



# **Exchange and Study Abroad Guide 2023-24**



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## Contact Details

### Office in charge of Exchange/Study Abroad Programmes:

International Engagement Office (IEO)  
University of Surrey, Senate House – Rm. 12, 3<sup>rd</sup> Floor,  
Stag Hill, Guildford, Surrey GU2 7XH,  
United Kingdom

### Institutional Exchange Coordinator / Partnership Agreements / Student Numbers:

**Elizabeth Lynch**, International Mobility Manager  
E: [e.lynch@surrey.ac.uk](mailto:e.lynch@surrey.ac.uk)

Incoming Student Exchange & Study Abroad Team		(your main contacts)
<b>Incoming Team (preferred email)</b>		E: <a href="mailto:ieo.incoming@surrey.ac.uk">ieo.incoming@surrey.ac.uk</a>
Mrs. Zoe Stevenson, Student Mobility Coordinator		E: <a href="mailto:z.stevenson@surrey.ac.uk">z.stevenson@surrey.ac.uk</a>
Ms. Gloria Wong, Student Mobility Assistant		E: <a href="mailto:h.wong@surrey.ac.uk">h.wong@surrey.ac.uk</a>

**No-Reply Email Address:** Please note, we will send a number of **important emails** from the following no-reply email address: [noreply.surrey@moveon4.com](mailto:noreply.surrey@moveon4.com). Please do not send emails to this address - **save it to your safe senders' list and frequently check your junk/spam folders**, as emails from this address and other Surrey departments sometimes end up in these folders.

## Academic Calendar 2023-24

See our [Key Dates](#) for public holidays and university closure dates.

<b>Autumn/1st Semester</b> (Sep-Jan)	Arrival and airport Meet & Greet:	Wednesday 13 September 2023
	Exchange Orientation (obligatory):	14-15 September
	Welcome Week:	18-22 September
	Teaching:	25 September – 9 December
	Winter Vacation:	8 December 2023 – 1 January 2024
	Revision Week:	1-5 January 2024 (classes on some courses)
	Exams:	8-26 January, including Saturdays*
	Depart:	27/28 January
	Results Release Date:	Around 29 February
Vacation Week for full-year students:		27 January - 4 February 2024
<b>Spring/2nd Semester</b> (Feb-Jun)	Arrival and airport Meet & Greet:	Wednesday 31 January 2024
	Exchange Orientation (obligatory):	1-2 February
	Teaching:	5 February – 10 May
	Spring Vacation:	23 March-14 April
	Revision Week:	13-17 May
	Exams:	20 May - 7 June, including Saturdays*
	Depart:	8/9 June
Results Release Date:	Around 10 July (around 3 July for 3 <sup>rd</sup> year modules) – dates to be confirmed	
<b>Reassessment Period</b> (if a module is failed)	Exam Reassessment Period:	Around 19-31 August 2024 (TBC)
	Coursework Deadlines:	Fixed dates during exam reassessment period
	Results Release Date:	Around 18 September – date to be confirmed

**\*Students must remain at Surrey to complete on-campus exams.** Students taking coursework-only modules may leave earlier as coursework is submitted online.

Some autumn-semester students may need to get approval from their home institution to return late in January and catch up with any missed classes if they started earlier in January (this applies particularly to USA and Singapore students, who should consider coming to Surrey in the spring semester).



## Timings for Hospital Placements and Research Projects

### Hospital Placement Students

- If following a taught nursing/midwifery/paramedic science programme, the year begins at the standard exchange orientation and runs to approximately early July.
- If following a hospital-based placement programme, you should agree your placement dates with your home institution and Surrey, but we recommend trying to arrive in time for our orientation programme if possible.

### Research Project Students

If you are doing a Surrey research project module, you must follow the given timings and deadline for the module. If you are doing an independent research project, the start and end dates of your project are more flexible and should be agreed with your home institution and your Surrey supervisor. Institutional agreements state the required duration of the project, usually 6 or 8 months.

## Great things about studying at the University of Surrey

- Great [location](#): 34 minutes by train to central London; around 40 minutes by coach to Heathrow and by train to Gatwick airport
- Exchange students are eligible to apply for [University accommodation](#) and we can usually guarantee everyone a room
- Top 10 in the latest UK [National Student Survey 2022](#)—strong performance on student satisfaction ([rankings](#))
- Teaching Excellence Framework ([TEF](#)) – Gold – consistently outstanding teaching, learning, and outcomes for its students.
- [Friendly, leafy campus](#) set in the vibrant town of [Guildford](#), England (10-15 minutes' walk to the town centre).
- One of the most culturally diverse universities in the UK, with over 140 nationalities and 30% international [students](#).

## Types of Exchange and Study Abroad Students at Surrey

This guide is aimed at the following students:

**Student Exchange Agreement Students** – students from non-UK institutions, studying or doing a research project or a hospital placement at the University of Surrey for one or two semesters under an exchange agreement between Surrey and their home institution. Surrey sends students to the partner institution in exchange.

**Fee-Paying Students** - students from a non-UK higher education institution, who pay tuition fees to the University of Surrey to study here for one or two semesters. We host two types of fee-paying students:

- **Study Abroad Agreement Students** - fee-paying students undertaking one or two semesters at the University of Surrey, where Surrey has an existing formal, incoming-only, short-term study abroad agreement with the sending institution.
- **Independent Study Abroad Students** - fee-paying students undertaking one or two semesters at the University of Surrey where there is no formal study abroad agreement in place with the student's home institution. Acceptance of independent study abroad students is at the discretion of each academic department.

## Tuition Fees

- Exchange students do not pay tuition fees to Surrey, but usually pay some administrative fees to their sending institution.
- Study Abroad Agreement students will be charged tuition fees in accordance with the terms set out in the agreement between the University of Surrey and the partner university (if coming to Surrey for just 1 semester, half the annual fees are payable).
- Independent Study Abroad students will be charged fees based on their chosen Surrey programme and length of stay (half the full-year fees if coming for just one semester) - see [surrey.ac.uk/global-engagement/international-students/short-term-incoming-occasional-students](https://surrey.ac.uk/global-engagement/international-students/short-term-incoming-occasional-students).

## Entry Requirements

- Currently in full-time study at a higher education institution.
- Willing to engage fully in a full-time course load at Surrey i.e. 30 ECTS credits per semester - typically equivalent to 4 modules per semester (students who will be graduating at the end of their stay and don't need a full load may take just 3 modules/22.5 ECTS).
- Minimum cumulative GPA of 3.0 in the 4.0-point system, or 5.0 in the 7.0-point system, or the equivalent.
- Able to attend for the full semester, including the exam period, unless taking all coursework-only modules.
- Non-native speakers of English must meet the English language requirement for your course(s) (as specified in each course's Entry Requirements in [Undergraduate/Postgraduate](#)). Students requiring a Student visa to study in the UK for more than 6 months must provide with their exchange application one of our [accepted English language qualifications](#) at the required level for their Surrey course. Students coming for 6 months or less as a Visitor can provide one of our accepted qualifications or two or three pieces of other evidence (at least one documentary but other evidence can be circumstantial).



## Nominations

**Nomination Deadlines**      **15 April** for September entry / **15 September** for February entry

### Exchange and Study Abroad Agreement Students

Exchange and study abroad partners are asked to complete our [online nomination form](#) or, if you have more than 6 nominees, you can email your nominations to the IEO on [ieo.incoming@surrey.ac.uk](mailto:ieo.incoming@surrey.ac.uk).

Nominations should include:

- first name
- surname
- subject of degree (or main subject area at Surrey if different)
- level of study during stay: UG (Bachelor's) / PGT (Master's) / PhD (Doctoral)
- period of stay: semester 1 (Sep-Jan) / semester 2 (Feb-Jun) / full year (Sep-Jun)
- nominee email address (personal email addresses are preferred to university email addresses for technical reasons).

We will confirm acceptance of nominations by email to our partner institutions.

### Independent Study Abroad Students

For independent study abroad students, the nomination stage is replaced by an initial enquiry phase. If your proposed study programme is approved by the relevant academic department at Surrey, this is considered the equivalent of you having been nominated.

## Applications

**Application Deadlines**      **15 May** for September entry / **15 October** for February entry

Once we have approved our partner institution's nominations, nominated students will be sent the link to our autumn/spring application form and invited to register for our [Sharepoint](#) to access further application documents and information.

If you need advice or have any queries about module content or our module prerequisites/co-requisites, please contact the [Academic Exchange Coordinator](#) representing the relevant department.

**Supporting documents** - to be submitted with online application:

1. [Surrey Learning Agreement form](#) – completed electronically, and signed and dated by student and home coordinator (pdf)
2. Official transcript of records (pdf, in English)
3. Further Information form (listing the modules you are currently taking and, if any of your Surrey module choices have a prerequisite, any previous modules you have taken that meet these (pdf, in English)
4. Passport photo page (pdf - passport must have 6 months remaining at the end of your stay; if you don't have a passport or your passport has expired/is due to expire, please apply as soon as possible to avoid delays with your application)
5. Evidence of English language proficiency (non-native speakers) - students who will need a Student visa (staying for more than 6 months or working whilst studying at Surrey) must provide one of our [accepted English language qualifications](#) at the required level for your Surrey course - see 'Entry Requirements' in your (main) [Undergraduate](#) or [Postgraduate](#) course overview. Students coming for 6 months or less as a Visitor can provide one of our accepted qualifications if you have one, or two or three other forms of evidence if not (see 'Visas and English Requirements' section below) (one pdf)
6. Police check certificate – required only from students doing hospital placements (pdf)
7. Letter of recommendation from an academic – required only from independent study abroad students.

We **do not require** any hard copies of documents by post. All supporting documents must be uploaded and submitted online with your application to Surrey. We can only consider applications that are complete. If students are awaiting documents, e.g. passport/English language test certificate/degree certificate, please upload a note to your application giving the expected date of receipt, and then upload the required document to your application as soon as it arrives.

**Receipt acknowledgement** – students will receive a receipt acknowledgement by email within a few minutes of submitting your application.

**Accommodation application** – students will be invited to apply for university accommodation in June-mid-July/early-mid November.

**Confirmation of Acceptance** – we aim to send acceptance emails to students a month after the application deadline (mid-June/mid-November), unless there are outstanding issues with your study programme, application or missing documents. This will



be followed by a visa support email, as required.

For more information, go to our 'How to Apply' webpage: [surrey.ac.uk/student-exchanges/incoming-students/how-to-apply](https://surrey.ac.uk/student-exchanges/incoming-students/how-to-apply)

## Visas and English Requirements

Check [here](#) whether you need a visa to study in the UK.

### UK study for more than 6 months

**All non-UK/non-Irish nationals studying in the UK for MORE THAN 6 MONTHS must apply online for a [Student visa](#) before travelling to the UK.** Visa fee: currently GB£363. Visa processing time: 3-4 weeks.

- Students from certain countries will also need to pay a healthcare surcharge (GB£470) with your visa application. This gives you access to the same National Health Service (NHS) healthcare as UK citizens.
- As part of the application process, **non-EU/-EEA/-Swiss nationals** will need to provide some supporting documents and attend an appointment at your nearest visa application centre to have your fingerprints and photo taken. You will also need to provide evidence that you have access to sufficient funds to support yourself whilst on exchange (estimated at GB£1,023 per month, including accommodation).
- **EU/EEA/Swiss nationals** do not need to attend a visa appointment or provide evidence to show that you meet the financial requirements but, as part of your visa application, must upload a digital photo using the new '[UK Immigration: ID Check](#)' [smartphone app](#).
- [Visa nationals](#) studying certain sensitive science and technology subjects will need to apply for an [ATAS certificate](#) before applying for the Student visa. This can take 4-6 weeks.
- Student visa-holders are eligible to work for up to 20 hours per week in term-time and full-time during vacations while studying in the UK (a paid or unpaid position or an internship outside or as part of your Surrey programme).
- The University will email students a **Confirmation of Acceptance for Studies (CAS) number** once you have been formally accepted to study at Surrey. The CAS number must be entered on your visa application.
- To get a CAS number from Surrey, non-native English speakers must submit with their exchange application one of our [accepted English language qualifications](#) at the required level for your Surrey programme(s) – see the Entry Requirements section in your programme overview in [Undergraduate](#) / [Postgraduate](#). If you are planning to take modules from more than one course, you must meet the highest English language requirement. Many programmes require a level equivalent to IELTS Academic 6.5 overall, with at least 6.0 in Writing and 5.5 in the other skills, or the equivalent, but they do vary. Our Nutrition & Dietetics and Health Sciences programmes (nursing/midwifery/paramedic science) require IELTS 7.0, with 7.0 in each sub-skill, or the equivalent in another form of evidence.

### UK study for 6 months or less

**All non-UK/non-Irish nationals coming to Surrey for 6 MONTHS OR LESS will, depending on your nationality, need to either:**

- **apply for a Standard Visitor visa before travel (GB£100) or**
- **enter the UK as a Visitor without a visa (free)**

Check which Visitor category applies to you [here](#).

- Non-native English speakers can but are not required to submit one of our [accepted English language qualifications](#) as evidence that you meet the (highest) English language entry requirements for the course(s) you plan to take at Surrey – check your course entry requirements in your [Undergraduate](#) / [Postgraduate](#) course overview. Instead, you can submit two or three other types of evidence, including at least one piece of documentary evidence (a test or exam) and other circumstantial evidence:
  - an English language certificate e.g. TOEIC, etc
  - a good high school/secondary school English language grade or score
  - a formal [CEFR assessment](#) of your 4 skills (reading, writing, listening, speaking) by your home institution's languages department, ideally at CEFR C1 level
  - exam results from a university English course
  - evidence that you have been studying and doing assessments in English or partially in English for at least a year at higher education level
  - evidence of the English language entry requirement for your home institution course
  - time spent living or working in a majority English-speaking country
  - a letter from your home institution confirming that you meet the requirement for your Surrey programme, etc.
- Once you have been formally accepted by Surrey, we will email all Visitors a visa support letter to apply for your Standard Visitor visa if required or to carry in your hand luggage when you travel to the UK if you aren't required to apply for a visa (you effectively get a visa as you cross the border and register at the University).



- You do not need to see a border force officer as you arrive in the UK if you have an e-passport (with a chip) and are a national of a country permitted to use the automatic e-Passport gates i.e. **nationals of EU/EEA countries, Switzerland, Australia, Canada, Japan, New Zealand, Singapore, South Korea, USA** (see [uk-border-control](#) information). Please keep a copy of your boarding pass or email travel confirmation as evidence of your date of arrival in the UK and bring it to your university registration session during your orientation at Surrey.
- All other student Visitors **must see a border force officer to get a stamp in your passport with your arrival date** – this is really important as you will not be allowed to study in the UK without the stamp and will need to leave and re-enter the UK to get one!
- Visitors **are not eligible to work** while studying in the UK (whether paid or unpaid/voluntary work with a contract, or an internship outside your Surrey programme) – you may however volunteer on campus or through one of the Surrey Students' Union volunteering initiatives that doesn't involve a contract.

For more information about Border Control and using the ePassport gates, see [here](#).

### Earliest Arrival

- The Student visa allows students to arrive up to a month before orientation
- the Standard Visitor visa allows you to arrive up to 7 days before orientation
- Visitors who don't need to apply for a visa can arrive a few weeks before their start date as long as you don't overrun your 6-month entry clearance for the UK.

For further information about visas and immigration for students, see: [UKCISA](#).

For tailored visa advice, for example regarding how long you can stay in the UK or about travelling around Europe during your stay, please contact our International Student Support team: [international@surrey.ac.uk](mailto:international@surrey.ac.uk) (Tel: +44 (0)1483 686868).

### Loss of Travel Documents

Please take photocopies of your passport, UK visa vignette if you have one, CAS email/visa support letter, any other immigration supporting documents, UK accommodation details and any medical documentation, and give copies to a family member or trusted friend in case you lose your travel documents at any point during your stay or travels. With a local police report and copies of these documents, you should be able to quickly get a replacement passport through your country's embassy or consulate wherever you are at the time.

## Teaching and Module Offering

Teaching at the University of Surrey has returned to a predominantly in-person teaching model, so all students are expected to be on campus to participate in face-to-face learning. Some main lectures are provided online and content may be video-captured and made available on our virtual learning environment in case students are ill or for revision purposes.

Our module offerings, content and modes of assessment are reviewed annually in early May and any changes will appear in the module descriptions on our module catalogue by around mid-May.

**We strongly recommend that students make time to read our 'Important Tips for Choosing Modules', available on our Sharepoint, to ensure you select suitable modules first time and so avoid extra work and delays with your application and acceptance. It includes important guidance specific to each academic department.**

## Accommodation

Click [here](#) for a tour of our campuses.

### University accommodation

All exchange and study abroad students are eligible to apply for university accommodation and we should be able to offer a room to everyone who wants one.

Health Sciences students doing nursing/midwifery/paramedic placements at the Royal Surrey County Hospital can choose to stay either in University accommodation with students (Manor Park is the most convenient) or [keyworker self-catered accommodation](#) next to the hospital.

University accommodation – follow [this link](#) for room descriptions and virtual tours. We have over 6,000 rooms of various types to suit all budgets and requirements. Most rooms are in small blocks of self-catered flats, with shared kitchens and either ensuite or shared bathrooms. Flats can have from 4-10 rooms. Our accommodation blocks are grouped into 'courts of residence', located on 3 sites around Guildford:

- the main [Stag Hill campus](#), where most academic buildings are located (10-15 minutes' walk from central Guildford)



- [Manor Park student village](#) near the University's state-of-the-art [Sports Park](#) (20 minutes' walk/5 minutes by bus from Stag Hill)
- [Hazel Farm halls of residence](#) in a residential area of north Guildford (20-40 minutes by bus depending on the time of day; 4-week [student bus pass](#) around GB£40).

[Special Room Requirements](#) – There is space on our accommodation application form to note special room requirements (e.g. financial constraints, medical conditions, or preferences such as single-sex, quiet or alcohol-free). Students who need accessible or adapted accommodation should contact our [Disability & Neurodiversity team](#) to discuss your needs and room availability.

[Prices & Payment](#) – Our different types of rooms are in different price bands, ranging from around **GB£74 per week for a split-level shared room, £77 for a budget single room with shared bathroom, to £205 for a larger enhanced ensuite room**. These rates include all utility bills, broadband (Wi-Fi available), belongings insurance, cleaning, maintenance, security, welfare and support services. You must make a pre-payment of GB£250, within a week of receiving your room offer, to secure your room. This amount will be deducted from your initial accommodation invoice. Students are invoiced in instalments via your Surrey email 2-3 weeks after arrival, and again in January and April, as relevant. Alternatively, you can arrange to pay monthly or for your entire stay in full, particularly if you are at Surrey for just one semester.

[Food & Drink](#) – There are various coffee shops, restaurants and takeaways on campus, together with a food store and a weekly fruit & vegetable market. Manor Park has a coffee shop in the Vet School next door and pop-up coffee cart, and Hazel Farm has a couple of food stores and takeaways nearby. Most students shop at the [Tesco superstore](#) 15 minutes' walk or a 3-minute bus ride from the main campus. Meal plans are not available.

[How to Apply](#) – **The IEO will email you your Surrey Student Number in early-mid June/November** so you can apply for university accommodation through our online application form. You will need to give your price-band order of preference on the form (it is unfortunately not possible to specify a particular block, court or site) and our Accommodation team will do its best to allocate you to one of your top price-band preferences. Exchange and study abroad students will be placed at each of the 3 sites, in flats with a mix of UK and international full-degree students, and possibly another exchange student.

**To apply for university accommodation, once you have your student number, you will need to:**

1. Decide on your [price-band](#) order of preference
2. Read the [Residents' Guide](#) and [Allocation Document](#)
3. [Set up an accommodation account](#) first using your surname, date of birth, a password of your choice and your Surrey Student Number (University ID)
4. Complete the [accommodation application form for New Students](#) with your price-band order of preference

**Application deadline: 25 July/30 November 2023.**

[Accommodation offers](#) - are emailed to exchange students from **mid-end August/early-mid December**. You will have one week to accept your offer online and pay the **GB£250 pre-payment** to secure your room. Please follow the link on your payment confirmation to complete the **e-induction form in Surrey Self-Service** - this is really important as it generates an email with your full accommodation address, which you will need to give to your family and friends before you leave home, have in your hand luggage when you go through UK border control, and show when you collect your key.

[Bedding](#) - Unless you are travelling to Surrey by car, we recommend you purchase a **bedding pack** from the University's [online store](#) a few weeks before your arrival so that it is in your room when you arrive – there will be a reminder on our Welcome website pre-departure checklist. The bedding packs are very reasonably priced and include a white sheet, duvet and duvet cover, pillow and pillowcase (not towels).

Accommodation enquiries: [accommodation@surrey.ac.uk](mailto:accommodation@surrey.ac.uk) Tel: +44 1483 682466

### Students with limited mobility

Because much of the main university campus is situated on a hillside, *motorized* wheelchairs or mobility scooters are advisable. Students with mobility difficulties should contact the Disability and Neurodiversity team [disability@surrey.ac.uk](mailto:disability@surrey.ac.uk) to discuss your needs well in advance of your stay. You should also state your needs clearly on the accommodation application form to ensure you are allocated a ground floor room with wheelchair access and no steps (some ground floor rooms have several steps!). Dedicated disabled flats are usually available at our Manor Park site, a short bus-ride away. Buses in Guildford have lowered steps and drivers will assist disabled users if required. Standard ground floor rooms at Twyford Court and International House on the main campus are suitable for students with some mobility and a smaller, fold-up wheelchair.

### Private-sector student housing

If you would like to live in private-sector housing off-campus, we strongly recommend visiting our [Privately Rented Accommodation site](#).

It is advisable to start looking for private rentals as early as possible. Shared house or flat rentals are for a minimum of 6 or 12 months in the UK by law. By ensuring you only rent a house with other students, you will avoid having to pay the local Council Tax, which can be hundreds of pounds per resident even if there is only one non-student in the house.



Lodging in a landlord's home or in one of the new privately-owned student accommodation blocks in Guildford can be for a shorter duration.

If you are considering living outside Guildford, please find out about travel times and costs first ([National Rail Enquiries](#)) as public transport is quite expensive in the UK and you may have classes most days. The student '16-25 Railcard' currently costs £30 for the year and gives you a 1/3 reduction on rail fares outside rush-hour.

## Dyslexia, Special Needs and Disabilities

We aim to create an environment which welcomes students with disabilities, medical conditions, mental health issues, special needs and learning differences (e.g. dyslexia), enabling you to participate fully in university life. Our **Disability and Neurodiversity team** can make classroom and exam adjustments in line with any you have at home.

Applicants with special needs should tick the Special Needs checkbox on the exchange application form and the IEO will contact you before your arrival for brief details and, if appropriate, documentation about your condition and details of any support, resources or adjustments provided by your home institution. We recommend that students get in touch with our **Centre for Wellbeing**, which has trained counsellors, mental health nurses and nurse advisors, or the **Disability and Neurodiversity team** in the Library who can help with special accommodation needs and learning support, resources or adjustments. They will assess whether Surrey is able to meet your needs.

**Disability and Neurodiversity Team** [study.surrey.ac.uk/study-support/disability-and-neurodiversity](http://study.surrey.ac.uk/study-support/disability-and-neurodiversity)

**Centre for Wellbeing** [wellbeing.surrey.ac.uk/centre-for-wellbeing](http://wellbeing.surrey.ac.uk/centre-for-wellbeing)

**Accessibility information** [surrey.ac.uk/visit-university/accessibility-information](http://surrey.ac.uk/visit-university/accessibility-information)

## Buddy Scheme & WhatsApp group

### Buddy Scheme

Our Buddy Scheme links you up with a current Surrey student, usually one who has been on an overseas exchange themselves. They will be happy to answer any questions you may have before your arrival, can meet up with you to help you settle in during your first few weeks at Surrey and will be invited to join exchange social events and trips. We will invite you to register your interest a couple of months before your arrival.

### Exchange WhatsApp group

A few weeks before your arrival, we will invite all exchange and study abroad students and Surrey buddies to join our Exchange WhatsApp group – run by our Surrey student peer advisers who have been abroad on exchange themselves – so you can start getting to know each other, share information and maybe even arrange to travel to Surrey together or meet up on your first day.

## Travel to the University

### Airport Meet and Greet

We aim to provide a Meet and Greet collection service from London Heathrow and London Gatwick airports to the University key collection points and on to your accommodation on the designated exchange arrival days in September and February each year. You will be invited to book your place, with your flight details, on our Meet & Greet booking form around a month before your arrival.

Students arriving at Heathrow airport will be met by our University of Surrey welcome team by the barrier in the Arrivals Hall and, at various points in the day, put on a coach to their university key collection point. Those arriving at London Gatwick airport will be given a ticket for the train to Guildford central train station, from where you can take a taxi from the taxi rank at the front of the station. From the Stag Hill and Manor Park key collection points, you will be shown to your accommodation by our staff and student helpers, either on foot or by minibus.

### Independent travel to the University

How to get to the University: [surrey.ac.uk/visit-university/how-get-here](http://surrey.ac.uk/visit-university/how-get-here)

If you are arriving in the UK outside the Meet & Greet hours or prefer not to wait for our next coach departure or you arrive on a different day, there are regular direct trains from Gatwick Airport to Guildford central train station (see [National Rail Enquiries](#) for timetables; around GB£10) and a [RailAir 2 coach](#) from Heathrow Airport terminal 3 and central bus station to Guildford train station (around GB£10). A taxi from the taxi rank in front of the railway station takes 5 minutes to the key collection points and costs around GB£8-10.



## Travel and Covid-19

There are not currently any Covid-19 restrictions in place for entering the UK. However, remember to check any guidance for departing your home country and any country you transit through on your way to the UK – [UK government COVID-19 travel guidance](#).

## Travel Insurance

All students should buy travel insurance with some health cover before travelling to the UK, even if you have paid the Healthcare Surcharge with your visa application. Students who travel to another country for a holiday during their studies in the UK will need additional travel insurance. The University does not have a recommended provider so you will need to search for deals online.

All students living in University accommodation are covered by [contents insurance](#) in their room (up to £4,000) and laptop insurance (up to £2,000) but can extend the cover for an additional fee to include mobile phones outside your room and other benefits. Students living in private-sector accommodation will need to find out whether personal possessions insurance is included in their rent.

## Healthcare and Insurance

All exchange and study abroad students will need some level of health insurance. The University does not provide health insurance or have a preferred provider so you will need to find the most appropriate cover for you.

### Health services

We have a [University health centre](#) – Guilddowns Group Practice – on the main Stag Hill campus and nearby, the Royal Surrey County Hospital has an Accident & Emergency service, open 24/7.

Details of who is entitled to free treatment under the UK's National Health Service (the NHS) are available on the [UKCISA website](#). The following NHS treatment is free for everyone:

- emergency hospital treatment (but not follow-up treatment)
- family planning services
- diagnosis and treatment of certain highly contagious communicable diseases
- compulsory psychiatric treatment

### Health insurance for study of more than 6 months

Most international students studying at Surrey for more than 6 months will have paid the [healthcare surcharge](#) with their Student visa application. This entitles you to the same free UK National Health Service (NHS) healthcare as a UK citizen, but this excludes prescriptions, eye tests, glasses and dental treatment. It also won't cover emergency repatriation. Even if you have paid the healthcare surcharge you may need some health cover with your travel insurance. The NHS website provides details of [prescription costs](#). You should [register with your nearest GP](#) in your first week at Surrey or online before arrival.

### Health insurance for study of less than 6 months

International students studying at Surrey for less than 6 months will not be covered by the NHS, except for the free services listed above, and students from countries with a reciprocal health agreement with the UK are unlikely to have full health and repatriation cover, so you must take out private health insurance. If you fall ill or need treatment during your stay, you should book an appointment online or by phone at your [nearest GP](#) and register as a temporary private patient. The treatment charges will be available from the GP reception.

### EU/EEA/Swiss students

You should apply for a [European Health Insurance Card \(EHIC\)](#) in your country before coming to the UK, if you don't have one already. Processing time: usually 2-3 weeks. EHICs don't provide comprehensive healthcare cover so check what yours covers and get some private health cover with your travel insurance to cover the rest. You will need to keep any receipts for treatment and prescriptions you pay for and claim back the costs using your insurance or your EHIC when you return to your country. You will need to pay for any [prescriptions](#), eye tests, glasses and dental treatment you have in the UK.

We recommend students visit their dentist before leaving for the UK.

### Ongoing medical conditions

Students with an ongoing medical condition should see your doctor before travelling to the UK. You will need to bring with you a good supply of any medicine you take and a letter from your doctor or medical notes translated into English. Book an appointment



at your nearest GP for your first few days at Surrey. Students who require a fridge to store medication should discuss their needs with the [Disability & Neurodiversity team](#) and inform the Accommodation team ([accommodation@surrey.ac.uk](mailto:accommodation@surrey.ac.uk)) – you will probably need to purchase a mini-fridge for your room.

## Coronavirus

There are no longer any legal restrictions concerning Covid-19 in England. The University will continue to monitor the situation and maintain contingency plans in order to help keep our community safe and ensure we can continue to work, study, socialise and live on campus without detriment to our health, safety and wellbeing. We encourage everyone to play their part in protecting our community through exercising personal responsibility and being considerate towards others.

All adults aged 18 or over are eligible for a COVID-19 vaccination or booster free of charge, regardless of their nationality or immigration status. While registration with a GP is encouraged so that you can download your COVID-19 vaccine passport, you can request a COVID-19 vaccination appointment as an unregistered patient through a local GP practice – see our [coronavirus guidance](#).

If you have received COVID-19 vaccines overseas but need a booster, you will be offered the same or the most similar vaccine available in the UK. Please bring the documentation from your previous doses with you and let your UK GP know which type you need.

## Meningitis ACWY

It is recommended that all students are vaccinated against [Meningitis ACWY](#) before arriving at university.

## Money Matters

### Visa requirements

Students who need a visa must show that you have enough money to cover living costs (maintenance, including accommodation) of GB£1,023 per month for the duration of your stay.

### Living costs

You will need to budget carefully to cover all your living costs, which include accommodation, clothes, transport, books, food and entertainment, plus your flight to the UK and any travel you plan to do in the UK or Europe. Although UK Visas and Immigration has specific [financial requirements](#) for a visa application, it is very difficult to estimate how much money you will spend in a semester or year as it depends on your lifestyle and circumstances. The University of Surrey estimates that you will need at least [GB£250](#) per week to cover your general living expenses, including rent.

The [Student Budget Calculator](#) is a useful tool for helping you to evaluate approximate costs staying in the UK. You can also refer to our [Budgeting Advice page](#) for approximate living costs.

### Avoiding bank fees

You may wish to [open a bank account](#) to reduce currency conversion and transfer fees. Many local high-street banks in the UK require you to have been resident in the UK for at least a year or be doing a full degree in the UK, so online bank accounts are the best option for short-term exchange students (e.g. Revolut, Monese).

### Contactless payments

Contactless payments are now the preferred payment method in the UK, rather than cash, and in some cases, contactless may be the only payment option. However, we recommend bringing some UK currency - no more than GB£400 - in case you have difficulties with any contactless payments.

## Orientation

Exchange and Study Abroad students have a compulsory 2-day in-person Orientation with talks, guided tours and social activities to help you get to know your fellow exchange and international students and to settle in quickly – see calendar on page 3. During the Orientation, you will receive important guidance and information about your stay at Surrey, how to register with the University and get your campus card, and more!

Orientation is usually scheduled for 09.00-17.00 on the Thursday and Friday before the main Welcome Week for new students in September and just before teaching begins in February. Your orientation timetable will go live on our Welcome website a few weeks before your arrival.



## Exams, Assessments and Transcripts

**Module Pass Mark** – 40% for undergraduate (Bachelor's) students; 50% for postgraduate taught (Master's) students.

### Exams and assessments

Most modules have mid-semester and end-of-semester assessments. See exam periods on page 3 of this guide. For updates on assessments, check [Exams/Assessments](#).

The module descriptions on our [module catalogue](#) provide details of how each module will be assessed. Assessments are currently largely online, but we expect to move back to more face-to-face on-campus assessments in the coming year. Module descriptions on our module catalogue will be updated during May with any changes to the assessment type. Exchange applicants must be able to stay at Surrey to the end of the semester in case you have in-person exams on the last day. Earlier outward travel and internships should not be booked until you know the date and format of your last assessment. Please note that if you need to swap modules just before or at the start of your stay because module choices are not approved or you have unavoidable timetable clashes, you may find you need to stay on campus longer than you expected. Your exam timetable will be added to your online study timetable a month before the start of the exam period.

If teaching at your home university starts before the end of the Surrey exam period in January, you are advised to select only assignment-based modules, since assignments can be submitted earlier and electronically. If this is not possible, we would recommend you come to Surrey the following semester. Otherwise, you would need to get approval to remain at Surrey to finish your exams and then catch up with any missed classes at your home institution on your return. It is our University policy that students are not allowed to take Surrey exams early or at another institution.

### Extenuating circumstances

If you are unable to submit assignments by the deadline or to do assessments, requests for the recognition of certain [extenuating circumstances](#) (i.e. illness or bereavement) will be considered, as long as requests are submitted before the assessment deadline and accompanied by recent supporting evidence from an appropriate practitioner or professional (e.g. doctor, mental health professional, etc). The Students' Union can also help to support your claim. If extenuating circumstances are approved, any reassessment you take in August will be considered your first attempt. If you failed a module without extenuating circumstances, any reassessment in August would be considered your second attempt and would be capped at 40% for undergraduate modules and 50% for postgraduate modules.

### Results release

Students get prompt feedback on each mid-semester assignment or assessment via SurreyLearn, our virtual learning environment. For end-of-semester exams and assignments, your results will be published on your Surrey Self Service account (our student records system). We are unable to release your results before this. However, if you need a basic pass/fail confirmation sooner for a further degree application deadline, we may be able to provide this to your home institution. Full-year students can request a Progress Report with their mid-year results from their Faculty office if their home institution needs an official document with their results mid-year.

### Transcript of results

The IEO aims to email each exchange/study abroad student who has passed all of their modules an official Surrey transcript of records in pdf format within a day of [marks release day](#) (within 5 weeks of the end of the semester), copied to your exchange office. A hard copy will only be posted to your sending institution's exchange office if specifically required by the institution. Transcripts include the % mark for each module and the Surrey and ECTS credits awarded for each, together with the average % and ECTS for each level (year) of study. Full-year students taking one of our extracurricular Global Graduate Award modules (in a modern language, sustainability or global citizenship) will also have your mark and credits for this on the transcript. We do not provide a GPA score or grades, so it is up to your home institution to transfer your results to your home degree according to their own criteria.

### Failed modules

Under the University of Surrey's regulations, students who have failed one or more modules will be offered the opportunity to resit failed exams or, for modules assessed by coursework, to submit new assignments in our mid-end August resit period. You generally only need to be reassessed on the part of the module that you failed.

### Reassessments

Assignments are submitted remotely using our electronic submission system and most resit exams in August are currently online, but not all, so as soon as you have your results, check the module description on the catalogue or with your module leader to find out whether you will need to return to Surrey to take a face-to-face exam. If you do, discuss your options with your home department – you may be able to take an equivalent assessment at your home institution. Students retaking an exam must be available for the whole reassessment period – exams can be scheduled at any point in the last 2 or so weeks of August and the final timetable is released approximately 2 weeks after result release day, usually late July/early August. Unless you have extenuating circumstances that were approved (e.g. you were ill, suffered a bereavement, etc), this will be considered your 2<sup>nd</sup> attempt and you can only achieve the pass mark for the part of the module for which you are being assessed (40% for undergraduates; 50% for postgraduates).



You must inform the IEO ([ieo.incoming@surrey.ac.uk](mailto:ieo.incoming@surrey.ac.uk)) and the relevant Faculty Assessments team ([FASS-Assessments@surrey.ac.uk](mailto:FASS-Assessments@surrey.ac.uk) / [FEPS-Assessments@surrey.ac.uk](mailto:FEPS-Assessments@surrey.ac.uk) / [FHMS-Assessments@surrey.ac.uk](mailto:FHMS-Assessments@surrey.ac.uk)) as soon as possible if you do not wish to be reassessed/resit, as otherwise you may not be registered for the reassessment and we will hold back your transcript.

## Reassessment results

[Results](#) for reassessed modules are usually published around the third week in September.

## Compensation

We do not provide incoming exchange/study abroad students with compensation for failed modules. It is up to your home institution to apply compensation if you are eligible under your home university regulations.

Full rules regarding assessments and reassessments will be provided in your programme handbook/s.

## Sustainability

At Surrey, we have made a commitment to take positive actions to mitigate our impact on the Earth, such as our target for net zero emissions by 2030, and we encourage all our incoming students to take a more active consideration for the environment.

- Consider taking a more sustainable mode of transport, for example taking a train instead of flying to Surrey or walking and cycling to campus or town. Could you fly part of the way before adopting a 'slow travel' approach to the UK? 'Slow travel' is travelling long distances over land and sea and spending time enjoying the journey. This option allows you to explore and see more of the region, even as you sit on a train or bus, providing more opportunities for spontaneity and to make connections meaning it can be an experience by itself! Trains and buses often arrive in city centres, can be cheaper and have fewer luggage limits as well as offering more legroom.
- If you must fly, direct is best and opt for a greener option using the 'Green option' filter on [Skyscanner](#) or the [Atmosfair Airline Index](#).
- Consider [offsetting your carbon emissions](#)
- When travelling beyond Surrey, consider booking eco-friendly accommodation using sites such as [bookdifferent.com](#) and look out for [eco-labels](#).
- Packing light also helps to reduce your carbon emissions! Though we do recommend packing a few items to reduce your single-use plastics, such as a reusable water bottle, coffee cup and lunchbox.
- Use the [Refill](#) app to locate the nearest water refill station globally and try and drink only tap water.
- Buy local seasonal produce where you can, making the most of the Farmer's Market on campus on Thursdays.
- Look out for Surrey's carbon footprint awareness labelling system at campus food outlets to make more informed choices.
- Consider adopting a plant-based diet.
- Recycle and reuse where possible. In the UK, there is a tax on single use plastic shopping bags, so everyone is encouraged to bring 'bags for life' to the supermarket.
- Get involved in sustainability projects, such as through various societies (Enactus, Garden Society, Engineers without Borders and People and Planet) and other events such as litter picks. Take a free mini course on SurreyLearn to further educate yourself on issues of climate change.

## Helping Out the International Engagement Office

While you are on exchange at Surrey, there will be various opportunities for you to help the International Engagement Office promote study abroad opportunities, both to encourage incoming exchange students like you to Surrey and to promote your home institution to Surrey students. This is a valuable opportunity to further develop your cultural intelligence and skills for the workplace – great experience to mention in job applications!

This could include but is not limited to:

- Helping at the Study Abroad Fair and other events such as pre-departure briefings and socials for Surrey students, as well as contributing to the running of incoming activities.
- Providing content for the [@SurreyAbroad Instagram](#) account. Be sure to use #surreyabroad in your own posts to share your experiences in Surrey with us!
- Writing [blog posts](#) about your experiences.
- Providing a testimonial of your stay at Surrey for us to use for marketing purposes.
- Providing us feedback in surveys so we can make improvements for future exchange students.



## Travel and Tourist Information

### Train Travel

**Student 16-25 Railcard:** [16-25railcard.co.uk](http://16-25railcard.co.uk) – GBE30 for the year – 1/3 off train fares outside rush-hour.

**Group train travel** – [nationalrail.co.uk](http://nationalrail.co.uk) – if you travel in groups of 3+ you can also get 1/3 off train travel without a railcard.

**Trains to Central London:** 34 minutes to London Waterloo station – plan your journey and check the cost here [journey planner](#).

**2 for 1 entry to London attractions:** Use your train ticket to get [2 for 1 entry to top London tourist attractions](#).

**London maps:** <https://tfl.gov.uk/maps>

**Trains to/from Gatwick airport:** [thetrainline.com/train-times/gatwick-airport-to-guildford](http://thetrainline.com/train-times/gatwick-airport-to-guildford)

**UK-wide train times, prices and tickets:** [nationalrail.co.uk](http://nationalrail.co.uk) or [thetrainline.com](http://thetrainline.com) (click on 'Get Cheapest Tickets' for budget travel through multiple tickets)

**Eurostar train travel to Europe:** [Eurostar](http://Eurostar) or [thetrainline.com](http://thetrainline.com) for cheap Eurostar tickets.

### Coach Travel

**Coach to/from Heathrow airport terminal 3 or 5 or central bus station:** RailAir 2 - <https://www.railair.com>

**UK-wide coach routes, times, prices and tickets:** [checkmybus.co.uk/bus-providers](http://checkmybus.co.uk/bus-providers)

### Buses

**Local Guildford bus routes, tickets and passes:** [transport.surrey.ac.uk/bus](http://transport.surrey.ac.uk/bus)

**Bus No. 1:** Guildford Centre/Friary Bus Station – back of train station – University Stag Hill campus/Austin Pearce bus stops – Tesco superstore – Surrey Sports Park – Manor Park student village/Francis Crick Road – Hospital – Stoughton – Hazel Farm halls of residence/Pitch Place/Hamilton Drive – and back in reverse.

**Bus No. 2:** Hazel Farm/Hamilton Drive – Guildford Centre/Friary Bus Station – and back in reverse.

**Bus No. 9:** University/Austin Pearce bus stops – Hazel Farm/Hamilton Drive – University/Austin Pearce bus stops

### Tourist Information

**Guildford Tourist Information:** [guildford.gov.uk/visitguildford/touristinformationcentre](http://guildford.gov.uk/visitguildford/touristinformationcentre)

**Surrey Tourist Information:** [visitsurrey.com](http://visitsurrey.com)

**London Tourist Information:** [visitlondon.com](http://visitlondon.com)

**South East England Tourist Information:** [visitsoutheastengland.com](http://visitsoutheastengland.com)

**Britain Tourist Information:** [visitbritain.com/gb/en](http://visitbritain.com/gb/en)



*Dapdune Wharf, River Wey & Godalming Navigations, Guildford*



*Polesden Lacey house and gardens, Great Bookham, near Guildford*



View of the Surrey Hills from the North Downs, near Guildford



Guildford High Street

## Further Sources of Exchange & Study Abroad Information

### Incoming Exchange & Study Abroad website

- [Frequently Asked Questions](#) – information about semester dates, visas, accommodation, module selection, English language requirements, exams, transcripts and more.
- [Preparing for your Exchange](#) – information about visas, health care and insurance, finances, what to pack, airport meet & greet, orientation, buddy scheme and more.

### Online face-to-face advice

Book an [online appointment](#) with Zoe Stevenson or Gloria Wong, our IEO incoming exchange advisors, to ask any questions you may have about coming to study at Surrey.

### MySurrey website

This is the student area of our website where you can search for all kinds of information relating to your studies and student life at Surrey. You can even download our MySurrey app to your mobile phone for quick and easy access to information!

### Pre-arrival emails

Please look out for pre-arrival support emails from the Incoming Student Exchange & Study Abroad team and from the wider University. They contain important information and instructions to help you prepare for your stay and make a smooth transition to Surrey!

### Welcome website

You will be emailed the link to our Welcome website a couple of months before your arrival. You will find most of the pre-arrival information and checklists you need to plan your stay, plus links for you to start your university registration and set up your IT/email account, as well as to your personalised online orientation timetable.

### Contact us

For queries about exchange/study abroad at Surrey, email:

- Zoe Stevenson or Gloria Wong in the Incoming Exchange & Study Abroad team ([ieo.incoming@surrey.ac.uk](mailto:ieo.incoming@surrey.ac.uk)) in our International Engagement Office (IEO) in the first instance (9.30am-5pm London time Monday-Friday)
- The [Academic Exchange Coordinator](#) in the relevant academic department for more information about modules and module prerequisites, and to check whether they can approve particular modules for you (you may need to send them your latest transcript of results and a list of the modules you're currently taking).

Thank you for choosing Surrey!