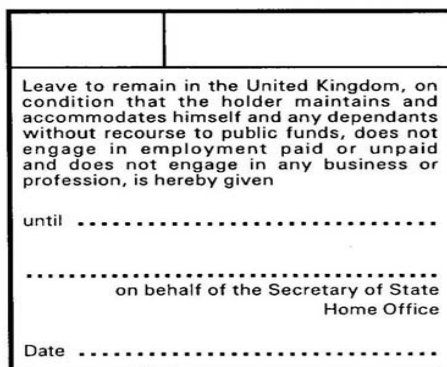
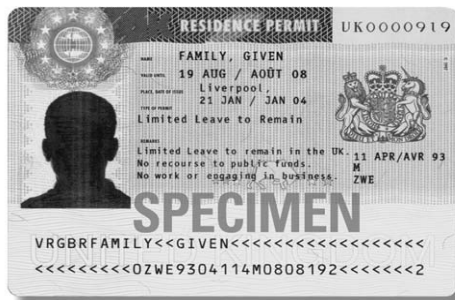
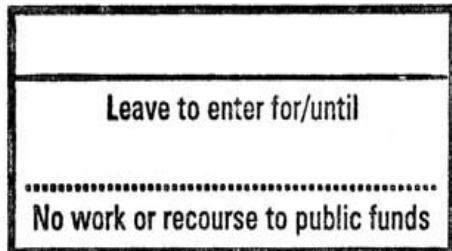
- **'prohibition on working'** stamp

If your course lasts six months or less you may get this stamp in your passport. This means that you are not allowed to work at all while you are studying here. The stamp will say 'No work or recourse to public

funds', or 'Leave to enter/remain in the United Kingdom on condition that the holder maintains and accommodates himself and any dependents without recourse to public funds and does not enter employment paid and does not engage in any business or profession is hereby given for/until...'

**Passport Stamps Examples**

**'Prohibition'**



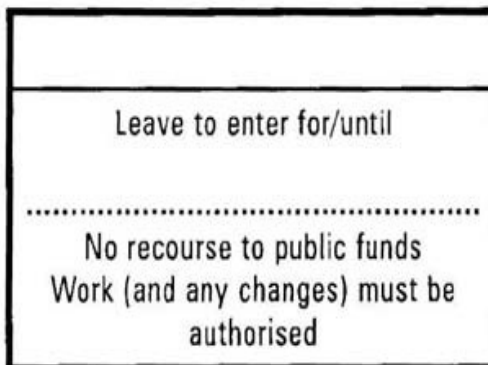
**'Restriction'**

Leave to enter the United Kingdom on condition that the holder maintains and accommodates himself and any dependants without recourse to public funds and does not enter or change employment paid or unpaid without the consent of the Secretary of State for Employment, and does not engage in business or profession without the consent of the Secretary of State for the Home Department is hereby given for/until

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The holder is required to register at once with the police.





- Job centres / recruitment agencies. To find your nearest Jobcentre Plus, enter your postcode or town name at:

<http://www.jobcentreplus.gov.uk/JCP/Aboutus/Ouroffices/Search/LocalOfficeSearch.aspx?type=1&name=Local%20Office>

You can search their database for jobs on their website:

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Or you can find a recruitment agency using Yell:

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

- Local Newspapers, for example: Metro (Free), Sunderland Echo, Evening Chronicle and Journal etc. You may want to ask to see if they need any staff in the shops in your area (e.g. newsagent's, supermarket, bakery, clothes shops) or places offering meals (coffee shops, fast food chains, restaurants), accommodations (hotels, hostels) or leisure services (cinemas, bowling alleys, leisure centres etc).
- Search from some of the popular online general recruitment websites in the UK:

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

[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)

[www.employment4students.co.uk](http://www.employment4students.co.uk)

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

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

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

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

**Please make sure before you arrange a job that it fits in with your timetable and that you don't miss classes, work over 20 hours per week or get too tired to study.**

## 9. Insurance and Personal Security

For your own peace of mind we recommend that you take out some insurance to protect your personal possessions and car against loss, theft or damage, and to cover any health costs.

Shop around – look in Yellow Pages ([www.yell.com](http://www.yell.com)) or Internet search engine. There might be good deals. Alternatively, you could go to Endsleigh Insurance Company, a national company in Newcastle which has competitive student policies.

The University of Sunderland takes great pride in the steps we take to keep our students safe whilst studying here. One simple step that can be taken to stay safe is for you to avoid situations that could put you at risk, particularly at night.

Now that you are living in a different country and environment, it is essential that you consider your personal security. If you must go out at night, then try to go out with friends. Avoid lonely places and badly-lit alleyways and keep to busy main roads. Do not carry large amounts of money. Think and act sensibly. Take a look at the following website where you will find useful information: [www.good2besecure.gov.uk](http://www.good2besecure.gov.uk)

The University of Sunderland's Students' Union organises late night transport for students, please refer to [www.sunderlandsu.co.uk/main](http://www.sunderlandsu.co.uk/main) for further information.

You can also get information on personal safety from the Campus Watch website: [www.sunderland.ac.uk/campuswatch](http://www.sunderland.ac.uk/campuswatch)

The University Security works in partnership with Northumbria Police and this arrangement has been highlighted as an example of good practice in an official national report. The partnership involves two Northumbria Police Officers, PCs Kevin Hood and Helen Hall.

#### ▪ **Passports and Identity Documents**

Please keep your passport in a safe place. It is essential to take a photocopy of the personal information and visa pages in your passport and keep them safe in case it is lost or stolen and you have to apply for a replacement passport during your stay here. Under British Law you are NOT required to carry any forms of identification when you are moving around in the UK. Therefore, we strongly advise you NOT to carry your passport or your home identification papers with you, unless you specifically need them.

#### ▪ **Laptops and Mobile Phones**

If you would like to use your laptop at the library, you will need to register it. You can start this process by going online into Self-care at My Sunderland, choosing the 'register your computer' option and following the instructions. Even if you do not intend to use your computer at the university, it is a good idea to register it in case it is lost or stolen. Please visit <http://mysunderland.ac.uk> to register.

You can also register your property such as mobile phones or ipods at [www.immobilise.com](http://www.immobilise.com) where you will find a list of telephone numbers to report and block stolen phones. If you choose not to do this, you should at least make a note of your phone's IMEI code in case it is lost or stolen. You can see the IMEI code by dialling \*#6#.

### **10. Council Tax**

- You will not need to pay Council Tax if you live in student accommodation.
- If you live in private accommodation, you will need to collect a standard council tax letter from the Gateway Enquiry Desk.
- For information on Council Tax Exemption, please visit Sunderland Council Tax Office website: <http://www.sunderland.gov.uk/counciltax/>

### **11. TV Licences**

- **You need to buy a TV licence to watch TV in the UK.** If you are caught watching without a licence, you could be fined up to £1,000.
- If you live in your own accommodation, you need to buy an individual licence. If you share a flat and share the contract with other people, you only need one licence for the flat.
- The licence costs £135.50 a year for a colour television, and a black and white TV licence costs £45.50.

For more information and details on how to pay including payment online call 0844 800 6790 or visit [TV Licence](#).

### **12. Driving in the UK**

Before driving any vehicle (car, motorbike, van etc) in the UK, you should check that you meet all of the legal requirements which apply (a) to the driver and (b) to the vehicle; and that you are aware of the correct procedures, which may be very different from your home country.

If you hold a valid driving licence or International Driving Permit which is not barred from driving in the UK, you may drive the vehicles covered by your licence in the UK for 12 months from the date you first arrived in this country to start your course. To ensure continuous driving entitlement a UK driving licence must be obtained before this period elapses, by exchanging your licence for a GB one.

If you hold a valid driving licence issued by a country from the European Economic Area (EEA) and you are visiting the UK, you can drive as long as your licence remains valid.

Detailed information about all aspects of driving in the UK as a student can be found on [DVLA Student Section](#)

**IMPORTANT NOTE:** Anyone driving a vehicle in the UK must have a **valid current licence** to drive that type of vehicle; and must be covered by **insurance** to drive that specific vehicle. The vehicle must also be **registered** in the owner's name and have valid **road tax**.

### 13. Food

Conveniently located near most of our halls of residence are groups of shops known as 'local shops'. These shops will be useful for basic food items when you first arrive in Sunderland and they are good for supplementing your weekly shop in an emergency. However, they are often more expensive than supermarkets, so you should try to avoid using them too often and try to plan ahead with your shopping. You could spend a lot more if you do all your shopping the corner shops.

There are two supermarkets, Tesco and Iceland located in the Bridges Shopping Centre in the city centre. Both of them have a wide range of food and other items. Outside the city centre there are several other large supermarkets.

Sunderland also has a number of ethnic food stores. There are a large number of Take Away shops in Sunderland, where you can buy ready cooked food, including Chinese and Halal Foods, and most of them operate a delivery service.

Nearby city Newcastle, it has a huge choice of restaurants and cafes serving food from all parts of the world. Many specialise in food from China, India and Italy; several are for vegetarians.

Shops are generally open between 9am and 5.00pm from Monday to Saturday; some shops open on Sunday 11am-4pm. Late night shopping is Thursday when some shops open till 8pm. Local supermarkets and small grocers or specialist food shops may also open late. The major supermarkets (ASDA, Sainsbury's, Morrison's, Tesco Extra) are often open till late.

### 14. Social activities

- We have an International Coffee Afternoon in the Gateway running every two week's. we will email you with more information.
- You can join HOST UK at <http://www.hostuk.org.uk/> to visit a day, a weekend or Christmas as a guest with a friendly British family, to have an experience of the culture and way of life in Britain. HOST UK is made up of voluntary host families who enjoy meeting people from other countries and helping with their English conversation practice. They offer a friendly welcome and an insight into their customs and way of life. If you want to know more about how to apply, please email [students@hostuk.org](mailto:students@hostuk.org) or call 020 7254 3039.
- If you would like to explore the UK and Europe while you are studying in the UK, you will have plenty of chances to discover world famous cities during weekends or holiday. You might need a visa or a Schengen Visa to travel to other European countries; you can check visa requirements using the website of that country's embassy in London. Also, you please visit the following useful website for advice:
  - Search Schengen countries  
<http://www.eurovisa.info/SchengenCountries.htm>
  - Plan your trip and Schengen visa  
<http://www.ukstudentlife.com/Travel/Europe.htm>
  - British Council  
[https://secure.hotcourses.com/pls/hot\\_bcssl/bc\\_maintain\\_user.page\\_pls\\_user\\_reg?x=841656663911&y=0&a=0](https://secure.hotcourses.com/pls/hot_bcssl/bc_maintain_user.page_pls_user_reg?x=841656663911&y=0&a=0)
  - Student Travel Agent  
<http://www.statravel.co.uk>

### 15. Pub/Drink regulations and the laws on drugs

Licensing laws state that if you are under 18:

- You may not purchase or be supplied with or consume alcohol in a pub
- You may not purchase alcohol from an off-licence or supermarket
- You may not be employed in a bar of licensed premises

If you are over 16, you may purchase beer with a meal in an eating area of licensed premises. You are allowed to consume soft drinks but this will depend on the pub's licence. Some bars are over 18s only or over 21s only.

You are not allowed to smoke in pubs, restaurants, café etc. smoking is prohibited in all public buildings.

## Illegal drugs in the UK

Illegal drugs are categorised into 3 classes:

		Penalty for possession (having drugs on you)	Penalty for dealing or supplying (giving, selling or offering drugs with or without payment)
<b>Class A</b>	Ecstasy, LSD, heroin, cocaine, crack, magic mushrooms, amphetamines (if prepared for injection).	Up to seven years in prison or an unlimited fine or both.	Up to life in prison or an unlimited fine or both.
<b>Class B</b>	Amphetamines (Speed, Whizz), Methylphenidate (Ritalin), Pholcodine, Cannabis	Up to five years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both
<b>Class C</b>	Tranquilisers, some painkillers, Gamma Hydroxybutyrate (GHB), Katemine.	Up to two years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.

Trafficking means to take drugs from one country to another. For trafficking, you could go to prison for longer. For more information, look at the website: <http://www.homeoffice.gov.uk/drugs/drugs-law/Class-a-b-c>

## 16. Local Transport

All of our university campuses are located near to the city centre, and to metro stations. It is very convenient that Tyne and Wear Metro goes through Sunderland City Centre, St. Peter's, City Campus, Park Lane, Newcastle City Centre, Newcastle Train Station, Newcastle Airport and many suburban areas. Tyne and Wear Metro runs a frequent service during the day, but does not run through the night, stopping at around 11:30pm and restarting at around 5.45am.

University of Sunderland students can purchase a Metro Students Card for unlimited travel between South Hylton and Brockley Whins for the whole academic year. You can purchase the University of Sunderland Metro Students Card from the Nexus Travel Shop at Park Lane Interchange. To apply, you will need to complete the application form and take with you the following documentation:

- University registration slip
- Either University Smart Card, passport or photo card driving licence

Please visit <http://www.tyneandwearmetro.co.uk> for further details.

The university operates a free campus bus service for its students and staff. For further details, please visit Students' Union website: <http://www.sunderlandsu.co.uk>

Taxis are expensive, but often the most convenient way to travel if you have a lot of luggage or if it is late at night. Taxi ranks can be found outside Train Station, City Centre (near Wilkinson) and at various other

places throughout the city. You may not stop a taxi in the street, you must go to a taxi rank or phone for the taxi to come and pick you up.

## 17. Religious Groups

People with many different religious beliefs live in Britain. If you wish to, you can get involved in the local religious community in Sunderland.

At the university, we have our own Chaplaincy Team to support you throughout your time of study regardless of your religious affiliation. Pastoral care provides a 'listening ear', information about local places or worship, support for all student religious societies and fosters link between the university and the wider community. The Chaplaincy team consists of a full-time Chaplain, several associate chaplains of different denominations, as well as advisers from different world faiths. The chaplain Reverend Canon Dr. Stephen Fagbemi will act as your contact point for information about local places of worship. For further information, please call (0191) 515 3482, or visit <http://www.sunderland.ac.uk/chaplain>

## 18. Academic Support

All international students whose first language is not English are required to have their English assessed during the first week. Full details about when and where to attend assessment will be available at inductions. Once the level of your English has been assessed, you will be offered a class to suit your ability.

It is strongly recommended that you attend your allocated class because improving your English will help you to become successful in your main subject area. On some programmes English can be studied as an option; on other programmes it is compulsory to take a module in English. Your programme leader will be able to advise you.

There are two types of English modules for you to choose from: English for Academic Purposes (EAP) and English for Business Studies (EBS). These modules are part of the University Language Scheme and are one semester long. You can study up to two modules per year, one module per semester.

Successful completion of your EAP/EBS course will enable you to use English more confidently, accurately and fluently. This will help you to enjoy your experience at the university more and to achieve better results in your course. If you would like more information, please contact Judith Turner – University Language Co-ordinator on: (0191) 515 2151 or email: [Judith.turner@sunderland.ac.uk](mailto:Judith.turner@sunderland.ac.uk)

## 19. Pastoral Support

### ▪ Counselling

Counselling gives students the opportunity to explore their issues therapeutically in confidential setting. These issues may be personal, social or about studying. Personal issues include homesickness, depression, bereavement, suicidal thoughts, self-injury, alcohol/drug abuse, eating issues, sexuality, anxiety, panic and anger. Social issues include relationship problems, family problems, flatmate problems, difficulty 'joining in', isolation and loneliness. Study issues include inability to study, time management, exam anxiety, lack of motivation and a sense of being on the wrong course.

The counsellors are male and female, young and old, all extensively trained and highly experienced, drawn from a variety of backgrounds. The counselling rooms located in Edinburgh Building are warm, welcoming and confidential. Most students refer themselves, booking an initial appointment with counselling reception by telephone (0191) 515 2933 or visit <http://my.sunderland.ac.uk/web/support/counselling>

### ▪ Sports

Sport is almost a way of life in Sunderland. Here at the University we provide our students with the best possible opportunities to play sport and keep fit.

Whether you enjoy sport for relaxation or aim to compete at the highest level, we can cater for your interests. Our proactive development programmes will help you get the most out of your chosen sport whether it's basketball, badminton, soccer, rugby, hockey, cricket, fencing, tennis, table tennis, netball, water sports (including surfing, sailing, canoeing and rowing), skiing, swimming, athletics or golf. The university also has a

partnership arrangement with Sunderland City Council which means that students can use the city's excellent sporting and recreational facilities.

Soon, there will be even more choice. The North East region's only 50-meter pool is located next to the Stadium of Light, making Sunderland a must, if swimming is your sport. We have a close partnership with Sunderland Football Club, which is a great advantage in developing opportunities for both men's and women's football. It also means that our home matches are played at the club's own training ground, the Academy of Light. Our links to some of the area's finest golf courses mean you can play regular games as well as entering top-class local competitions and our partnership with Ashbrooke Sports Club provides access to high quality rugby, cricket and tennis facilities.

As you'd expect from a coastal city, water sports are well catered for. Another partnership – this time with Sunderland Marina, means that students can make a splash in the worlds of sailing, canoeing and surfing. After all, we do have the longest beach within the boundaries of any city in England.

If you enjoy watching competitive sport then you have Premiership football in the area, first-class cricket, top-class rugby union, ice hockey, basketball and athletics. We like to think you are spoiled for choice in the North East. Whatever you are into, the Students' Union runs a vast array of sports and recreational clubs and societies. As a university, we have exciting plans to significantly enhance our sports provision. For more information about University Sport Sunderland go to: <http://www.unisportsunderland.com> or email [uni.sport@sunderland.ac.uk](mailto:uni.sport@sunderland.ac.uk)

## 20. Public Holidays

Days of the year when most people are on holiday:

New Year's Day	1 January
Good Friday and Easter	The days before and after Easter weekend (always in March or April)
May Bank Holiday	First Monday in May
Spring Bank Holiday	Last Monday in May
Summer Bank Holiday	Last Monday in August
Christmas Day	25 December
Boxing Day	26 December

## 21. Money Saving Tips

### ▪ Nectar Card

Nectar is a unique reward programme which lets you collect points at many places, using the same Nectar card rather than lots of cards in different shops. Once you have collected Nectar points you can spend them on thousands of great rewards- from free meals to great days out, from worldwide flights to cinema tickets – the choice is yours. For the list of stores and further information, please visit <http://www.nectar.com>

### ▪ Cineworld Unlimited Card

With the Cineworld Unlimited Card you are free to enjoy any film, any day, any time at any Cineworld Cinema from £10.99 a month (£10.99 excludes London West End Cinemas: Shaftesbury Avenue, Haymarket, Fulham and Chelsea. £13.99 includes all cinemas across the UK and Ireland). So if you are a big film fan, then its worth to get this card. For more details, please visit [http://www.cineworld.co.uk/Cms.jgi?RUBRIQUE\\_CMS=UNLIMITED](http://www.cineworld.co.uk/Cms.jgi?RUBRIQUE_CMS=UNLIMITED)

### ▪ Young Person's Railcard

If you are aged between 16 and 25 (or a mature student), then you can buy a Young Persons Railcard for just £24 for 12 months. It will save you 1/3 on most rail fares throughout Great Britain for a whole year. When you purchase your rail ticket, please ask a member of railway station shop staff before you buy your ticket. For more information, please visit <http://www.youngpersons-railcard.co.uk/>

### ▪ Young Person's Coachcard

The Young Persons Coachcard is for everyone aged 16-26 and full time students. You will save up to 30% on National Express coach journeys with your Young Persons Coachcard. Before you purchase

your coach ticket, please ask a member of the staff at the Travel Shop about the Young Persons Coachcard.

You can buy the Young Person's Coachcard for £10 and valid for 1 year or £25 for 3 years. For further information, please visit the Travel Shop in Park Lane Interchange or online at <http://www.nationalexpress.com/save/young-persons.cfm>

- **Boots Advantage Card**

Boots Advantage Card is free of charge, collect 4 points per £1 when you shop in Boots Stores or at [www.boots.com](http://www.boots.com). Also look out for special points promotions in the store or online to collect more points. All the points you have collected you will be able to spend them on certain products in the store. For more details, please visit Boots Store or online <http://www.boots.com>

- **Tesco Clubcard**

Tesco Clubcard is free of charge, you will collect 1 point for every £1 you spend in-store, on Tesco.com or with Tesco Petrol. Collect 150 points or more in a quarter and you will receive your points as Clubcard Vouchers in your quarterly statement. For more details, please visit Tesco Stores or online at <http://www.tesco.com/clubcard/clubcard/>

## **22. Useful Websites and Contact Numbers**

### **A**

#### **ACCOMMODATION**

University Residential Services

<http://seacoast.sunderland.ac.uk/cpssites/accom>

General Enquiries

Student Pad

<http://www.studentpad.co.uk/sunderland>

#### **Airports**

Gatwick Airport

<http://www.gatwickairport.com>

General Enquiries: (0)870 000 2468

Lost Property: (0)1293 502 014 or (0)1293 504310 or email [Gatwick.lostproperty@excess-baggage.com](mailto:Gatwick.lostproperty@excess-baggage.com)

Left Baggage: (0) 1293 502 014 or (0) 1293 502 013

Gatwick Express: (0) 845 850 1530

Heathrow Airport

<http://www.heathrowairport.com>

General Enquiries: (0) 870 000 0123

Lost Property: (0) 20 8745 7727 or email [heathrow.lostproperty@excess-baggage.com](mailto:heathrow.lostproperty@excess-baggage.com)

Newcastle International Airport

<http://www.newcastleinternational.co.uk>

Customer Information: (0) 871 882 1121

Flight Information: (0) 871 882 1131

Lost Property: (0) 871 882 1121 ext. 4427/4271/4274

Manchester Airport

<http://www.manchesterairport.co.uk/manweb.nsf>

Tel: (0) 8712 710 711

Fax: (0) 161 489 3813

## **B**

### **BANKS**

#### *Barclays Bank*

<http://www.barclays.co.uk/>

Address: 53 Fawcett Street, Sunderland SR1 1RS

Tel: (0)8457 555 555

#### *HSBC Bank*

<http://www.hsbc.co.uk>

Address: Unit 49-51, The Bridges Shopping Centre, Market Square, Sunderland SR1 3LE

#### *Lloyds TSB Bank*

<http://www.lloydstsb.com/>

Address: 54 Fawcett Street, Sunderland SR1 1SF

Tel: (0) 845 3000 000, Fax (0) 845 0701 190

#### *Royal Bank of Scotland*

<http://www.rbs.co.uk/>

Address: 64 Fawcett Street, Sunderland SR1 1BB

Tel: (0) 191 567 8716

### **B&B, GUEST HOUSES AND HOTELS**

#### *Abbingdon Guest House*

Address: 5 St George's Terrace, Roker, Sunderland SR6 9LX

Telephone: (0191) 514 0689

Website: <http://www.abingdonguesthouse.co.uk/>

#### *Anchor Lodge*

Address: 16 Roker Terrace, Roker, Sunderland, SR6 9NB

Telephone: (0191) 567 4154

#### *April Guest House*

Address: 12 St George's Terrace, Sunderland, SR6 9LX

Telephone: (0191) 565 9550

Website: <http://www.aprilguesthouse.co.uk/>

#### *Ashborne Guest House*

Address: 7 St George's Terrace, Roker, Sunderland, SR6 9LX

Telephone: (0191) 565 3997

#### *Balmoral Guest House*

Address: 3 Roker Terrace, Sunderland, SR6 9NB

Telephone: (0191) 565 9217

#### *Lemonfield Hotel*

Address: Sea Lane, Seaburn, Sunderland, SR6 8EE

Telephone: (0191) 529 3018

Website: <http://www.lemonfieldhotel.com/>

#### *Premier Travel Inn North West*

Address: Timber Beach Road, Off Wessington Way, Sunderland, SR5 3XG

Telephone: (0) 870 9906514

Website: <http://www.premiertravelinn.com/pti/home.do>

#### *Tavistock Roker Hotel*

Address: Tavistock Roker Hotel, Roker Terrace, Roker, Sunderland SR6 9ND

Telephone: (0) 191 567 1786

Website: <http://www.tavistockleisure.com/Sunderland/Sunderland.php>

#### *Sunderland Marriott Hotel*

Address: Queen's Parade, Seaburn, Sunderland, SR6 8DB  
Telephone: (0191) 529 2041

*The Chaise Guest House*  
Address: 5, Roker Terrace, Sunderland, SR6 9NB  
Telephone: (0191) 565 9218

*Travelodge Sunderland City Centre*  
Address: Low Row, Sunderland, SR1 3PT  
Telephone: 0870 191 1550

### **British Council**

The UK's international organisation for educational and cultural relations  
<http://www.britishcouncil.org>  
<http://www.educationuk.org>

## **C**

### **Careers, Employment, Income Tax & National Insurance**

*Careers and Employability Services at the University*  
Opening time: 9am – 6pm Monday to Thursday, 9am – 5pm on Friday  
Address: The Gateway, Chester Road, City Campus  
Tel: (0191) 515 2920  
Web: <http://www.sunderland.ac.uk/ces>

*Flag Staff Recruitment*  
Address: Flagstaff Services, 44 Frederick Street, Sunderland, SR1 1NF  
Tel: (0191) 5100 788, Fax (0191) 565 8370  
Email: [info@flagstaffrecruitment.co.uk](mailto:info@flagstaffrecruitment.co.uk)  
Web: <http://www.flagstaffrecruitment.co.uk>

*HM Revenue & Customs Sunderland*  
Address: Gilbridge House, High Street West, Sunderland, SR1 3HL  
*Job Centre Plus (job information and obtain national insurance number)*  
John Street, Sunderland, SR1 1QT  
Tel: (0191) 5544800  
Web: <http://www.jobcentreplus.gov.uk/JCP/index.html>

*Brook Street Recruitment*  
Address: 2, Fawcett Street, Sunderland, Tyne & Wear, SR1 1SJ  
Tel: (0191) 514 5358 Fax: (0191) 564 1967  
Email: [Sunderland@brookstreet.co.uk](mailto:Sunderland@brookstreet.co.uk)  
Web: <http://www.brookstreet.co.uk>

*Reed Employment Agency*  
Address: Reed Employment Sunderland, 20 Waterloo Place  
Sunderland, SR1 3HT  
Tel: (0191) 567 4098, Fax: (0191) 566 1080  
Web: <http://www.reed.co.uk>

### **Chinatown**

Address: Stowell Street, Newcastle Upon Tyne, NE1 4YB  
Tel: 0709 286 1439, Fax: (0191) 222 0201  
Web: <http://www.newcastlechinatown.co.uk>

### **Council Tax**

Opening hours: 8.30am – 4.30pm, Monday to Thursday, 8.30am – 4pm, Friday  
Address: Council Tax Section, Civic Centre, Sunderland, SR2 7DN  
Tel: (0191) 553 1900 (if your query is about your Bill), (0191) 553 1888 (if your query is about Recovery),  
(0191) 553 1892 (if your query is about Enforcement)  
Email: [council.tax@sunderland.gov.uk](mailto:council.tax@sunderland.gov.uk)

Web: [www.sunderland.gov.uk](http://www.sunderland.gov.uk)

### **Counselling**

Meetings: by appointment only (no drop-in sessions)  
Opening time: 9am – 5pm Monday to Friday  
Add: Edinburgh Building, Chester Road, City Campus  
Tel: (0191) 515 2933  
Email: [peter.hughes@sunderland.ac.uk](mailto:peter.hughes@sunderland.ac.uk)  
Web: <http://my.sunderland.ac.uk/web/support/counselling>

### **Cultural Awareness**

*UKCOSA*  
Web: <http://www.ukcosa.org.uk/images/shock.pdf>

## **D**

### **Dentists**

*I Gray & S Gray*  
180 Chester Road, Sunderland  
Tel: (0191) 510 8686

*Mr. Miller, Miss Kerr & Mrs Farrell*  
217 Chester Road, Sunderland  
Tel: (0191) 514 2727

*Ramshaw & Silver*  
50 John Street, Sunderland  
Tel: (0191) 567 2604

*Mr PJ Knops & Miss J Kirk*  
55 Frederick Street, Sunderland  
Tel: (0191) 567 3791

*Vaughan, Common & McDermott*  
35 Merle Terrace, Pallion, Sunderland  
Tel: (0191) 565 7058

*Oasis Dental Care*  
495 Hylton Road, Sunderland  
Tel: (0191) 534 1167

*Mr F. A Ardabili*  
10 Derwent Street, Sunderland  
Tel: 091 567 4844

*Peel Street Dental Surgery*  
11 Peel Street, Sunderland  
Tel: (0191) 567 2035

### **Disability Support Team**

Tel: (0191) 515 2052, Fax: (0191) 515 2107  
Email: [disability.support@sunderland.ac.uk](mailto:disability.support@sunderland.ac.uk)

### **Driving in the UK**

*Driver and Vehicle Licensing Agency*  
Web: <http://www.dvla.gov.uk/>

*BSM Driving School*  
Web: <http://www.bsm.co.uk/>

*The Ultimate Driving Company*  
Add: 8 Silksworth Lane, the Barnes, Sunderland SR3 1LL  
Tel: (0191) 552 3402  
Web: <http://www.theultimatedrivingcompany.co.uk>

## E

### Electric

NEDC Electric (0) 800 668 877

### Embassies in the UK

Web: <http://www.embassyworld.com> Directory & Search Engine of the World's Embassies & Consulates

### Emergency

*Police/Fire/Ambulance:* 999

#### *Sunderland Royal Hospital Accident and Emergency Unit*

(Open 24 hours a day, every day to treat serious and life-threatening injuries or illnesses, no appointment needed)

Sunderland Royal Hospital

Kayll Road, Sunderland, Tyne and Wear, SR4 7TP

Tel: (0191) 5656 256, Fax: (0191) 514 0220

### English Language Support for International Students (EAP)

Judith Turner, University Language Scheme Co-ordinator

Tel: (0191) 515 2151

Email: [Judith.turner@sunderland.ac.uk](mailto:Judith.turner@sunderland.ac.uk)

### Entertainments

#### *Cineworld Sunderland (Empire Cinema)*

Add: 4 Lambton Street, Sunderland, SR1 1TP

Web: <http://www.empirecinemas.co.uk>

#### *Sunderland Bowl (Excel Bowl)*

Add: Newcastle Road, Sunderland, SR5 1HX

Tel: (0191) 5656 001 / (0191) 5656 018, Fax: (0191) 510 2379

## F

### Food & Plants

*Defra*

If you are in doubt to bring food or plants to the UK, please check the rules with Defra.

Tel: 08459 335577 (from the UK), +44 (0) 20 7238 6951 (from overseas) between 9am -5pm British time Monday to Friday.

Web: <http://www.defra.gov.uk>

## G

### Gas

Transco (0)800 111 999

### GPs

For students living in and around main campus, Clanny House and Chester Road area:

#### *Southill Crescent*

Dr. Joseph & Mackrell Telephone (0191) 5676 828

#### *3 Eden Terrace, Durham Road*

Dr. Chhabra Telephone (0191) 567 5673

#### *Millfield Health Centre*

Drs. Watson, Lee, Singh, Gilespie, Crompton, Lyndon, Wright, Smithson & Harness

Telephone (0191) 567 9179

*Pallion Health Centre*

Dr Bagchi Telephone (0191) 567 2995

Drs. Brown & Lesley, Walsh, McCann, Somoza & Wilderman Telephone (0191) 567 4673

Drs. Ursu, Raman & Shetty Telephone (0191) 567 1319

*Hylton Medical Group*

Drs. Ela & Khalidi Telephone (0191) 565 8598

For students living in Hendon and Ashbrooke Area

*Ashburn Medical Centre*

Drs. Sheth & Pilapitiya Telephone (0191) 567 4397

*74/75 Toward Road*

Drs. Wohlrab & Parry Telephone (0191) 567 1035

*Deerness Park Suffolk Street*

Drs. Datta, Owen, Gilmour, Murray Sinharry Telephone (0191) 5270961/2

*Villette Surgery Hendon*

Drs. Brigham, Maredia, Pinto & Taylor Telephone (0191) 567 9361

For students living in Panns Bank, Scotia Quay, Roker and All Saints

*St. Bede Medical Centre Lower Dundas Street*

Drs. Ford, Jackson, Dulson & McBride Telephone (0191) 567 5335

*Fulwell Medical Centre Ebdon Lane Fulwell*

Drs. R G Rutherford, Blake, Brown, Burnham, Walton & Atchison Telephone (0191) 548 3635

*Southwick Health, the Green, Southwick*

Dr. Obonna Telephone (0191) 5486944

*Roker Avenue Health Centre*

Dr. Mair Telephone (0191) 567 8023

## H

### Health & Well-being

*Answers Health Information*

Answers offer free and confidential information relating to the NHS, health matters and the care you and your family are entitled to.

Add: 21, Holmeside, Sunderland, Tyne and Wear SR1 3JE

Tel: (0191) 5103133

<http://www.sunderland.nhs.uk/answers/>

*Counselling*

Address: Edinburgh Building, Chester Road, City Campus

Tel: (0191) 515 2933

*Minor Injury and Illnesses Units*

*Grindon Lane Primary Care Centre (Open 24 hours)*

Grindon Lane, Sunderland, SR3 4DE

Tel: (0191) 529 7012

*Bunny Hill Health Centre Minor Injuries Unit (Open 8am – 8:15pm daily)*

Bunny Hill Primary Care Centre

Hylton Lane, Downhill

Sunderland SR5 4BW

*NHS Direct*

NHS Direct is another way for you to gain access to health information. The service operates a 24-hour health information service and is staffed by qualified nurses. NHS Direct can answer queries on:

- What to do if you or your family are feeling ill

- Particular health conditions
- Local healthcare services, such as doctors, dentists or late night opening pharmacies
- Self help and support organisations.

Tel: 0845 46 47 - (24 hour helpline)

Web: <http://www.nhsdirect.nhs.uk/>

*Sunderland Contraception and Sexual Health Services*

Tel: (0191) 569 9966

*Sunderland Royal Hospital*

Kayll Road, Sunderland, Tyne and Wear, SR4 7TP

Tel: (0191) 5656 256, Fax: (0191) 514 0220

Web: <http://www.sunderland.nhs.uk/>

*University Health & Well-being Service*

This service is open Monday to Friday 9.30 – 11.30am and 2.00 – 4pm, except for Wednesday afternoon when the service is closed. This service is on a drop in basis; however, if you would like to make an appointment please feel free to do so.

Address: Student Support, Floor 1, Edinburgh Building, Gateway, Chester Road.

Tel: (0191) 515 2933

Email: [Joanne.turns@sunderland.ac.uk](mailto:Joanne.turns@sunderland.ac.uk) or [health.wellbeing@sunderland.ac.uk](mailto:health.wellbeing@sunderland.ac.uk)

Web: <http://my.sunderland.ac.uk/web/support/health/ahome>

**Host Scheme**

Add: 1 Ardleigh Road, London, N1 4HS

Tel: 0207 254 3039

Web: <http://www.hostuk.org>

**I**

**Insurance**

*Endsleigh*

Add: 18-20 Ridley Place, Newcastle-Upon-Tyne, NE1 8JN

Tel: (0191) 261 2609

Web: <http://www.endsleigh.co.uk>

**International Student Identity Card**

Address: Sta Travel, St. Mary's Place, Haymarket, Newcastle –upon – Tyne (opposite St. Mary's Church).

Tel: 0871 468 0636

Fax: (0191) 233 2999

**International Student Support**

Sandra McLuckie / Wenyan Sharp

The Gateway, Chester Road, City Campus

Tel: (0191) 515 3550

Email: [s.mcluckie@sunderland.ac.uk](mailto:s.mcluckie@sunderland.ac.uk) or [Wenyan.sharp@sunderland.ac.uk](mailto:Wenyan.sharp@sunderland.ac.uk)

**IT**

*ITACS Help Line*

Tel: (0191) 515 2992

**L**

**Legal Support**

Newcastle Law Centre

Add: 1<sup>st</sup> Floor, 1 Charlotte Square, Newcastle upon Tyne, NE 1 4XF

Tel: (0191) 230 4777

## **Library**

### *City Library & Art Gallery*

Address: Fawcett Street, Sunderland, SR1 1RE  
Tel: (0191) 514 1235, Fax: (0191) 514 8444  
Email: [enquiry.des@sunderland.gov.uk](mailto:enquiry.des@sunderland.gov.uk)

### *University Libraries*

#### *Ashburne Library*

Collections: Art and Design

Address: Ashburne House, Backhouse Park, Ryhope Road, Sunderland, SR2 7EF  
Tel: (0191) 515 3691, Fax: (0191) 515 3166  
Email: [library@sunderland.ac.uk](mailto:library@sunderland.ac.uk)  
Web: <http://www.library.sunderland.ac.uk/the-library/the-libraries/ashburne-library>

#### *St. Peter's Library*

Collections: Business, Computing, Education (Primary), Law, Media, Psychology

Address: St. Peter's Library, The Prospect Building, The Sir Tom Cowie Campus at St. Peter's, Sunderland, SR6 0DD  
Tel: (0191) 515 3691, Fax: (0191) 515 3061  
Email: [library@sunderland.ac.uk](mailto:library@sunderland.ac.uk)  
Web: <http://www.library.sunderland.ac.uk/the-library/the-libraries/st-peter-s-library>

#### *The Murray Library*

Collections: Cultural Studies, Education (Secondary, Tertiary and Teaching Practice Materials), Performing Arts, Health, Natural & Social Sciences.

Address: The Murray Library, Chester Road, Sunderland, SR1 3SD  
Tel: (0191) 515 3691, Fax: (0191) 515 2904  
Email: [library@sunderland.ac.uk](mailto:library@sunderland.ac.uk)

## **M**

### **Map**

#### *City of Sunderland and University Campus Map*

[http://welcome.sunderland.ac.uk/linked\\_docs/City\\_Uni\\_Campuses\\_Directions.pdf](http://welcome.sunderland.ac.uk/linked_docs/City_Uni_Campuses_Directions.pdf)

#### *London Journey Planner*

[http://journeyplanner.tfl.gov.uk/user/XSLT\\_TRIP\\_REQUEST2](http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2)

#### *Map of London Underground*

<http://www.tfl.gov.uk/assets/downloads/colourmap.pdf>

#### *Tyne and Wear Metro Map*

[http://www.nexus.org.uk/wps/wcm/connect/Nexus/Metro?srv=cmpnt&source=library&cmpntname=IMG%20-%20MetroMap%20\(Large\)](http://www.nexus.org.uk/wps/wcm/connect/Nexus/Metro?srv=cmpnt&source=library&cmpntname=IMG%20-%20MetroMap%20(Large))

### **Medical**

NHS Direct (0) 845 46 47

National Drugs Helpline (0) 800 77 66 00

Samaritans (Counselling and support service) (0) 8457 90 90 90 or (0) 8457 90 91 92

## **N**

### **Nursery**

#### *St. Mary's Childcare Centre*

Tel: (0191) 515 2286

Email: [lisa.stringer@sunderland.ac.uk](mailto:lisa.stringer@sunderland.ac.uk) or [susan.glendinning@sunderland.ac.uk](mailto:susan.glendinning@sunderland.ac.uk)

## P

### **Payment of tuition fees**

Web: <http://online-payment.sunderland.ac.uk>

### **Pick Up 'Arrival@' Service**

Email: [arrival@sunderland.ac.uk](mailto:arrival@sunderland.ac.uk)

## **Police**

### *Police Registration*

Opening time: 9am – 11.30pm, 13.15 – 15.30pm, Monday to Friday

Add: Foreign Nationals Department, Market Street Police Station, Newcastle upon Tyne (near Newcastle Fire Station).

Email: [ovro@northumbria.pnn.police.uk](mailto:ovro@northumbria.pnn.police.uk)

### *Sunderland Neighbourhood Policing Team*

Tel: 08456 043 043

## **Public Transport**

### *Metro, Bus, Ferry & Regional Rail Services*

#### Nexus

<http://www.nexus.org.uk/wps/wcm/connect/Nexus/>

Tel: (0191) 203 3333, Fax: (0191) 203 3180

Email: [contactus@nexus.org.uk](mailto:contactus@nexus.org.uk)

#### Go North East

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

Enquirers: 0845 6060 260 (Lines open 8am – 6pm Monday to Friday)

#### Stagecoach

<http://www.stagecoachbus.com/>

Enquirers: (0191) 567 5251 (Lines open 9am – 5pm Monday to Friday)

### *National Travel*

#### Traveline

<http://www.traveline.org.uk/index.htm>

Traveline is available nationally by phone on 0871 200 22 33 (Calls from landlines cost 10p per minute. Type talk is available on this number.)

#### National Rail Enquiries

<http://ojp2.nationalrail.co.uk/en/pi/jp>

National Rail Enquiries: 08457 48 49 50

National Rail Enquiries from overseas (please note: international rates apply): +44 (0)20 7278 5240

National Rail Enquiries Text phone: 0845 60 50 600

#### The Train Line (for checking and booking rail tickets)

<http://www.thetrainline.com>

#### National Express Coach

<http://www.nationalexpress.com/>

Enquiries: 08705 808080, Lines open between 8am – 8pm, calls cost a maximum of 7.91 pence a minute for BT customers. Mobile and other networks may vary.

## R

### **Religion and Chaplaincy Support**

Dr. Stephen Fagbemi

Tel: (0191) 515 3482

Web: <http://www.sunderland.ac.uk/chaplaincy>

## S

### **Security Information**

*Personal Security*

Web: <http://www.good2bsecure.gov.uk>

*Campus Watch*

Web: <http://www.sunderland.ac.uk/campuswatch>

*Laptops and Mobile Phones*

Web: <http://www.immobilise.com>

*Student Life in the UK*

Web: <http://www.ukstudentlife.com>

### **Shopping Centres**

*The Bridges Shopping Centre, Sunderland*

Opening time: 9am – 5.30pm Monday to Saturday, 11am – 5pm on Sunday. (Holiday various)

Web: <http://www.thebridges-shopping.com/index.aspx>

*Eldon Square Shopping Centre, Newcastle*

Opening time: 9am – 6pm Monday to Wednesday & Friday – Saturday, 9am – 8pm on Thursday, and 11am – 5pm on Sunday.

Web: <http://www.eldon-square.co.uk/>

*Metro Centre, Gateshead*

Opening time: 10am – 9pm Monday to Friday, 9am – 7pm on Saturday, 11am – 5pm on Sunday.

Web: <http://www.metrocentre-gateshead.co.uk/>

### **Sports**

*University Sport Sunderland*

Tel: (0191) 515 2937 or (0191) 515 3696

Web: <http://www.unisportsunderland.com>

Email: [uni.sport@sunderland.ac.uk](mailto:uni.sport@sunderland.ac.uk)

### **Students' Union**

Add: Edinburgh Building, Chester Road, City Campus

Tel: (0191) 515 2441

Web: <http://www.sunderlandsu.co.uk>

*Students' Union Academic Adviser*

Tel: (0191) 515 4117

*The International / Multicultural Officer*

Email: [su.international-officer@sunderland.ac.uk](mailto:su.international-officer@sunderland.ac.uk)

*The Student Contact Officer*

Add: Wearbank House, St. Peter's Campus (next door to Manor Quay)

Tel: (0191) 515 3582

Email: [tracy.dixon@sunderland.ac.uk](mailto:tracy.dixon@sunderland.ac.uk)

*Welfare Adviser*  
Tel: (0191) 515 2413

### **Study Abroad**

Tel: (0191) 515 3544  
Email: [study.abroad@sunderland.ac.uk](mailto:study.abroad@sunderland.ac.uk)

### **Sunderland City Council**

Address: Civic Centre, Burdon Road, Sunderland, SR2 7DN  
Tel: (0191) 520 5555  
Web: <http://www.sunderland.gov.uk/>

### **Supermarkets**

#### *ASDA*

Opening time: Monday opens 8am, Tuesday – Friday 24 hours, Saturday close at 10pm, Sunday 10am – 4pm  
Address: Leechmere Road Industrial, Grangetown, Sunderland, SR2 9TT  
Tel: (0191) 565 2222  
Web: <http://www.asda.co.uk>

#### *Wm Morrison Supermarkets Plc*

Opening time: Monday to Wed & Sat 8am – 8pm, Thursday & Friday 8am – 9pm, Sunday 10am – 4pm  
Address: Ocean Park, Whitburn Road, Seaburn, Sunderland SR6 8AA  
Tel: (0191) 5292032  
Web: <http://www.morrisons.co.uk/>

#### *Sainsbury's*

Opening time: 8am – 9pm Monday to Friday, 7am – 8pm Saturday, 10am – 4pm Sunday  
Address: Silksworth Lane, Sunderland, SR3 1PD  
Tel: (0191) 511 0800, Fax: (0191) 511 0365  
Web: <http://www.sainsburys.co.uk>

#### *Tesco Metro*

Opening time: 8am – 6pm Monday – Wed & Friday – Sat, 8am -8pm Thursday, 11am – 5pm Sunday  
Address: 80 the Bridges, Sunderland, SR1 3LE  
Tel: 0845 6779649  
Web: <http://www.tesco.com>

## **T**

### **Taxi**

#### *Station Taxi*

Tel: (0191) 565 65 65 / (0191) 555 55 55

#### *Airport Taxi*

Tel: (0191) 214 6969

### **Tourist Information**

#### *Tourist Information Centre in Sunderland*

Address: 50 Fawcett Street, Sunderland, SR1 1RF  
Tel: (0191) 553 2000

#### *Tourist Information Centres in Newcastle*

The Guildhall Tourist Information Centre, Newcastle upon Tyne, NE1

#### **OR**

Central Arcade Tourist Information Centre, 8 – 9 Central Arcade, Newcastle upon Tyne, NE1 5BQ  
Opening hour: 9.30am – 5pm Monday to Friday, 9am – 5pm on Saturday, 9am – 4pm on Sunday  
Tel: (0191) 277 8000

E-mail: [tourist.info@newcastle.gov.uk](mailto:tourist.info@newcastle.gov.uk)

#### **TV Licence**

General Enquiry Line: 0870 241 6468

Web: <http://www.tvlicensing.co.uk>

#### **U**

##### **UCAS**

Customer Service Unit opening hours:

Monday to Friday, 08:30 - 18:00 (UK time)

Tel: +44 (0)870 1122211

email: [enquiries@ucas.ac.uk](mailto:enquiries@ucas.ac.uk) for an [automated response](#) with general information and guidance on the UCAS procedures.

If you need help or advice on your individual application you should contact your careers adviser or call our Customer Service Unit on +44 (0)870 1122211. You can also write to UCAS at Customer Service Unit, UCAS, PO Box 28, Cheltenham GL52 3LZ.

If you have hearing difficulties, you can call RNID the Typetalk service on 18001 0870 1122211 from within the UK or on +44 151494 1260 from outside the UK. There is no extra charge for this service. Calls are charged at normal rates.

##### **UK Student Life**

Advice and information for international students

<http://www.ukstudentlife.com>

#### **W**

##### **Water**

*Northumbria Water* (0) 845 717 1100

