

Welcome!



Heather Watson
Head of Data and
Operations



Michaela Burnett
Data and Operations
Coordinator



Laura Welsh
Data and Operations
Coordinator

During this presentation you may see a camera icon in the bottom right-hand side of the slides. If you do, please be sure to take notes or take a picture of the slide.



Welcome Week – First Day

Expect an early morning on
Monday 22nd September!



First Day - Walk to Campus

All students should make their own way to campus.

Look out for an email from the Wellbeing Team to advise you when you should arrive:

durhamiscwellbeing@studygroup.com

Address: Ebsworth Building, Queen's Campus
University Boulevard, Stockton-on-Tees, TS17 6BH
United Kingdom.

What3Words: ///stop.loudness.healers

Look for the purple flags!



Arrival to campus – what to expect

- Friendly staff who are happy to help you - Look for staff in purple t-shirts or hoodies
- Helpdesk in the foyer of Ebsworth Building to ask questions
- Induction Timetable and Welcome Pack on arrival



Arrival to campus

Welcome Pack with lots of information including your Welcome Week timetable.

Keep your timetable with you.

We will also send your Welcome Week timetable to your personal email address this week so you can see what you will be doing each day.



What to bring with you

Please make sure you bring your passport and boarding pass.

Also make sure you bring your Offer Letter.



Student Registration and Visa Checks



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Student Registration Sessions

- During the week we will be holding Visa Compliance & Course Registration sessions on campus.
- **Check your Welcome Week timetable** to make sure you come to the correct session
- When you come to your registration session, please make sure that you bring everything we need.

You cannot attend classes until we have all required items.



Documents needed for Visa Check and Course Registration

- Passport
- UKVI Decision Notification Email
- Visa Share code
- Flight ticket or Boarding card
- Offer Letter
- UK Mobile Number – we will provide SIM cards if required

**EVERY STUDENT COMING TO STUDY
AT DUISC MUST BRING ALL THE
ABOVE ITEMS WITH THEM**



Knowledge Reviews

During Welcome Week all Business, Science, Engineering, Philosophy, Politics and Economics Students will be timetabled to do a 1-hour long knowledge review.

If you need to do a knowledge review you will see this on your timetable.

These are sometimes called Baseline Assessments.

This enables tutors to establish what areas of support you may need so please do not worry about them.

StudyCare Insurance



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What the insurance covers:

Emergency medical and other expenses	Cancellation or curtailment	Overseas legal expenses and assistance
Personal Accident	Personal money, passport and other documents	Course fees
Baggage	Missed departure	Personal liability

For more information go to the [Welcome Hub](#) or speak to your agent.



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Your Durham University Account

**Set this up as soon as you receive
your email from Central Student
Support**



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Durham University Account

If you have not already, you will soon be sent an email from StudyGroup Central Student Support: durhamisc.css@studygroup.com with your Durham University Account details.

- As soon as you receive the email from Central Student Support, you must follow the instructions in the email on how to set up your account.
- On the Welcome Hub you will see a step-by-step guide on how to set up your Durham account.
- Make sure you change your password straight away as the temporary one you will be given will expire. **THIS IS IMPORTANT**
- Keep a note of the password you choose and store it securely.



Learning Platforms: Durham University Account

Once you have set up your Durham University account you will be able to:

- Access your Durham University emails
- Access the Virtual Learning Environment – Learn Ultra
- Access and use your Durham University Microsoft Teams account.
- Virtual Reception
- Microsoft Office 365

Learning Platforms

- We will teach you how to access and use your learning platforms during Welcome Week. There will be a specific session on this on your timetable (Learning Platforms and Introduction to Student Portal), and there will also be a drop-in IT session on Friday 27th September if you are struggling.
- Student Portal
- Outlook
- Microsoft Teams
- Learn Ultra for course materials



Computer Device – Recommended Specifications

- A Microsoft Windows-based PC with at least 4GB RAM and 200MB available free disk space (laptop or desktop, preferably running Windows 10 or 11)
- Web Browser: Google Chrome or Microsoft Edge (Chromium version)

If you use a Mac Book:

- Mac OS/X 10.13 or a more recent version-based laptop or desktop with at least 4GB RAM and 200MB available free disk space
- Web Browser: Google Chrome or Microsoft Edge (Chromium version)



Durham University Account

If you have not already, you will soon be sent an email from StudyGroup Central Student Support: durhamisc.css@studygroup.com with your Durham University Account details.

- Follow the instructions and upload a photograph of yourself. This is for security and to allow your **campus card** to be created. If you upload your photograph after 12th September your card may not be ready for you at your registration session.
- When in the Campus buildings, your campus card **must be always worn on your lanyard and around your neck**, no exceptions, this is for security and helps us identify you as a student immediately.
- Please also ensure that you agree to the Durham University IT regulations when you upload your photo. If you do not, you will not be able to access your account.



Student Expectations Agreement

- What we expect from you as a Durham University International Study Centre Student.
- You **must** complete this form before you can start your course.
- Use your Durham University credentials to access the form.



Where To Get IT Help When You When you need It.



If you need IT help regarding your Durham University account, you can contact Durham IT service desk directly here:

<https://durhamuniversity.sharepoint.com/sites/CISonline>

By phone on +441913341515 between the hours of 8am-8pm UK Time.

You will need your Durham University username (e.g abcd12) and date of birth when you contact IT.



Help before you arrive...



If you need help with anything **other** than your Durham University account before you arrive, please contact: durhamisc.css@studygroup.com

Make sure you include your StudyGroup Student ID number – this is a 7-digit number that starts with 2.

They will be happy to help, but please allow 2 days to receive a reply.



Thank you from the Data & Operations Team
now over to the
Wellbeing Team

Welcome to Student Wellbeing – What you need to know

THE DUISC WELLBEING TEAM



VICTORIA HOWES



NICOLA CROSSMAN



ALISON COCKBURN



KELLY HILL



Welcome to Wellbeing – What you need to know

Students Under 18

- Regular Check-Ins
- Confirmed Arrival details
- No alcohol/Smoking/Gambling
- Guardianship Service Private/ Bright World
- Under 18 Team Channel

LDHD

- Support with Learning Differences
- Individual LDHD Support Plan
- Exam Concession
- Reach out as soon as you get here
- You will not be penalised in any way

Wellbeing Support

- Emotional Support
- Pastoral Support
- Life Skills/ Scams
- Sign Posting (medical conditions, mental health etc.)

Health Care

- GP Registration
- Dentist
- 111 - Medical and Mental Health
- Urgent Care/Hospitals
- Pharmacies
- Medication Plan

DurhamISCWellbeing@studygroup.com



The Wellbeing Team will help you to adjust to life in the UK.
Wellbeing related sessions will be delivered during Induction Week and throughout your course.

Some important things to remember:

- You will be living with new people – patience is important.
- You will be responsible for cleaning your own space.
- You will need to shop for and cook your own meals.
- You will be expected to follow the behaviour charter, on campus and in your accommodation.
- Make friends and have fun: this will be a life-changing experience.
- Reach out for support when needed – this is what we are here for.

**** Make sure you book your accommodation as soon as possible – contact Durhamisc.css@studygroup.com NOW**

Arriving to your accommodation:

When you are planning your trip to the UK, don't forget that you will need to book a transfer from the airport to get to your accommodation in Stockton on Tees. The closest airport is Newcastle Airport.

You can get advice about transfers/taxis by emailing Durhamisc.css@studygroup.com

We look forward to meeting you and wish you a safe journey to the UK.



How can you prepare?

PACK AS LIGHT AS POSSIBLE AND MAKE SURE YOU HAVE ENOUGH FOR ALL WEATHER. IN AUTUMN/WINTER YOU WILL NEED A WARM CLOTHES (COAT, UMBRELLA, HAT, GLOVES, SCARF ETC.) IN THE SPRING/SUMMER YOU WILL NEED LIGHTER CLOTHES (SHORTS, T-SHIRT & SUNGLASSES ETC.) YOU WILL BE HERE THROUGH ALL FOUR SEASONS AND THE WEATHER IN THE UK VARIES DEPENDING ON THE SEASON.



TAKE PART AND TRY EVERYTHING. YOU DON'T HAVE TO DO IT AGAIN IF YOU DON'T LIKE IT, BUT THIS WILL BE A GREAT WAY TO MAKE FRIENDS, HAVE EXPERIENCES, AND MAKE THIS ONE OF THE BEST YEARS OF YOUR LIFE.



LEARN HOW TO CLEAN, COOK, AND WASH YOUR CLOTHES BEFORE YOU LEAVE YOUR HOME COUNTRY. THESE ARE VITAL LIFE SKILLS, IT'S IMPORTANT THAT YOU CAN LOOK AFTER YOURSELF AND KEEP YOUR ROOM AND SHARED SPACES TIDY.

Important Contacts

Wellbeing Support at Your Fingertips



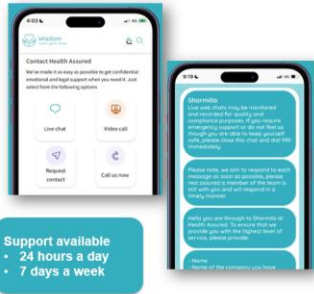
Wellbeing connected

How can I get the help when I need it?

Our Student Assistance Programme is a unique counsellor-led service available **24 hours a day, 7 days a week**, ready to respond to **any need for emotional or practical support** from international students.

You can benefit from:

- ✓ Access support via the **phone number**, **live chat**, **video calling** and **request a call-back** (WhatsApp coming soon!)
- ✓ An **interpretation service** in over 240 languages and dialects to support international students
- ✓ Students will always be **supported by a human**, whether on the phone or via the app
- ✓ **Debt and Financial, Medical, and Legal** information
- ✓ **Structured counselling** available (up to 6 sessions)



How can I get access?

Wisdom App

- 1 Download the Wisdom app
- 2 Enter the unique organisation code **MHA305915**
- 3 Complete the set up



If you have any issues or questions before arriving, please contact:

Durhamisc.css@studygroup.com

If you require any support upon arrival to the UK, please contact the **24/7 arrivals line**, the arrivals line can help with queries such as:

- airport/taxi/transport issues
- accommodation access/key collection
- local information/hotels
- Advice on where to go on your first day

The 24/7 arrivals line is available between 9am on 3rd September 2025 to 9am on 15th October 2025 - [07824815991](tel:07824815991)

During induction week we will share key contacts that are available once you have registered on your course (including the Student Helpdesk, Wellbeing Team & Safeguarding Team).

If you are living at Rialto Court, Infinity House or Endeavour Court please familiarise yourself with contact details for your accommodation provider, these can be found on your room booking or tenancy agreement paperwork.





Arrivals Weekend

Sunday 21st September

To welcome you here, we have planned an Arrivals Event on Sunday 21st September 2pm-4pm in the common room of each of the recommended accommodations (Endeavour court, Rialto Court, Infinity House).

If you are staying in private accommodation, you are invited to join the event happening at Endeavour Court (East Drive, Thornaby, Stockton-on-Tees, TS17 6JZ). Members of the ISC Student Experience Team will be available to meet you, give you advice and information on living in Stockton, and answer any questions you may have about your studies and the campus. It's also a great opportunity to meet your peers and get to know some of the other students that you'll be living and studying with. We look forward to seeing you there!

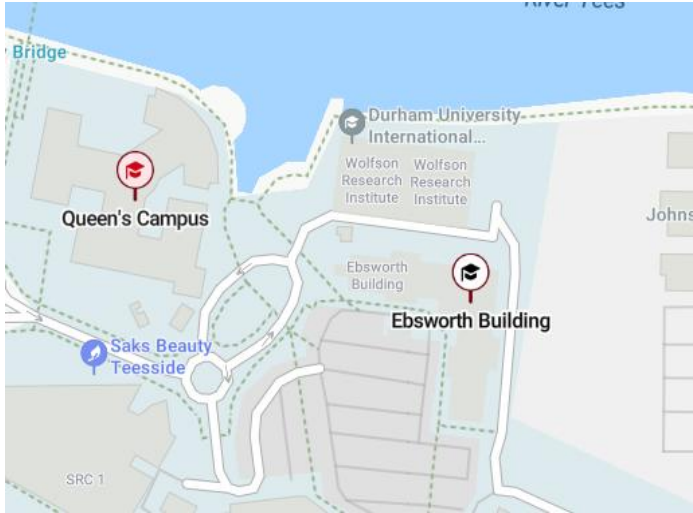
Welcome to Stockton!

Arrivals Event
Sunday 21st September
Common Room 2pm - 4pm!

**Meet your peers and ISC
staff.**
**We'll be here to help welcome
you to your new home and
answer any questions you
have about life in the UK and
campus.**



Your first day on campus



- If you are staying in the ISC recommended accommodations (Endeavour Court, Rialto Court or Infinity House), You will receive an email to your personal email on how to get to campus and when you need to arrive.
- If you are staying elsewhere, please ensure you arrive at the Ebsworth Building Main Entrance of campus at 8.15am.
- You will then be welcomed into campus by ISC staff members where you will be given your Welcome Week packs, then directed to your first session.



Ebsworth Building East Drive, Stockton-on-Tees TS17 6BH



**Thank you from the Wellbeing Team
now over to the
Enrichment Team**

Student Enrichment at DUISC & Durham University



Volunteering



Clubs and Societies



Student Leadership

DUISC
Enrichment



Events & Trips



Sports

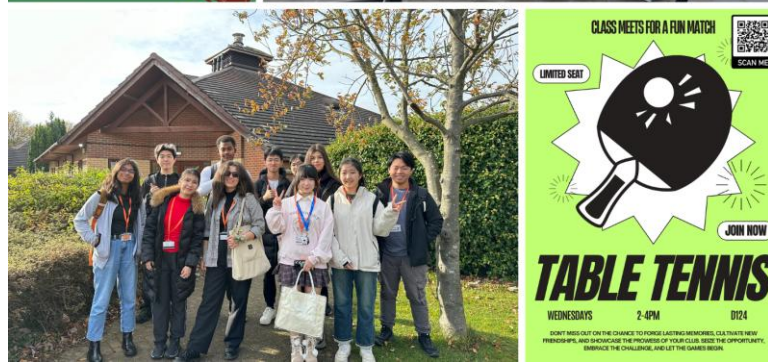
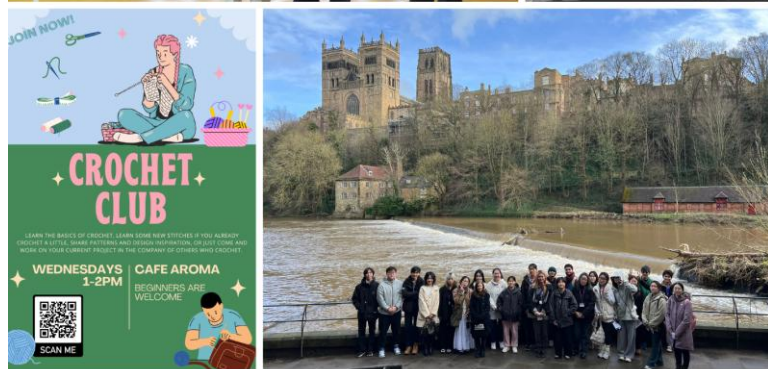


What do we do?

Here at Durham ISC, we are passionate about getting everyone active and involved, that doesn't mean just using the gym! We offer a range of Clubs, Volunteering opportunities, Sports activities, Student Leadership programme, and a whole lot of events!

Instagram

- Enrichment - @duisc_studentenrichment
- Centre - @durhamisc
- Sports - @tdqueenssport



Questions?

Please use the chat function

Thank you for attending this call.
We are all looking forward to meeting you
all soon!