

MYSURREY HIVE - INFORMATION CENTRE

MySurrey Hive is just below the ISC offices, within the Phillip Marchant Building and is a central point for all queries related to your student life.

The space has been designed specifically for students for informal study, meetings and to relax. You can drop in any time between 8:30am - 11:30pm, 7 days a week.

Email: ask@surrey.ac.uk or hive@surrey.ac.uk
Tel: 01483 686 868

Please note:
the desk is staffed 8:30am - 5pm Monday to Friday.

YOUR RESPONSIBILITIES

The ISC expects you to:

- Follow the rules of the ISC and the University of Surrey
- Attend 100% of all your classes and arrive on time, inform us if you are unable to attend
- Fully engage and participate in lessons and student life
- Inform us of any changes to your personal circumstances
- Not smoke inside any university buildings or by entrances
- Not use mobile phones during lessons except when allowed for learning purposes
- Be polite, respect the people, building and furniture
- Read the Student Handbook about your course and assessments
- Read the Student Code of Conduct about behaviour and responsibilities
- Read the Programme handbook about ISC regulations
- Familiarise yourself with the Attendance Process and Daily Contact Points

TEACHING AND HOLIDAY PERIODS

SEPTEMBER STARTERS

SEMESTER 1		
START	FINISH	HOLIDAY
26 September 2022	3 February 2023	19 December 2022 - 6 January 2023

EXAM DATES		
23 January 2023	3 February 2023	

SEMESTER 2		
START	FINISH	HOLIDAY
6 February 2023	2 June 2023	3 April 2023 - 14 April 2023

EXAM DATES		
22 May 2023	2 June 2023	

JANUARY STARTERS

SEMESTER 1		
START	FINISH	HOLIDAY
30 January 2023	19 May 2023	3 April 2023 - 14 April 2023

EXAM DATES		
15 May 2023	19 May 2023	

SEMESTER 2		
START	FINISH	
22 May 2023	18 August 2023	

EXAM DATES		
14 August 2023	18 August 2023	

PATHWAYS

AT THE INTERNATIONAL STUDY CENTRE YOU WILL MEET STUDENTS STUDYING ONE OF SIX DIFFERENT PATHWAYS LEADING TO UNIVERSITY DEGREE PROGRAMMES

There are three International Foundation Year pathways:

- Business, Economics, Law and Social Sciences
- Computing, Engineering and Physical Sciences
- Life Sciences

There are also three Pre-masters Programme pathways:

- Management, Finance, Hospitality and Tourism
- Engineering
- Health and Medical Sciences

For more information about pathways, programmes, university degree courses and entry requirements visit:
isc.surrey.ac.uk



Welcome



TO THE UNIVERSITY OF
SURREY INTERNATIONAL
STUDY CENTRE
QUICK HELP GUIDE

USEFUL CONTACTS AT THE ISC

EMERGENCY:

Tel: 07824 590 698

WELFARE SUPPORT

JEN WARRY (ROOM 6)

Email: jwarry@studygroup.com

Tel: 07469 856347

ACADEMIC AND EXAM SUPPORT

TRACEY HURFORD (ROOM 6)

Email: thurford@studygroup.com

PROGRESSION SUPPORT

MONIKA ANGELA ZAHUCZKY (ROOM 5)

Email: mzahuczky@studygroup.com

VISA SUPPORT

ALEX AYLING (ROOM 6)

Email: aayling@studygroup.com

OFFICE

OFFICE (STUDENT EXPERIENCE TEAM, ROOM 6)

Tel: 01483 689 953 or 01483 682 809

Email: soffice@studygroup.com

Inform us before your lesson if you are unable to attend
siscattendance@studygroup.com

All teaching and professional support staff list is on Studysmart in
your Student Handbook.

FIRE

If the alarm sound more than 10 seconds, follow the fire evacuation
procedure. The escape route is signposted and the assembly place
is the area of grass outside the ISC, opposite the MYSurrey Hive.

FIRST AID

The ISC first aid kit is located at the ISC Admin office.

PHARMACY

Tesco superstore, 10mins walk

Tel: 01483 358153

HOSPITAL

Royal Surrey County Hospital Guildford Tel: 01483 571122

Woking Community Hospital (Walk in Centre) Tel: 01483 846209

OUR ADDRESS

International Study Centre
First Floor, Philip Marchant Building,
University of Surrey
Guildford, Surrey GU2 7XH

USEFUL CONTACTS AT THE UNIVERSITY

EMERGENCY NUMBERS

On campus: 3333 (from a mobile 0800 525790)

Off campus: 999

ACCOMMODATION

Email: accommodation@surrey.ac.uk

Tel: 01483 682466

ADMISSION/TUITION FEES/CAS

Email: admissions@surrey.ac.uk

Tel: 01483 682222

CENTRE FOR WELLBEING:

Email: centreforwellbeing@surrey.ac.uk

Tel: 01483 689498

FAITH AND SPIRITUALITY SUPPORT

www.surrey.ac.uk/student-support/faith-and-spirituality

Tel: 01483 300800

FRIENDS INTERNATIONAL GUILDFORD

Local International Students Group

www.friendsinternationalguildford.org.uk

Tel: 07411 378332

HEALTH AND FITNESS

www.surreysportspark.co.uk

Tel: 01483 689111

LIBRARY

Email: library-enquires@surrey.ac.uk

Tel: 01483 689235

IT SUPPORT AND HELPDESK

(AP building and in the Library)

Email: itservicedesk@surrey.ac.uk

Tel: 01483689898

MYSURREY HIVE

Student Information Centre

www.surrey.ac.uk/currentstudents/ask

ACCOMMODATION PEER SUPPORT

www.wellbeing.surrey.ac.uk/support-services/peer-support

STUDENT UNION

Clubs and Societies

Email: ussu.information@surrey.ac.uk

Tel: 01483 689223

STUDENT LIFE MENTORS

Tel: 01483 689223

999

EMERGENCY
OFF CAMPUS
NUMBER

IMPORTANT THINGS TO DO

- Register with a doctor (GP)
- Set up a bank account
- Collect your BRP (Biometric Residence Permit) card
- Collect and sign your university ID/Library card
- Know your student numbers (university – starting with 6, and ISC -starting with 2)
- Have a University Map and a Teaching Time Table
- Know your PT (personal tutor) and subject teachers' email addresses
- Know your exam dates and coursework deadlines
- Know how to submit coursework online - Turnitin
- Check your university email account every day
- Log onto Surrey Self-Service (University of Surrey Student portal) to find communications from the uni **magic.surrey.ac.uk/applicant/servlet/Query**
- Log onto StudySmart (ISC Student portal and VLE-Virtual Learning Environment) to find information about your ISC course, teaching materials, exams etc **studysmart.studygroup.com/login**
- If you're Under 18 you must sign in every day by texting 07469 856347 or emailing siscattendance@studygroup.com
- If you have any disabilities, let the welfare officer know so we can support your learning the best possible way

Please don't forget that the whole ISC Team is here to help and guide you through your time with us. Our main aim is for you to flourish, become more independent, achieve the best you can to progress to University of Surrey and to have an amazing and exciting student experience.

ABDULLA FROM BAHRAIN

"The International Study Centre was the start of my time at the University of Surrey. Basically, they prepared me for all the work we were going to get in the first year and that helped a lot."