Thank you for choosing University of Essex and congratulations! You’re on your way to becoming a lifelong member of our University and we’re really excited to welcome you to our community.

This booklet contains useful and important information with lots of handy tips that you’ll need between now and your first few weeks at Essex. Please read it carefully.
Contents
GETTING HERE AND GETTING AROUND.......................................................... 4
  Entering the UK ......................................................................................... 4
  Studying with us for less than six months ............................................. 4
  Studying with us for more than six months ........................................... 5
  Travelling to Colchester .......................................................................... 6
LIVING IN COLCHESTER............................................................................. 7
  Travelling in and around Colchester and the UK ................................... 8
ACCOMMODATION AND SETTLING IN..................................................... 9
  What to pack ............................................................................................ 9
  Moving in to your accommodation ...................................................... 9
  When you get here .................................................................................. 10
TERM DATES AND ORIENTATION ............................................................. 11
  2019-20 term dates ................................................................................. 11
  Orientation .............................................................................................. 11
THE IMPORTANT STUFF ............................................................................. 13
  University Regulations .......................................................................... 13
  Right to study in the UK ......................................................................... 13
  Working in the UK ................................................................................ 13
SERVICES AND SUPPORT ....................................................................... 14
  Healthcare ............................................................................................... 14
  Wellbeing and counselling services .................................................... 15
  Student services .................................................................................... 16
  Residence Life ......................................................................................... 16
  Disability ................................................................................................. 16
  Faith .......................................................................................................... 16
  Paying fees ............................................................................................ 16
  Opening a bank account ....................................................................... 17
  Download our app ................................................................................ 17
  Social media ........................................................................................... 17
  Students’ Union ...................................................................................... 17
  Essex Sport ............................................................................................... 17
  Studies at Essex ....................................................................................... 19
  Assessment at Essex .............................................................................. 19
  English language support .................................................................... 20
  Library ....................................................................................................... 20
GETTING HERE AND GETTING AROUND

Entering the UK

Studying with us for less than six months

EU/EEA nationals

If you are an EU/EEA national, you do not currently require a visa to study in the UK.

Please ensure however that you read the University webpages for the latest news on the UK’s withdrawal from the European Union, which at the time of writing is scheduled to take place on 31 October 2019. Please note that this may be subject to change. UKCISA have provided detailed information on their webpages for students coming to the UK to study during 2019/2020.

Non-EU/EEA nationals

If you are a non-EU/EEA national, you may be required to apply for a Short-term student visa in order to study at Essex. If eligible, you should already have been issued a letter to support your entry to the UK as a Short-term student by Essex Abroad. Please see the University immigration webpages for detailed information about making a Short-term student application, in addition to the guidance produced by UKCISA.

If you are a visa national you must apply for entry clearance overseas before you travel to the UK. Do not travel until you have received your passport back that contains your vignette visa (sticker).

If you are not sure whether you need to obtain entry clearance for the UK in advance of travel, you can check this on the Home Office webpages.

If your country is not on the visa national list, you can choose to apply overseas or when you arrive at the UK border, provided your course is a maximum of 6 months long. If applying at the border, you will have to show evidence you meet the short-term student requirements to be granted entry. Your passport will be stamped showing you have been granted entry as a short-term student for 6 months from the date of entry.

Additional guidance for non-visa nationals

ePassport gates

From summer 2019, eligible travellers from Australia, Canada, Japan, New Zealand and the United States will be able to use the automated ePassport gates upon arrival to the UK. ePassport gates are available to passengers aged 18 and over who have a biometric passport. The gates are intended to provide a faster route through the immigration control for nationals of certain countries.

It is not possible to obtain entry clearance as a Short-term student (6 months) at an e-gate so it is very important that you do not use these gates upon arrival, even if you are directed to do so at UK
immigration. You should instead look for an immigration channel staffed by UK Border Force in order for your passport to be stamped to show that you have been granted entry clearance as a Short-term student (6 months). If you accidentally use the e-gates, you will be entered as a visitor and we won’t be able to register you to start your course.

**Make sure you get the correct UK entry clearance stamp**

You should carry the letter you have been issued by Essex Abroad upon arrival to the UK and show this to the Border Official at the airport or port of entry. State your main purpose of coming to the UK as study - this should ensure that you are issued with the correct immigration stamp. The correct stamp will contain the words “leave to enter as a short-term student”, if it does not you may have been issued an incorrect stamp and it is important you check this and if necessary obtain the correct stamp from a Border Official before leaving immigration control.

**Travelling to the UK via the Republic of Ireland**

Non-visa nationals who enter the UK via the Republic of Ireland (for instance Dublin) will not pass through UK immigration and will not be able to seek entry for up to 6 months as a Short-term student, in most cases you will automatically have permission to remain in the UK for up to 3 months only.

If your course at Essex is for longer than 3 calendar months from the date you travel from the Republic of Ireland you should ensure that you either, book a flight that does not come via the Republic of Ireland or that you apply for entry clearance overseas prior to travelling to the UK and obtain a short-term student visa (vignette) in your passport instead.

If you have any questions or need further support, you can contact our International Services team for immigration advice by emailing international@essex.ac.uk

**Studying with us for more than six months**

**EU/EEA nationals**

If you are an EU/EEA national, you do not currently require a visa to study in the UK.

Please ensure however that you read the University webpages for the latest news on the UK’s withdrawal from the European Union, which at the time of writing is scheduled to take place on 31 October 2019. Please note that this may be subject to change. UKCISA have provided detailed information on their webpages for students coming to the UK to study during 2019/2020.

**Non-EU/EEA nationals**

If you are a non-EU/EEA national, you may be required to apply for a Tier 4 (General) visa, providing you are eligible for a CAS (Confirmation of Acceptance for Studies). Please see the University’s webpages, the information on gov.uk and guidance provided by UKCISA for further advice.
Travelling to Colchester

Our Colchester campus is two miles from the historic centre of Colchester – England’s oldest recorded town. There are lots of different ways to get to our campus but most international students choose to fly into London Gatwick, Heathrow, Stansted or Southend airports.

If you are arriving at London Heathrow or London Gatwick airport, you can take advantage of our airport transfer service to travel to Colchester but you’ll need to book your seat in advance. This service only operates on official Arrivals Day in the autumn term only (Sunday 29 September 2019).

If you are travelling to Colchester on a different date, or from a different airport, the National Express coach services operates between Stansted, Gatwick and Heathrow directly to Colchester. If you can, it’s best to book tickets in advance. You can usually book ‘flexi’ tickets which don’t restrict the time of the coach you get; this can be useful as there can be delays with flights and in security.

Once you have arrived Colchester, you can take a taxi or a bus to the University campus. To take a bus, you can catch the number 62 bus from Colchester North station, or the 61 or 62 from the High Street; you’ll need to pay with cash unless your credit/debit card has the contactless function. You can download the First Bus app in advance if you know you’ll be using a bus. If you’re travelling to Colchester from a different airport, by train or ferry, our website has details of how to get here.
Colchester is a historic town in Essex. It’s Britain’s first city and former capital of Roman Britain. Now, Colchester is a thriving modern town with lots of things to do and great places to eat and drink. With an excellent location, you’re never far from a picturesque village or trip to the coast.

Travelling to London and nearby European destinations during weekends and vacations is always a major advantage for our students, making it easy to forget to explore the local area. Our location makes it easy to enjoy days out and get to know your new home. We’ve put together a Bucket List for you to make the most of your time in Essex.

- Head to Colchester Zoo – Essex’s most visited attraction
- Step back in time at Colchester Castle – the largest Norman keep in Europe
- Visit Mersea Island and try their famous oysters!
- Head to Clacton-on-Sea for a taste of the British seaside
- Take a day trip to Norwich – a city with flourishing arts, music and cultural scene
- Tour the city of Cambridge on a traditional punting boat trip
- Follow the waterside trail up to the nearby town of Wivenhoe
- Take a boat and row along Dedham’s River Stour
- Visit the longest pleasure pier in the world at Southend-on-Sea
# Travelling in and around Colchester and the UK

First Bus provide most bus services in and around Colchester with the 61 and 62 buses making regular routes around Colchester, the University and the main train station. You can buy a yearly, monthly or weekly bus pass, or you can pay as you go.

On campus, there are plenty of cycle racks to store your bike. The charity [Re-Cycle](#) visits the Colchester Campus every Wednesday morning in term time. As well as free bike checks they provide servicing, repairs and affordable second-hand bikes. There are also plenty of [cycle paths](#) throughout Colchester to help you get around.

Colchester has 3 train stations (greedy, aren’t we?) Colchester North, Town Centre and Hythe all operate frequent, direct services to London Liverpool Street in under an hour! The closest station to the University is the Hythe. Regular bus services operate between stations and the University. If you’re aged 16-25, or a full-time student over 26, you’re can apply for a discount railcard. It costs £30 a year and can save you 1/3 off rail fares.

There are plenty of taxi companies with reasonable fares. Our Colchester campus has two pick up and drop off points – North Towers and South Courts. Not all taxis accept card, so it’s better to have cash available.

We’re lucky to be close to two international airports, London Stansted and Southend. Both operate flights with low-cost airlines. You can travel between Stansted and Colchester by a direct coach service called the National Express. Bigger airports like Gatwick and Heathrow can be reached by bus, train or taxi.
What to pack

Packing to go to University is always a big task, but it’s even bigger when you’re moving to a different country! Remember that you’ll be able to purchase most things you’ll need whilst you’re here.

- Passport/ID card
- Academic transcript
- Visa (if applicable)
- Passport photos
- Umbrella
- Backpack/small travel suitcase (especially if you’re planning on some weekend trips away)
- Homely items like photos, your country’s flag, whatever brings you some comfort!
- Clothes for all weather types - the UK is a little unpredictable
- An extension cable - this will save you bringing lots of plug adaptors, instead you’ll just need one

Moving in to your accommodation

There is a lot to do when you first arrive in Colchester. First, and most importantly, you need to move in to your accommodation.

University accommodation

If you are living in University accommodation, you can collect your keys between 9am-5pm on our official arrival days. You’ll be sent an email with details about where to collect your keys, as it can be different depending on which accommodation you’ll be living in.

Arrival days 2019-20

| Autumn term: Sunday 30 September 2019 |
| Spring and summer term: Wednesday 8 January 2020 |

Arriving between 9am-5pm after arrivals day? You can collect your keys from the Silberrad Student Centre.

Arriving after 5pm? You can collect your keys from the security team in the Information Centre in Square 3. If you’re living in the University Quays, The Meadows or The Copse, check guidance on how to collect your keys out of hours.
Private accommodation

If you are living in private, off-campus accommodation, liaise with your landlord so they know what time you're arriving. Where possible, it is best to arrive during the day to allow you some time to go to a supermarket to pick up the essentials like bedding, food and utensils.

When you get here

Most household things you'll need can be purchased through Essex Essentials or at the local Tesco superstore in Hythe. If you're living in University accommodation, check what is included in your Essex accommodation.

Need some groceries? ‘The Store’ is our on-campus convenience store on Square 4. The closest supermarket is Tesco’s store in Hythe; you can walk there from campus or catch the 62 bus. Be aware that most shops have reduced opening hours on Sundays and operate between 10am and 4pm.
TERM DATES AND ORIENTATION

2019-20 term dates

Autumn term

<table>
<thead>
<tr>
<th>Event</th>
<th>Begins</th>
<th>Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrivals Day</td>
<td>Sunday 29 September 2019</td>
<td></td>
</tr>
<tr>
<td>Orientation (Welcome Week)</td>
<td>Monday 30 September 2019</td>
<td>Sunday 6 October 2019</td>
</tr>
<tr>
<td>Autumn Term</td>
<td>Monday 7 October 2019</td>
<td>Friday 13 December 2019</td>
</tr>
<tr>
<td>Autumn Term exams (only for students here for the autumn term only)</td>
<td>Monday 16 December 2019</td>
<td>Friday 20 December 2019</td>
</tr>
</tbody>
</table>

Spring and summer terms

<table>
<thead>
<tr>
<th>Event</th>
<th>Begins</th>
<th>Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrivals Day</td>
<td>Wednesday 8 January 2020</td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td>Thursday 9 January 2020</td>
<td>Friday 10 January 2020</td>
</tr>
<tr>
<td>Spring Term</td>
<td>Monday 13 January 2020</td>
<td>Friday 20 March 2020</td>
</tr>
<tr>
<td>Summer Term (revision and exams)</td>
<td>Monday 20 April 2020</td>
<td>Friday 26 June 2020</td>
</tr>
</tbody>
</table>

Please be aware that if you are living on campus, you are liable to pay the accommodation charges for the duration of your contract which is until the end of term, even if you leave after your final exam/assignment.

Orientation

All students are expected to be on campus for Orientation events. Orientation is your essential introduction into University life and life as an exchange student at Essex. Orientation is a little different if you’re starting in October to January. In October, you’re joining hundreds of new undergraduate students about to embark on their degree.

- Registering
- Module add/drop period
- Social event
- Welcome talk
- English language assessment
- Campus tour

The Essex Abroad office is located in Square 2 and is open Monday – Friday 10am – 4pm.
Our Student Services Hub located on the first floor of the Silberrad Student Centre is open Monday – Friday 9am – 5pm during term time and 10am – 4pm. Pop in, email askthehub@essex.ac.uk or telephone +441206 874000. Our colleagues from the Students’ Union, (located in SU Reception and SU Advice in Square 3) are also happy to help.
University Regulations
As part of the registration process, you will be asked if you agree to comply with the University's regulations, policies and procedures. You are therefore advised to read these in advance of registration. A full set of the University Regulations is available on our website.

Right to study in the UK
The University must ensure that all students have the right to study at the University of Essex for the whole duration of their course. If you require immigration permission to study in the UK this will be checked when your first register on your course.

For Tier 4 sponsored students, you will have conditions attached to your leave restricting study and work; some nationals are required to register with the Police. You are expected to have the finances in place to pay any tuition fees that may be due and cover your living costs for the duration of your course. Tier 4 students do not have access to state housing or benefits. The University has many duties as a Tier 4 sponsor and must ensure we remain compliant in order to retain our Tier 4 license – this includes monitoring your attendance and engagement with your studies while you are here.

For students studying with permission as a Short-term student, you also have conditions associated with your stay and it is important you familiarise yourself with these. Find out more on the University's website.

Working in the UK
EEA nationals are able to work in the UK without restriction.

If you are from outside the EEA and entered as a short-term student, unfortunately you won’t be able to work in the UK.

For students on a Tier 4 visa, the hours you can work per week in term time will be restricted and shown on your visa/BRP (Biometric Residence Permit). The type of work you can do is also restricted. It is really important that you don’t break your working conditions, so make sure you check what you can do before starting any work.

To be eligible to carry out paid work in the UK, you must have a National Insurance Number. You may already have one printed on the back of your BRP. If you don’t the Students’ Union arranges National Insurance Number interviews on campus at the start of autumn term. Alternatively, you may apply on your own.
SERVICES AND SUPPORT

Healthcare

The National Health Service (or "NHS") is the publicly funded healthcare system in the UK. Most services are free at the point of use, and temporary visitors to the UK may be able to access free NHS services.

If you are not able to access NHS care, there are still some services that are free to all. These include A&E services, family planning services, treatment for most infectious diseases, and treatment for victims of violence. Check the NHS website for more information, and some exemptions to the above. Our Colchester Campus has its own health centre offering NHS services.

If you are living off-campus, this may not be your closest local doctor (known as a General Practitioner, or “GP”). Find your nearest GP using the NHS website.

If you have prescription medicine, please check with your doctor before you travel to ensure you can access your medicine while you are abroad. You may have to bring a prescription with you in order to access your medicine while in the UK, or your doctor may advise you to stock-up and bring enough medicine with you to last your time abroad.

Familiarise yourself with the UK Government’s guidance for travelling with medicine containing a controlled drug, and please ensure you carry a prescription in your name for any prescription medicine you travel with.

Studying at Essex for less than six months

EU/EEA students

You should be able to access NHS care for whilst you are in the UK as a student. You need to apply for a European Health Insurance (“EHIC”) Card from your home country before you travel to the UK - make sure you familiarise yourself with the type of EHIC Card you need and EU guidance on how to use your EHIC card abroad.

Please continue to check the GOV.UK and Essex websites for updates and guidance for European nationals in the UK post-Brexit.

Students studying in the UK for less than 3 months may not be able to register at a GP, and may be referred to the local walk-in centre for treatment as a doctor is not obliged to see you (unless deemed a medical emergency).

Short-term study visa students

It is unlikely you will be able to access NHS health care for free. You will be treated as a private patient and may have to pay for healthcare in the UK.
Please make sure you make arrangements and purchase private health insurance for your time in the UK. Contact Essex Abroad if you have questions relating to your individual circumstances, or have any questions about obtaining health insurance for your time in the UK.

Students studying in the UK for **less than 3 months** may not be able to register at a GP, and may be referred to the local walk-in centre for treatment as a doctor is not obliged to see you (unless deemed a medical emergency).

**Studying at Essex for over six months**

**EU/EEA students**

You should be able to access [NHS care](https://www.nhs.uk) for whilst you are in the UK as a student. You need to apply for a [European Health Insurance (“EHIC”) Card](https://www.gov.uk/european-health-insurance-card) from your home country before you travel to the UK - make sure you familiarise yourself with the type of EHIC Card you need and [EU guidance](https://www.gov.uk) on how to use your EHIC card abroad.

Please continue to check the [GOV.UK](https://www.gov.uk) and [Essex](https://www.essex.ac.uk) websites for updates and guidance for European nationals in the UK post-Brexit.

One of the first things you must do during orientation is register with a GP. If you are not registered with a GP, you may be referred to the local walk-in centre for treatment as a doctor is not obliged to see you (unless deemed a medical emergency).

**Tier 4 students**

As part of your immigration application, you paid the Immigration Health Surcharge. This means you are entitled to NHS treatment from the time of your arrival in the UK. Check [GOV.UK](https://www.gov.uk) for guidance on how to access NHS services.

One of the first things you must do during orientation is register with a GP. If you are not registered with a GP, you may be referred to the local walk-in centre for treatment as a doctor is not obliged to see you (unless deemed a medical emergency).

**Wellbeing and counselling services**

Everyone has mental health – sometimes good, sometimes not so good. There is help available at the University. If you are experiencing mental health difficulty, you can contact our [Student Services Hub](https://www.essex.ac.uk/services/student-services) who will be able to guide you to help and support. We have a range of services that are available to you:

- **Nightline**

  Nightline provides a confidential listening, emotional support, information and supplies service, run for students by students. Our trained volunteers are available to discuss any problems you may have from 10pm-8am in person, over telephone or via email.
- **Counselling**

If you're experiencing mental health or emotional difficulties, counselling can provide a safe space for you to talk through and explore your feelings. You can contact the Student Services Hub for short-term counselling. You can also contact the Validium 24-hour Student Wellbeing Support Line where you can have an initial chat about the difficulties you're experience and the support available to you, all in confidence. Call **0800 970 5020** or **+44 141 271 7168**.

- **Silvercloud**

If you're worried, feeling low, stressed or finding it hard to sleep, you may want to explore our new online mental programme from SilverCloud. There are four courses to help with: anxiety, depression and low mood, stress and body image.

- **Chat with Charlie**

Chat with Charlie offers online mental health support every evening between 6-10pm. You can get support with exam stress, relationships, low mood, anxiety or anything else which may be troubling you.

**Student services**

**Residence Life**

Every student living in campus accommodation is allocated to a specific RA (Residents' Assistant). There is a RA in each area of accommodation whose role is to get to know their residents, encourage communication and organise a range of social activities. Residence Life operates outside of office hours when other University support services are closed. The RAs also respond to concerns and complaints you may have.

**Disability**

If you have a disability, specific learning difficulty, long term medical condition or mental health condition, please let us know before arriving in Colchester so that we can consider your support needs.

**Faith**

There is a Faith Centre at our Colchester campus. It is located underneath Square 2. The Faith Centre offers a safe place to practise or explore faith through worship, meditation, prayer and quiet reflection.

**Paying fees**

If you're visiting us through an Erasmus or Exchange programme, you won't pay any tuition fees to Essex. If you're a study abroad student, you can make your tuition payment at the Cash Desk on the first floor of the Silberrad Student Centre in Square 5.
Opening a bank account

To open a bank account in the UK, you will need a bank letter from the University of Essex, your passport or national identity card, and a valid visa/immigration document (if applicable). The University can only produce a letter once you know the name and address of the bank, and will only produce one bank letter. Bank letters can be produced when you first register in person at Essex.

You may not be able to open a UK bank account if your visa is valid for less than 6 months. Unfortunately the University does not have any influence over a bank’s decision.

A Santander bank is located on our Colchester campus, and other banks are available in the town centre.

Download our app

Our official University of Essex app is called Pocket Essex. It has everything you need in one place – from Welcome Week information and what's on, to how to find your way around, and academic and study resources. Find it in the app store, and log in using your Essex email address and password.

Social media

Join us on Facebook and Instagram. Don’t forget to share your Instagram photos using the #AbroadAtEssex hashtag so we can share them on our page. There is private Facebook group for all new exchange and study abroad students at Essex in 2019-20.

Follow the University’s Facebook and Instagram account to keep up-to-date with all the latest news and information so you know where to go and what to do during your time at Essex.

Students’ Union

When you become a student at Essex, you automatically become a member of the Students’ Union (for free!). As a member, you are entitled to:

- Free advice and support
- Access to over 150 different student sports club and societies
- Full use of the shops, bars and food outlets on campus
- Independent academic support from dedicated student representatives
- Training and support to help you realise your employability potential
- Volunteering opportunities to give you valuable experience and make a positive difference to others

Access to a student-focused entertainment programme packed with events to cater for every taste

Essex Sport

Our research here at Essex shows that exercise can have a positive effect on your mental well-being and can boost your employability skills. So, whether you love sport, want to play the field, or just stay active, we’ve got it covered. If you’re looking for a quick break from your studies, a chance to make new friends or
progress your performance, you’re in the right place. There are over 300 classes, a climbing wall, basketball, badminton, volleyball, netball and tennis courts as well as a state of the art gym. Don’t forget that if you’re living in campus accommodation, this includes a free Essex Sport silver gym membership.
ACADEMIC LIFE

Studies at Essex

Grading

Each department has their own grade criteria and marking scale. For undergraduate modules, anything above 40 is a pass. For postgraduate modules, anything above 50 is a pass.

Teaching methods

Generally, most modules have both a lecture and seminar; sometimes they can also include practical classes or laboratories too.

A lecture is a large class usually lasting one or two hours. The lecturer will guide you through new concepts and theories, participation is not usually required.

A seminar is normally a small class. Students are encouraged to discuss, debate and analyse a specific topic. Contribution is usually required, so you might be asked to prepare for a seminar.

A laboratory/practical is common for modules from the Faculty of Science and Health.

Attendance

You’re expected to attend all mandatory sessions on your timetable. Your attendance is monitored at teaching sessions using your student card and an electronic record system called Count-Me-In. An electronic reader is installed in all rooms, usually near the entrance. You simply tap your student card on the reader, and wait for the light to turn green.

Assessment at Essex

Assessment can take many forms at Essex including coursework, group work, presentation, practical assessments etc.

Coursework

Coursework is usually in the form of an assignment submitted online via a system called FASER. Deadlines are strict, and cannot be changed. If you miss a deadline and believe you have extenuating circumstances, you can submit a late submission request. Guidance on plagiarism is available on Moodle. Some modules may have practical coursework elements. You’ll find details on the Module Directory.

Exams

Exam dates will be communicated to students in advance. Our website contains useful information about what to expect from exams at Essex. You will be given an exam registration card and entry form which you
need to take to very exam; you’ll also be given a specific seat in advance. **Exam dates are final and cannot be changed; please plan and travel accordingly.**

**English language support**

If English isn't your first language, you'll need to take a short assessment on arrival at Essex. You must take this assessment even if you already have English language qualifications. It’s not a pass/fail assessment and the results won’t affect your entry to study at Essex. Your score will be sent to you within ten days with information about how to register for English language and academic skill classes.

**Library**

Our Colchester Campus is home to the Albert Sloman library with six floors, dedicated quiet study spaces, out of hours chat, one-to-one slots to meet librarians and online resources. The best bit is that it overlooks the lake and parkland. What's better than a blissful view while studying?

**Languages for All**

Learn a language alongside your studies at Essex. Our award-winning Languages for All programme gives Essex students the opportunity to learn a language alongside their studies, at no extra cost, for one year. Additional tuition in subsequent years is available for a fee. You can study **Arabic**, **French**, **German**, **Japanese**, **Mandarin Chinese**, **Russian**, or **Spanish**. This option is only available for students studying at Essex for the full academic year.
USEFUL CONTACTS

Non-emergencies

Essex Abroad

Our office is located in Square 2 and is open from 10am-4pm. For any non-emergencies, you can email us at incomingexchange@essex.ac.uk or essexabroad@essex.ac.uk and can call us at +441206 872715.

Student Services Hub

The Student Services Hub is the place to go for the information you need. It is open between 9am – 5pm during term time and 10am – 4pm during vacation time. Call +44 (0) 01206 874000 or email askthehub@essex.ac.uk.

- Out-of-hours non-emergency on campus - call the Information Centre on 01206 872125
- Out-of-hours non-emergency off campus - call 101 for Police and 111 for NHS medical advice.

Emergency contacts

If there is an emergency whilst you are on campus, do not call 999. You should call campus patrol or security officers at +441206 872222, they operate 24 hours a day.

If you are in an emergency off campus that requires urgent attention from the emergency services, call 999. You will be asked which service you require: Police, Fire or Ambulance. If you’re at the coast, and require emergency help you can ask for a Coastguard.
Like everywhere in the world, the UK has its own phrases, vocabulary and slang which you might not be used to hearing. Here a few you’re bound to hear within your first week at Essex to get you started.

<table>
<thead>
<tr>
<th>Mate</th>
<th>Alright?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slang for friend</td>
<td>A common greeting and brief form of ‘are you alright?’</td>
</tr>
<tr>
<td>“Have a good weekend, mate!”</td>
<td>“Alright? How’s it going?”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sick</th>
<th>Chips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used to state that something is good</td>
<td>Fried potato, but not French fries and not potato chips (they’re called crisps in the UK!)</td>
</tr>
<tr>
<td>“Last night was sick!”</td>
<td>“I’ll have a burger and chips please”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Banter</th>
<th>Cuppa</th>
</tr>
</thead>
<tbody>
<tr>
<td>The playful and friendly exchange of teasing remarks</td>
<td>A cup of tea.</td>
</tr>
<tr>
<td>“She’s funny; she’s got good banter.”</td>
<td>“Fancy a cuppa?”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quid</th>
<th>Innit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informal for British pound sterling</td>
<td>Isn’t it? Often used as a conversation filler or when seeking confirmation</td>
</tr>
<tr>
<td>“I went shopping today and spent 40 quid”</td>
<td>“It’s such nice weather today, innit?”</td>
</tr>
</tbody>
</table>
This guide refers to entry for exchange and study abroad students in October 2019. All information is correct at time of publication (August 2019).