



**QUEEN'S
UNIVERSITY
BELFAST**

**INTERNATIONAL
STUDY CENTRE**

STUDENT HANDBOOK 2025 - 26

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1. Introduction

1.1 About this handbook

This handbook is intended for all students studying at Queen's University Belfast International Study Centre. It should answer most, if not all questions you may have about the services and support available to you through the Centre.

In addition to the Handbook there is a QUB ISC policy guide which you will also need to read and familiarise yourself with, detailing the different QUB ISC's rules and regulations. These can be found under the Academic Support section within Canvas.

If you have any questions about anything in any Handbook or within the policy guide, please contact the Student Services team or the Academic Support team.

There may be changes to the Handbook as information is updated throughout the year. We will notify you if there have been updates and the most updated version will be available on Canvas



1.2 Welcome to INTO Queen's University Belfast

Our Senior Management Team...

Liam O'Hagan - Centre Director

We would like to warmly welcome you to INTO Queen's and thank you for choosing the International Study Centre, Queen's University Belfast to continue your studies. At ISC QUB, we pride ourselves on delivering high quality programmes and being a friendly and supportive centre.



We would like to warmly welcome you to ISC Queen's and thank you for choosing us to continue your studies. At QUB ISC, we pride ourselves on delivering high quality programmes and being a friendly and supportive centre.

Recent reviews from both the Quality Assurance Agency for Higher Education (QAA) and British Council commended our Centre and noted multiple features of good practice, particularly in the inclusive academic and pastoral support provided by QUB ISC. This support was recognised for enhancing the quality of the student learning experience. The staff at QUB ISC are ready to support you throughout your studies in Belfast, but it is important that you ask for help and support if and when you need it. You will be expected to fully engage in your programme by working hard, attending classes, engaging with teachers and other students and ensuring that you submit all your work on time.

Each year we celebrate high progression rates and excellent student success. Our aim is both to see you progress from your programme at QUB ISC, but also to be successful once you are in Queen's University. We are extremely proud to see our student's progress to a world class University and want you to be fully prepared for life at Queen's. The location of the QUB ISC is on the Queen's University campus in Belfast and you will visit various parts of the university during your time at the ISC. Outside of class, Belfast is a beautiful city and has lots for you to see and explore when you are not studying.

I wish you all the best in your studies and I look forward to meeting you over the coming days and weeks.

Orla McShane- Academic Director

Welcome to Queen's University Belfast International Study Centre, we are delighted that you have chosen here to study, and all the academic team are looking forward to meeting you. Over the past 15 years, we have been developing the curriculum and courses on offer to students and we are confident that you will have a rewarding time studying with us.



All our pathway programmes are monitored and reviewed by the Quality Assurance Agency (QAA) who have recently concluded that we are continuing to maintain academic standards and the quality of student learning opportunities. Our English language provision is subject to similar oversight and validation by the British Council.

Therefore, the quality of our provision can assure you that your course will equip you with both the subject knowledge, English Language proficiency and transferable skills that will give you a strong foundation for your future study. With hard work and effort on your part, you will have the opportunity to progress to your further studies at Queen's University Belfast. The teaching staff are experts in their subject, with extensive experience of working with international students and will be supportive in helping you to develop your knowledge and skills. For your part, it is imperative that you engage fully with all aspects of your study, both inside and outside of class. Your course will be challenging; however, the staff will support your transition to study at university. Hard work is the key to success, and it is important that you engage with your course from the outset.

We are excited to welcome you to the campus this year and can assure you of a warm welcome from the moment you walk through the door of our International Study Centre at Lennoxvale. If you have any questions or concerns, please speak to your teachers, Academic Manager, or any of the Students Services or Academic Support team, and we will do our best to help. Welcome to QUB ISC and good luck with your studies.

Aine McComb - Director of Student Support

A very warm welcome from myself and the Student Services Team. You have chosen a great centre and we will be there to support you on all the different aspects of studying abroad, from getting to meet new friends to engaging with other students around the campus.



We understand it can be scary losing all sense of familiarity when you step into your new surroundings but remember you're not alone. Make sure to reach out to us if you have any questions or concerns, we have a lot of experience within our team and we will be able to help you with most issues in a non judgemental way. You will meet all of our team during your induction and we will be there to help and support you during your time at Queen's University Belfast International Study Centre and we love to hear how you are doing when you progress into the University course. We look forward to seeing you in Belfast, and we will support your transition to life in Belfast and make friends from all over the world.

INTO[®] QUEEN'S UNIVERSITY BELFAST

1.3 Key Contacts

Student Services

Director of Student Support
Manager Support Services (Operations)
Student Services & Accommodation Officer
Finance Officer
Student Welfare and Social Officer
Centre Receptionist
General Enquiries

Aine McComb
Padraig Scollay
Beverley Quinn
John Shum
Michael Madden
Sara Dillon
-

a.mccomb@qub.ac.uk
p.scollay@qub.ac.uk
beverley.quinn@qub.ac.uk
j.shum@qub.ac.uk
Michael.Madden@qub.ac.uk
sara.dillon@qub.ac.uk
into@qub.ac.uk

Academic Support

Academic Support Officer
Academic Support Officer
Academic Support Officer
Academic Support Officer
IT Support Technician
General Enquiries
Attendance/Absence

Joanne Ferran
Tsvety Donova
Leah McCullough
James Mervyn
-

j.ferran@qub.ac.uk
t.donova@qub.ac.uk
leah.mccullough@qub.ac.uk
j.mervyn@qub.ac.uk
-academicsupportinto@qub.ac.uk
attendanceinto@qub.ac.uk

Recruitment & Marketing

Assistant Director - Recruitment

Javlan Abudurezhake

j.abudurezhake@qub.ac.uk



Progression & Placement Support

Progression Manager
Placement Officer

Cherry Li
Eden Swann

cherry.li@qub.ac.uk
e.swann@qub.ac.uk

Programme Managers

Sarah Prince
s.prince@qub.ac.uk

- International Foundation Programme Architecture, Engineering & Science

Anne McIvor
anne.mcivor@qub.ac.uk

- International Foundation Programme Business, Humanities & Social Sciences
- International Year One Management & Finance
- International Year One Accounting

Paul McCourt
paul.mccourt@qub.ac.uk

- International Year One Engineering

Michelle Crawford
m.crawford@qub.ac.uk

- Graduate Diploma

Gregory Pies
g.pies@qub.ac.uk

- Academic English

If you have a question or query and are not sure of you should contact, Student Services will be here to help. All general queries as above should go to into@qub.ac.uk, or our Centre Receptionist Sara: sara.dillon@qub.ac.uk. Alternatively, you can visit our Welcome Desk at the International Study Centre for any support you may need.

1.4 Academic Calendar

The below calendar displays semester dates for all intakes throughout the year. These dates are subject to change.

IC Week	25/26	Pathway (SEPTEMBER)	Pathway (JANUARY)	IFP 2 Terms	PMP 2 Terms	Academic English	PRE-SESSIONAL ENGLISH	25/26
Week	W/C							END DATE
1	15-Sep	Induction				Induction		19-Sep
2	22-Sep	S1-W1				S1-W1		26-Sep
3	29-Sep	S1-W2				T1-W2		03-Oct
4	06-Oct	S1-W3				T1-W3		10-Oct
5	13-Oct	S1-W4				T1-W4		17-Oct
6	20-Oct	S1-W5				T1-W5		24-Oct
7	27-Oct	Reading Week				Reading Week		31-Oct
8	03-Nov	S1-W6				T1-W6		07-Nov
9	10-Nov	S1-W7				T1-W7		14-Nov
10	17-Nov	S1-W8				T1-W8		21-Nov
11	24-Nov	S1-W9				T1-W9		28-Nov
12	01-Dec	S1-W10				Term 1-Exams		05-Dec
13	08-Dec	S1-W11						12-Dec
14	15-Dec	Christmas				Christmas		19-Dec
15	22-Dec	Christmas				Christmas		26-Dec
16	29-Dec	Christmas				Christmas		02-Jan
17	05-Jan	Exams	Induction			T2-W1		09-Jan
18	12-Jan	S2-W1	S1-W1			T2-W2		16-Jan
19	19-Jan	S2-W2	S1-W2			T2-W3		23-Jan
20	26-Jan	S2-W3	S1-W3			T2-W4		30-Jan
21	02-Feb	S2-W4	S1-W4			T2-W5		06-Feb
22	09-Feb	S2-W5	S2-W5			T2-W6		13-Feb
23	16-Feb	Reading Week	Reading Week			Reading Week		20-Feb
24	23-Feb	S2-W6	S1-W6			T2-W7		27-Feb
25	02-Mar	S2-W7	S1-W7			T2-W8		06-Mar
26	09-Mar	S2-W8	S1-W8			T2-W9		13-Mar
27	16-Mar	S2-W9	S1-W9		Induction Wed 18/03	Term 2-Exams		20-Mar
28	23-Mar	S2-W10	S1-W10		S1-W1			27-Mar
29	30-Mar	Easter	Easter	Induction Mon 30/03	S1-W2	T3-W1		03-Apr
30	06-Apr	Easter	Easter	S1-W2	S1-W3	T3-W2		10-Apr
31	13-Apr	S2-W11	S1-W11	S1-W3	S1-W4	T3-W3		17-Apr
32	20-Apr	Exams	Exams	S1-W4	S1-W5	T3-W4		24-Apr
33	27-Apr	Exams	S2-W1	S2-W1	S2-W1	T3-W5		01-May
34	04-May	Exams	S2-W2	S2-W2	S2-W2	T3-W6		08-May
35	11-May	Pre Board Admin	S2-W3	S2-W3	S2-W3	T3-W7		15-May
36	18-May	Internal Boards	S2-W4	S2-W4	S2-W4	T3-W8		22-May
37	25-May	External Boards	S2-W5	S2-W5	S2-W5	T3-W9		29-May
38	01-Jun	Resit exams	Reading Week	Reading Week	Reading Week	Term 3-Exams		05-Jun
39	08-Jun	Results Release**	S2-W6	S2-W6	S2-W6			12-Jun
40	15-Jun	Resit Results	S2-W7	S2-W7	S2-W7	T4-W1	W1- 10 Wk PS start	19-Jun
41	22-Jun		S2-W8	S2-W8	S2-W8	T4-W2	W2	26-Jun
42	29-Jun		S2-W9	S2-W9	S2-W9	T4-W3	W3	03-Jul
43	06-Jul		S2-W10	S2-W10	S2-W10	T4-W4	W4	10-Jul
44	13-Jul		S2-W11	S2-W11	S2-W11	T4-W5	W5- 6wk PS start	17-Jul
45	20-Jul		Exams	Exams	Exams	T4-W6	W6	24-Jul
46	27-Jul		Exams	Exams	Exams	T4-W7	W7-4wk PS start	31-Jul
47	03-Aug		Internal Boards	Internal Boards	Internal Boards	T4-W8	W8	07-Aug
48	10-Aug		External Boards	External Boards	External Boards	T4-W9	W9	14-Aug
49	17-Aug		Results Release**	Results Release**	Results Release**	Term 4- Exams	W10-Exams	21-Aug
50	24-Aug		Resit exams	Resit exams	Resit exams			28-Aug
51	31-Aug		Resit Results	Resit Results	Resit Results			04-Sep
52	07-Sep							11-Sep

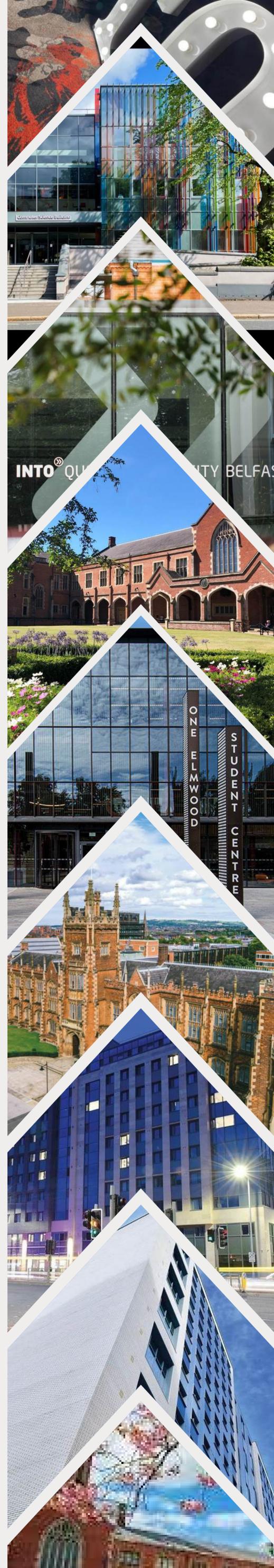
It is important that you check with Student Services staff before booking any travel as during reading weeks, study sessions and MANDATORY field trips may be scheduled so as not to disrupt teaching.

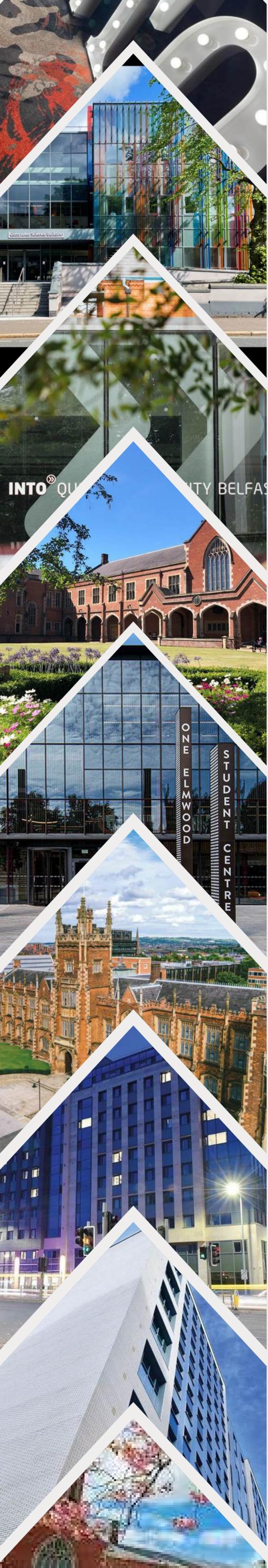


Dates to Remember...

- September Induction Week: Monday 15th September 2025 - Friday 19th September 2025
- Reading Week 1: Monday October 27th 2025 - Friday October 31st 2025
 - *No regular classes*
- *Academic English Semester 1 Exams: Monday 1st December 2025 - Friday 5th December 2025*
- *Christmas Closure: Monday December 15th 2025 - Friday 2nd January 2026*
- *September Pathway Semester 1 Exams: Monday 5th January 2026 - Friday 9th January 2026*
- *January Induction Week: Monday 5th January 2026 - Friday 9th January 2026*

- *Reading Week 2: Monday 16th February 2026 - Friday 20th February 2026*
 - *No regular classes*
- *St Patrick's Day: Tuesday 17th March 2026 - BANK HOLIDAY*
 - *No classes - this is a day off!*
- *Academic English Semester 2 Exams: Monday 16th March 2026 - Friday 20th March 2026*
- *Accelerated Pre Master's Induction: Wednesday 18th March 2026*
- *Accelerated Foundation Induction: Monday 30th March 2026*
- *Easter Break (September/January Pathway Students): Monday 30th March 2026 - Friday 10th April 2026*
- *January Pathway Semester 1 Exams: Monday 20th April 2026 - Friday 24th April 2026*





- September Pathway Final Exams: Monday 20th April 2026 - Friday 8th May 2026
 - *While final exams mean September Pathway Students are technically finished, there is still the possibility that you will need to resit any exams you may have failed. It is EXTREMELY IMPORTANT that you DO NOT travel home before you know whether or not you will have resits as you may experience visa issues. Speak to Immigration Support Services to clarify this.*
- Prom Night: Friday 8th May 2026
- September Pathway Resit Revision Week: Monday 1st June 2026 - Friday 5th June 2026
- Academic English Semester 3 Exams: Monday 1st June 2026 - Friday 5th June 2026
- September Pathway Resit Exams: Monday 16th June 2025 - Friday 20th June 2025
- 10 Week Pre Sessional English Induction: Monday 15th June 2026
- July Closure: Friday 10th July 2026 & Monday 13th July 2026- BANK HOLIDAY
 - *No classes - these are days off!*

- 6 Week Pre Sessional English Induction: Tuesday 14th July 2026
- January Pathway/Accelerated Final Exams: Monday 20th July 2026 - Friday 31st July 2026
 - *While final exams mean September Pathway Students are technically finished, there is still the possibility that you will need to resit any exams you may have failed. It is EXTREMELY IMPORTANT that you DO NOT travel home before you know whether or not you will have resits as you may experience visa issues. Speak to Immigration Support Services to clarify this.*
- 4 Week Pre Sessional English Induction: Monday 27th July 2026
- Academic English Semester 4 Exams: Monday 17th August 2026 - Friday 21st August 2026
- January Pathway/Accelerated Resit Exams: Monday 24th August 2026 - Friday 28th August 2026

2. General Information

2.1 Enquiries

If you have any concerns or queries your first point of contact is the Student Services Team. The quickest way to contact them is to visit the Welcome Desk. Come by between classes or during your lunch break to have a chat. You can also contact the team by emailing into@qub.ac.uk or telephoning (+44) 028 9097 6850.

The Welcome Desk staff may:

- Be able to answer your question straight away.
- Refer you to someone else to help e.g. a Programme Manager for an academic question.
- Refer you to the Academic Support team who can answer questions on attendance of examinations.

The Welcome Desk is open Monday – Friday 0830 – 1730 UK Time. If you send us an email or teams message outside of these hours, we will respond as soon as possible when we open the following working day. Alternatively, you can find help via the support pages: Our [HELP SECTION](#). **Please respect staff working hours.**

In the event of an emergency you can phone the Emergency Phone on (+44) 7971609572. This phone is covered on a 24/7 basis. PLEASE NOTE: you should not phone this number unless the situation is URGENT.

2.2 Arriving in Belfast

It is important that you inform the Student Services team when you plan to arrive in Belfast, including flight details, which airport you will be flying into and whether or not you require an airport transfer. Airport Transfers can be arranged by clicking [here](#).

Collecting Your Student Card

Before you are able to go and collect your Student Card, you will need to complete your Q SIS Registration. Before you arrive in Belfast, you will receive an email with a link to the site as well as your login details. We advise students to login in and start this process before arriving in Belfast to make the process run more smoothly.

There are four stages to the Q SIS Registration process:

1. Personal Details 2. Immigration Check 3. Modules and Finance 4. Matriculation (Stage four is completed by the staff @ QUB ISC on your behalf. DO NOT BOOK A MATRICULATION APPOINTMENT!!!!) .

Once all steps of your Registration are complete, you will be sent a link to register for a Date and Time to collect your Student Card from the Student Guidance Centre (1 Elmwood, Belfast BT9 6BD). You are also able to access a digital version of your QUB Student Card via the QUB mobile app available on both Android and Apple devices. Once you have downloaded the app, sign in using your Student Number and Password. Select the tab 'Smartcard' on the Homepage to access your Student Card.

2.3 Accommodation

QUB ISC uses the University accommodation across 3 sites in Belfast. Our accommodation has everything you need and is self-catered. The Accommodation team have worked extremely hard to ensure that they have provided the facilities that our students need. You will need to bring/buy a duvet, pillow, bed sheet, duvet cover and pillowcase. However, Student Services will provide all QUB ISC students in accommodation with a Welcome Bag containing some home essentials to get you settled in: blanket, hand towel, shower gel, soap, cleaning wipes, toilet wipes, toilet roll and a mug, along with some snacks to have after a long journey to Belfast



INTO QUB



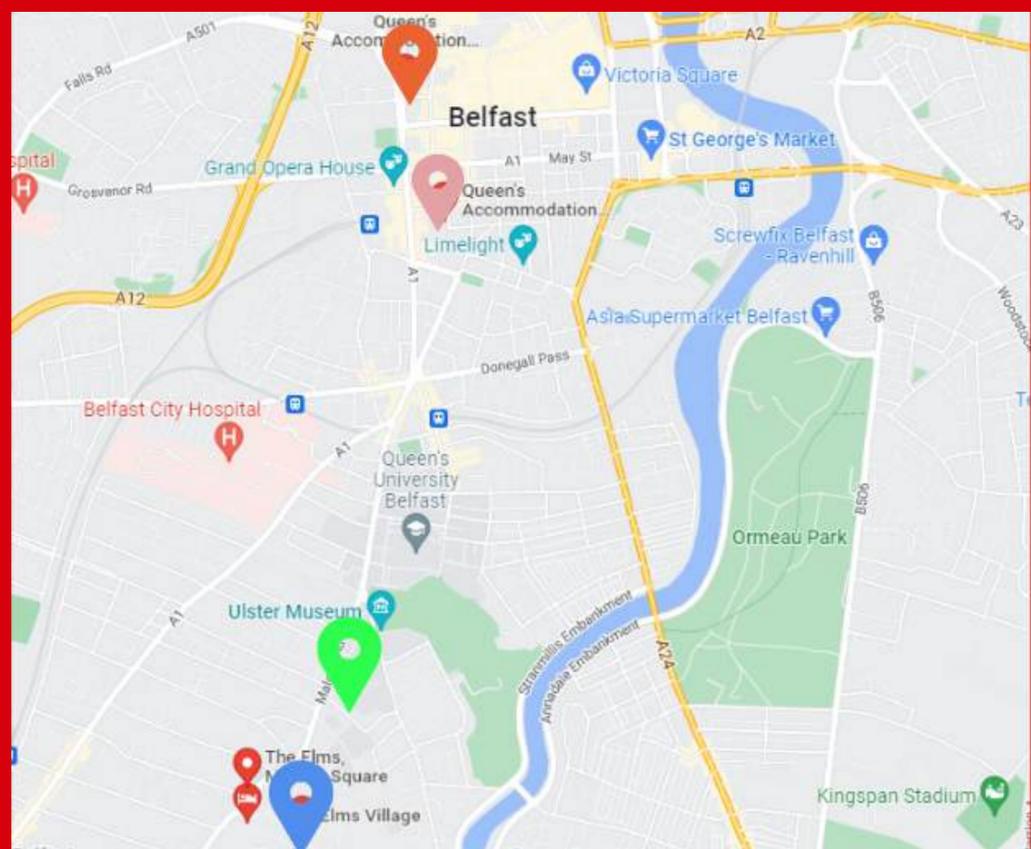
ELMS BT1



ELMS BT2



ELMS BT9



Your first point of contact for all accommodation questions and queries at INTO QUB is Beverley Quinn - beverley.quinn@qub.ac.uk.



Problems in Your Room and Maintenance Issues

If there is something not working in your accommodation, for example, if your heater is broken, this is not something Bevereley or the ISC Team can assist with. Instead, you need to submit a maintenance request online.



This is done through a site called Planon which can be accessed [here](#) or by scanning the QR Code.

You will need to enter your student number and as much detail as you can about the fault

EMERGENCY MAINTENANCE REPAIRS

Emergency maintenance covers the following situations:

- No heating
- No hot water
- Kitchen sockets not working
- Bedroom - all lights not working
- Front door or bedroom doors not opening, closing or locking
- Major leak



For further information on Maintenance Requests, who to contact and to also see some important information regarding the Fire Safety and Smoking Policies for accommodation follow [this link](#)

2.4 Your contact details



IQUB ISC must have an accurate record of your local and home addresses, email address, and contact telephone numbers throughout your time studying with us. This information will be collected at registration. It is extremely important that you provide a UK telephone number. QUB ISC strongly recommend you do not bring your own UK sim card, we will kindly provide you with one. We believe this is the best way to help protect you against fraud and scams.

If your contact details change at any point during your studies, you can update your details by emailing the Student Services team. Any failure on your part to supply accurate contact information is likely to result in any message sent to you not being received.

2.5 Students with Additional Learning Needs

In the United Kingdom, every person has the same right to education, regardless of medical conditions or disabilities. If you have any medical conditions, disabilities, or if you are neurodivergent, you must let QUB ISC know, so that we can make sure that we support you fully during your studies. These can include:

- Any specific learning difficulties such as Dyslexia, Dyspraxia, or Attention Deficit (Hyperactive) Disorder (AD(H)D).
- Any neurodevelopmental conditions such as Autistic Spectrum Disorder (ASD).
- A sensory impairment such as blindness or deafness.
- A long-standing illness such as cancer, HIV, diabetes, or epilepsy.
- A mental health condition such as depression, schizophrenia, bipolar disorder, or general anxiety disorder.
- A physical impairment or mobility issues, such as using a wheelchair or crutches.

You should also inform the Centre if you become pregnant. If you have any of the above medical conditions, please make an appointment with a member of Student Services and they will do everything they can to support you. All declarations are confidential, so we will not reveal personal information. The only exceptions to this would be when there is serious concern for your safety, or the safety of another person. If you have any concerns about confidentiality, you can contact the Head of Student Services, or any member of the Student Services team on an anonymous basis (without giving your name) for further information.

2.6 UK Visas and Immigration

If you have any questions about your visa, please contact the Immigration Support Services (ISS) within the University at immigration@qub.ac.uk or by visiting their website [here](#). Staff at QUB ISC are not legally allowed to give visa advice as they are not trained on this.

According to immigration rules, QUB ISC must inform UK Visas & Immigration about the information listed below. This list explains what we will do and what we expect you to do so that we can work together to comply with UKVI regulations.

This information is very important, so please read it carefully.



Travelling to the Republic of Ireland

Remember – Northern Ireland is part of the United Kingdom. The Republic of Ireland (ROI) is a separate country with its own immigration rules. You must respect their immigration rules and ensure that you do not cross the border without first checking if you need a visa. To check if you need a visa to travel to the Republic of Ireland, visit:

[Home - Immigration Service Delivery \(irishimmigration.ie\)](http://irishimmigration.ie)

It's important that you retain evidence of your travel between ROI and Northern Ireland (bus/taxi/train ticket) as this will be needed for your Immigration Documents Check



Before you partake in any travel please make sure you have spoken to staff at QUB ISC.

Extending Your Visa to Study a New Course

The Immigration Support Services are there to help you extend your visa. You should take your passport, current visa, and Biometric Residence Permit (if you have one) to ISS, and they will confirm if you can extend your stay in the UK.

Our Responsibilities explained...

QUB ISC	You
<p>Keep copies of students' passports, visas, and other immigration documents</p>	<p>You must keep copies of your passport, boarding passes, visa decision letter, visa (entry clearance vignette & Biometric Residency Permit, front and back page). You will need to upload these documents to Qsis (http://go.qub.ac.uk/document-upload) as part of your Immigration Documents Check and online registration. You will also need to upload evidence of your new visa and a new passport if obtained.</p> <p>If your new visa is granted in the form of an eVisa, you will be asked to provide ISS with a share code, so ISS can verify your new immigration status on the UKVI web page. More information on how to complete your Immigration Documents Check can be found here: https://www.qub.ac.uk/sites/iss/WhileYoureHere/IDC/</p>
<p>Keep attendance records and monitor students' engagement with their studies</p>	<p>You must attend all required classes, lectures, seminars, tutorials, and other scheduled teaching sessions as outlined in their course timetable or program requirements. Consistent attendance is crucial.</p> <p>You must arrive on time and remain for the entire duration of scheduled class/session. Leaving early or arriving late without a valid reason may be marked as an absence.</p> <p>Provide a valid reason and supporting documentation (e.g., medical note) to the QUB ISC attendance email in case of any absence due to illness or other legitimate circumstances.</p> <p>Meet coursework, assessment, and exam deadlines, as failure to submit required work or attend exams can indicate lack of engagement.</p> <p>Respond promptly to any communications from QUB ISC regarding attendance, engagement, or progression on the course.</p> <p>Inform QUB ISC immediately of any planned or unexpected absence that may impact their ability to fully engage with their studies.</p> <p>Seek approval from QUB ISC for any authorized breaks or periods of absence.</p>
<p>Maintain up-to-date contact details and records for sponsored students</p>	<p>You must keep your current address and contact details (phone number & email address) in Northern Ireland up to date. We will collect this information when you register, but if any of your details change, you must inform us and amend your Qsis contact details page. Please report any changes to the ISC Welcome Desk.</p>
<p>Report if a sponsored student doesn't arrive or enroll on the course</p>	<p>Please tell us if you are not going to be able to arrive at the agreed time.</p>
<p>Report if a student defers their studies</p>	<p>If you want to defer your studies before you come to the UK, you must contact QUB ISC Admissions.</p>
<p>Report if a student withdraws or suspend their studies</p>	<p>You will need to discuss this with your Programme Manager and the Head of Student Services before you formally withdraw or suspend your studies.</p>
<p>Report if a student's visa is curtailed or they breach their visa conditions</p>	<p>Your visa will specify if you have permission to work and how many hours you are permitted to work. If you are allowed to work, you must not exceed the permitted hours, otherwise you will be in breach of your visa conditions, and we will need to report you to the Home Office.</p>
<p>Report if a student makes use of public funds</p>	<p>Public funds include (but are not limited to) income support, income-based jobseeker's allowance, housing benefit, social fund, child tax credit, working tax credit, disability living allowance, child benefit, and health in pregnancy grant.</p>

Therefore you will be expected to:

- Provide the University with a copy of your immigration documents when you enrol and each time you extend your visa.
- Attend all required classes, lectures, seminars, tutorials, and other scheduled teaching sessions.
- Keep your address and contact details in Northern Ireland up to date using your Queen's Online account.
- Tell us if you are not able to arrive at the University at the agreed time.
- Tell us if you want to defer your studies before you come to the UK.
- Tell us if you are thinking about withdrawing or suspending your studies.
- Attend all of your classes. If you cannot attend for any reason, you must inform your School.
- Tell us if you make any formal changes to your studies.
- Ensure that you do not breach the conditions of your student visa (such as working more time than is permitted or making use of public funds).



UPDATE...



2.7 Setting up IT facilities including your email

With your Student Number and the password provided, you can access the University's Wi-Fi throughout the campus. It is very easy to set up on your phones and computers by following the steps below:

- Select “_QUB_WiFi” from the list of available networks
- Enter your Queen's staff/student number and password - you may be asked to trust or accept a certificate (please do so if prompted)
- Open Internet Explorer, Google Chrome or Safari, browse to www.qub.ac.uk and complete your sign in (you will need to enter your student number and password)

All important information will be sent to your University email address, and it is extremely important that you check your email account regularly every day for new messages!

We recommend that you connect your University email account to your phone with the Outlook application so that you will not miss any communication from us. You will need to setup Microsoft Authenticator before you can access your University email



2.8 Health and Safety

First Aid and Fire Safety

All accidents that occur in centre must be reported to the Welcome Desk. If you injure yourself, please inform a member of staff who will call someone to give you First Aid and check you are OK. There is a first aid box located at the Welcome Desk.



It is very important that you familiarise yourself with the fire exits at the International Study Centre. If the fire alarm sounds, you must make your way to the nearest fire exit and gather at the agreed assembly point (Car park at No.5 Lennoxvale - Occupational Health). Staff will take a roll call to ensure everyone has made it out of the building safely. You should not re-enter the building until you receive confirmation that it is safe to do so.



Once a year, we have our Annual Fire Drill in the Centre. It is important that this happens so that all staff and students are prepared and know what to do if a real fire occurs.



There is no smoking or vaping allowed inside the building at any time.

You must go to the designated smoking area which is located near the centre driveway.

Registering for Healthcare when you arrive in the UK

As an ISC Student, you will be able to avail of Healthcare provisions here in Belfast. The University Health Centre is located at 7 University Terrace, Belfast, BT71NP and has a dedicated team of doctors and nurses to look after you during your time as a student. To use this service, you must register with the practice and have more than 6 months left on your visa. See below guidance to help you get registered. The Student Services team will take you through this during your induction.

GP Registration Guidance



INTERNATIONAL STUDY CENTRE

University Health Centre at Queen's

For international students who are born outside Great Britain or the European Union
***NOTICE:** Online Registration is not taken until further notice. Please use the paper forms to register.

STEP 1: Access GP Registration forms

You can:

- Collect paper forms at University Health Centre at Queen's

or

- Collect forms at QUB ISC



What happens next?

- Once registration documents are accepted – You WILL NOT be contacted unless there is anything wrong with the forms or supporting documents.
- A Health & Care Card will be sent directly from BSO in about 3 months (these are not issued by the Health Centre).
- You can book appointments with GP once you are on the Health Centre system. It normally takes 4-6 weeks after completing the forms. You can phone the Health Centre to check if you are on the system.

NEXT →

Step 2: Complete the paper forms

International students are under Eligible Visitors category.

Please read PAGE 1&2 guidance carefully.

Complete Section; 2, 5 and 6.

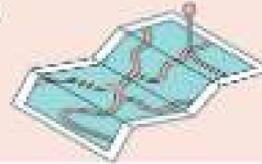


Location

University Health Centre at Queen's (beside Student Guidance Centre)

Address: 7 University Terrace, Belfast, BT7 1NP

Tel: 028 90664634



Step 3: Student Status Letter

You can email isc@qub.ac.uk to request a Student Status letter.

Please allow 48 hours for us to reply.



FAQS

1. Why do I have to complete GP Registration?
International students with a valid visa are eligible for free social care services in the UK. However, without completing GP registration, you are not entitled to free social care services, unless in emergencies.

2. Can I register with GP before I receive my BRP card?
Yes, you can use Visa Decision Letter instead.

3. Do I need to book an appointment for dropping in forms and supporting documents?
No, you can visit the Reception at University Health Centre during 10:00-12:30 & 13:30-15:00, Tuesday-Friday for New Patient Registration.

4. What if I need to see a doctor before my GP registration is completed?
You'll have to wait unless it's an emergency. If you have a minor injury, call the Phone First service on 028 9615 9444 to be assessed by phone before being advised of the appropriate next steps. If your injury is life threatening, please call 999.



Step 4: Supporting Documents

You need the following original documents:

- Passport
- Visa/Visa decision letter
- Student Status Letter

Important note:

1. If you are staying in private accommodation, you'll need a copy of tenancy agreement as proof of address.



Step 5: Drop in

Bring your paper forms and supporting documents to University Health Centre and staff will check and get you registered.

Drop in time:
Tuesday-Friday
10:00-12:30 & 13:30-15:00



Updated on 31-03-2025

Click [here](#) for more information on the Health Centre and the services available

University Health Centre



7 University Terrace,
Elmwood Mews,
Belfast BT7 1NP

Opening Hours:

Monday 8:30 am–5:30 pm
Tuesday 8:30 am–5:30 pm
Wednesday 8:30 am–5:30 pm
Thursday 8:30 am–5:30 pm
Friday 8:30 am–5:30 pm
Saturday Closed
Sunday Closed

Contact Number:

02890664634

To book an appointment for any acute medical issues call the health centre @ 8.30am sharp as appointments/call backs for the day get booked up quickly. Once all appointments are full, you will have to try again the following day.

The health centre also has routine calls available to be booked at 11am for 2 weeks away. These are for non-urgent medical issues.

The option of face to face or a telephone call is available

University Health Centre - Keep in mind...

- The University Health Centre only accepts patients living in the following postal codes: BT1, BT2, BT3, BT4, BT5, BT6, BT7, BT8, BT9, BT10, BT11, BT12 and BT17. If you are living in any other area, you will need to find a GP Surgery closer to you
- You need to complete the blue registration form and the white medical form. This will be sent to the Health centre along with a copy of your passport, your BRP and a student status letter. The student status letter will be used as your proof of address. Please make sure you write the same UK address that is on your student status letter on the blue form.
- The sooner you complete and return your forms, the easier it is to get registered. The beginning of the semester is a very busy time for registering new patients and the average wait time to get fully registered is 2-3 weeks.



2.9 Finance and Scams

Setting up a UK Bank Account

If you are going to be here for longer than six months, it is recommended that you open a UK bank account as soon as possible after you arrive in the UK.

In order to open a bank account, you will need a letter from the University confirming your student status and addresses. The banks will only accept the official, stamped QUB ISC bank letter. You can ask the Welcome Desk for this. PLEASE NOTE: Some banks will only allow you to open an account if you have a longer visa than just for your ISC Course.

The following banks are all within walking distance of the QUB ISC:

- HSBC (City centre)
- Danske Bank
- Bank of Ireland
- First Trust
- Ulster Bank
- Santander



If you want information or advice on your finances the following student budgeting website is useful: <http://international.studentcalculator.org.uk/>

In our experience, HSBC makes the process of setting up an International Student Bank account more simple than others. HOWEVER - you are welcome to apply for any bank account you wish.

There are 3 ways you can open a UK Bank Account with HSBC -

1 - Open an account before moving

Open an HSBC account even before moving. The account abroad will be all set and ready to use, even before arriving. Students can access money as soon as they arrive and make use of Global Transfers to move money between their home country and overseas account quickly and easily.

2 - Begin an application online before moving

For some countries International Students will be able to apply for an overseas HSBC account online. Find more information on HSBC's [students resources page](#).

3 - Open an account on arrival

Or, students can choose to open an account once they've arrived. If they're already in the UK, they can find more information and apply for an account on HSBC's [International Students web page](#).

While some banks require you to have a visa valid for 3 months or more in order to open a bank account, this no longer applies for HSBC. Your student status letter will state that you will be progressing into a full Queen's University course and will be sufficient.

For further information and guidance about your International Student Account with HSBC, click [here](#).

Payment Instructions

To view your statement, or make a payment, please copy & paste and check the link below <https://pay.intoglobal.com/>.

Please follow the instructions on the web page.

You will also find your specific payment link on your offer letter labelled as "unique link"

Should you have further queries relating to you student fees, please email the Finance Officer John Shum: j.shum@qub.ac.uk

It is important that you pay your fees in the agreed time frame as per the terms and conditions of your offer. You can find the Terms and Conditions on the link below and on your offer letter.

<http://www.intostudy.com/queens/terms>



INTO[®] QUEEN'S UNIVERSITY BELFAST

Avoiding Scams

Scam emails, calls and texts are becoming very common and we must educate ourselves on how to avoid being scammed. Here are some examples of the most common types of scams being carried out:

- Fake Police calls - Watch out for fake calls (from a withheld number) by someone who says they're a police officer, giving a name, police station and police ID, and claiming that you have been a victim or serious fraud on your bank account.
- Track and trace scam - Callers contact residents saying they are from NHS Track & Trace, telling the resident that they have been in contact with someone suffering from Covid 19 and need to have a test sent out to them. This is swiftly followed with a request for the resident's bank details; the caller states that the test and results cost £500.
- Romance fraud - This year has seen a significant increase in romance fraud as the coronavirus outbreak has led to more people trying to find love online. In these scams, a criminal creates a fake profile on an online dating or social media platform and targets individuals in an attempt to gain their trust. This eventually leads to requests of money for investments, legal fees or travel
- Her Majesty's Revenue & Customs (HMRC) - Fraudsters are spoofing genuine HMRC telephone numbers to deceive their victims over the phone. The fraudsters state that as a result of the victim's non-payment of tax or other duty, the victim is liable for prosecution or other legal proceedings in order to settle the balance. The fraudsters suggest victims can avoid this, by arranging payment to be made immediately by methods such as bank transfer or by purchasing iTunes gift cards
- Delivery Scams - Large delivery companies such as the Post office and Amazon have become subject to scammers. A scammer will contact you via email, phone or text message purporting to be one of these delivery companies. In order to check if they are legitimate, please check all the details from the sender and never click links included unless you are sure.

Scammers are getting increasingly sophisticated in their attempts to get your money or personal details and they target people of all backgrounds, ages and income levels. There's no one group of people who are more likely to become a victim of a scam, all of us may be vulnerable to a scam at some time. Please see some tips on how to protect yourself from being scammed on the next page.



AVOIDING SCAMS

Scam emails, phone calls and text messages are becoming increasingly more common in the UK

Here are some tips on how to avoid being caught out

1. BE ALERT

When dealing with people or businesses, whether it's over the phone, by mail, email, in person or on a social networking site, always consider the possibility that the approach may be a scam. Remember, if it looks too good to be true, it probably is.



2. CHOOSE YOUR PASSWORDS CAREFULLY

Choose passwords that would be difficult for others to guess and update them regularly. A strong password should include a mix of upper and lower case letters, numbers and symbols. Don't use the same password for every account/profile, and don't share your passwords with anyone.



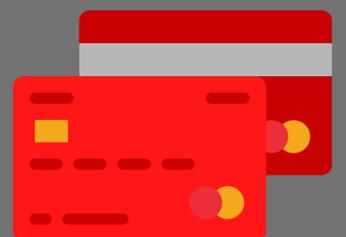
3. BLOCK UNWANTED CALLS AND MESSAGES

Take steps to block unwanted calls and to filter unwanted text messages. In addition, Don't call a number a scammer gave you from your caller ID.



4. DON'T GIVE OUT YOUR PERSONAL OR FINANCIAL INFORMATION

Legitimate organizations won't call, email, or text to ask for your personal information, like your National insurance number, bank account, or credit card numbers.



If you get an email or text message from a company you do business with and you think it's real, it's still best not to click on any links. Instead, contact them using a website you know is trustworthy.



5. STOP AND TALK TO SOMEONE YOU TRUST

Before you do anything else, tell someone — a friend, or a staff member at INTO — what happened. Talking about it could help you realise it's a scam.



3 Student Behaviour

3.1 Student Charter

Across all International Study Centres we commit to the following:

- Before you arrive in the UK you will receive comprehensive guidance to prepare you for your learning journey including clear and accessible information relating to your studies
- From your arrival there will be dedicated essential support throughout your time with us
- An experienced team will provide a welcoming and supportive environment in which you can thrive
- During your first week you will receive a full induction and orientation programme to help you make the most of your time studying with us
- You will have a dedicated personal tutor who will assist you in developing a personalised study plan through regular meetings
- You will study academic programmes that are designed and delivered within British quality assurance systems that are recognised throughout the world
- You will have access to high quality learning resources and facilities
- You will receive timely and constructive feedback on your work to help you make good progress in your studies
- You will have dedicated person in Centre to assist you with your progression to the right higher education programme for you
- We will offer a programme of extracurricular activities which will enhance both your international experience and your career opportunities. These activities will help you make friends and immerse yourself in British culture
- We will listen to you and respond to any individual concerns, appeals and complaints regarding your course in a timely, fair and transparent manner
- We will use your feedback to enhance the quality of the overall student experience

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- We will use your feedback to enhance the quality of the overall student experience



3.2 Students Under 18

By law, anyone under the age of 18 is deemed to be a child. This means that certain laws apply to you while you are in the UK, and QUB ISC has an increased duty of care towards you. In the first weeks after you arrive you will meet with the Student Services team and they will take you through the extra steps that are in place whilst you are studying with us. This will include a curfew in accommodation. You will be required to check in nightly with a member of staff. This is to ensure your safety and make sure you are adhering to the rules and regulations of our under 18 policy.

General Policy Statement

QUB ISC is committed to, and has a statutory and moral duty to ensure that each Centre functions with a view to safeguarding and promoting the welfare of children receiving education at each centre. QUB ISC recognises that the child's welfare is the paramount consideration. The definition of "children" is those students under the age of 18. QUB ISC recognises that some adults are also vulnerable to abuse, accordingly, the procedures may be applied (with appropriate adaptations) to allegations of abuse and the protection of vulnerable adults. At QUB ISC, and for the purposes of our safeguarding document, Under 18's is used as the most appropriate term to describe those students for whom safeguarding, and a safeguarding policy, is most relevant.

The Policy underpins all our pastoral and academic responsibilities to our students and should be considered alongside other related policies and procedure in place for students and staff. The full policy is available within the policy guide

3.3 Academic Misconduct and Disciplinary Procedure

QUB ISC takes academic misconduct very seriously and will apply the full force of University regulations wherever practicable. More details on University Regulations can be found [here](#). It is an academic offence for a student to commit an act whereby they gain or attempt to gain an unfair advantage. Academic offences include Plagiarism, Cheating, Duplication, Collusion, and Fabrication.

QUB ISC procedures for dealing with academic misconduct follow closely those of the University found [here](#). The main stages of the procedures for dealing with minor and major offences are outlined in the table below.

Procedural Step	Minor Offence	Major Offense
Investigation	An investigation into the suspected academic misconduct will be carried out	An investigation into the suspected academic misconduct will be carried out
Notification	The student will be contacted by Academic Support (AS) who will inform them that they are suspected of committing an academic offence	The student will be contacted by Academic Support (AS) who will inform them that they are suspected of committing an academic offence
Interview	The student will be invited to attend an interview. Normally, at least five working days' notice of the date and time of the meeting will be given in writing. This period may be reduced during the examination period or at other times when tight time-scales apply. A record of the interview will be kept and the student will receive a copy.	The student will be invited to discuss the alleged offence with a panel of which one member will be from the University. The student shall be given at least five working days' notice of the date and time of the meeting in writing. The student shall be informed of their right to be accompanied. The student may make a written submission including supporting documentary evidence. The student may also bring another person with them.
Report	The Academic Manager (AM) will make a written report to the Academic Director (AD) (This will remain on the student's file)	The panel will make a written report to the Academic Director (AD). (This will remain on the student's file)
Decision	The AD may dismiss the case or impose one of the penalties for minor offences from the list below	The AD may dismiss the case or impose one of the penalties for major offences from the list below
Penalty	<ul style="list-style-type: none"> • A formal written warning. • Award a mark of zero for the piece of work concerned and permit the student to re-do it with no further penalty (i.e. the full mark obtained for the re-sit is allowed to stand). • Award a mark of zero for the piece of work concerned and permit the student to re-do it for a maximum of the pass mark; or • Award a mark of zero for the piece of work concerned but not permit the student to re-do it. 	<ul style="list-style-type: none"> • A formal written warning. • Award a mark of zero for all or part of the module and permit a re-sit with no further penalty (i.e. the full mark obtained for the re-sit is allowed to stand). • Award a mark of zero for all or part of the module and permit a re-sit for a maximum of the pass mark. • Award a mark of zero for all or part of the module but do not permit the student to re-sit; • Refer to academic offences committee
Communication	The decision shall be communicated to the student in writing, within ten working days of the decision being made. The student will also be advised of their right of appeal	The decision shall be communicated to the student in writing within ten working days of the decision being made. The student will also be advised of their right of appeal.
Appeal	The appeal must be submitted on the Academic Offences Appeal Form to the Director of Academic and Student Affairs by 4.00pm within ten working days of the written notification of the decision. Any supporting documents should be attached.	The appeal must be submitted on the Academic Offences Appeal Form to the Director of Academic and Student Affairs by 4.00pm within ten working days of the written notification of the decision. Any supporting documents should be attached.

For further details on Academic Misconduct and the Disciplinary procedure, please consult QUB ISC's Student Policy Handbook or the University links provided above.

4. Learning

4.1 Classes in centre

For live lessons in Centre, you will be given a timetable and your classes will take place in a safe environment. We will be giving you a briefing about studying in the Centre, which will include what to expect and what is expected of you for these classes. You will need to bring your laptop into the Centre for these classes too as a lot of the material you will need to use will be in the VLE and will be referred to during class. It is important that you remember to fully charge your laptop, as charging facilities will not always be available.

You must follow the below rules when in class:



- Please do not eat during class. If you are hungry, make sure you have eaten before class begins or wait until break time/ lunch time.
- Mobile phones should be set to silent or vibrate only during class times and must not be used to take pictures, make recordings, make calls or send messages without the authorisation of a member of staff. Please note that under no circumstances may you have a mobile phone in your possession when you are sitting an examination or doing any piece of assessed work unless specifically authorised by your teacher.
- Listening to any device with headphones in the classroom is also offensive to the teacher and is not acceptable unless this has been instructed or permitted by a member of staff.
- Sleeping or resting your head on the desk when the teacher is in the classroom shows a lack of respect for the teacher and other classmates and should be avoided.
- If you arrive between 1 and 10 minutes late for class, you will be marked on the register as late. If you are later than this, you will not be allowed to enter the class and will be marked as absent. Please note, this does not mean you have an extra 10 minutes to get to class. Please be prompt as to not disrupt the teacher or your classmates.

4.2 University Progression

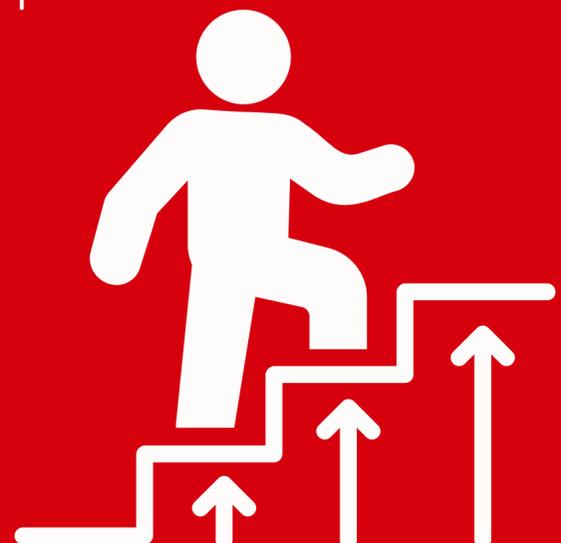
To make sure you are fully supported as you work towards studying a degree at Queen's University Belfast, there are free services available to you online and on campus.

The QUB ISC's Progression Team will give you practical advice on the study options available to you at Queen's University. We will make sure that you get the best counselling and guidance to help you make a choice for your final degree. The Progression Team will organise a number of events and workshops with the Queen's University Schools and departments that you are interested in. The Team will also help you complete your University application.

The QUB ISC's Progression Team will give you the following support:

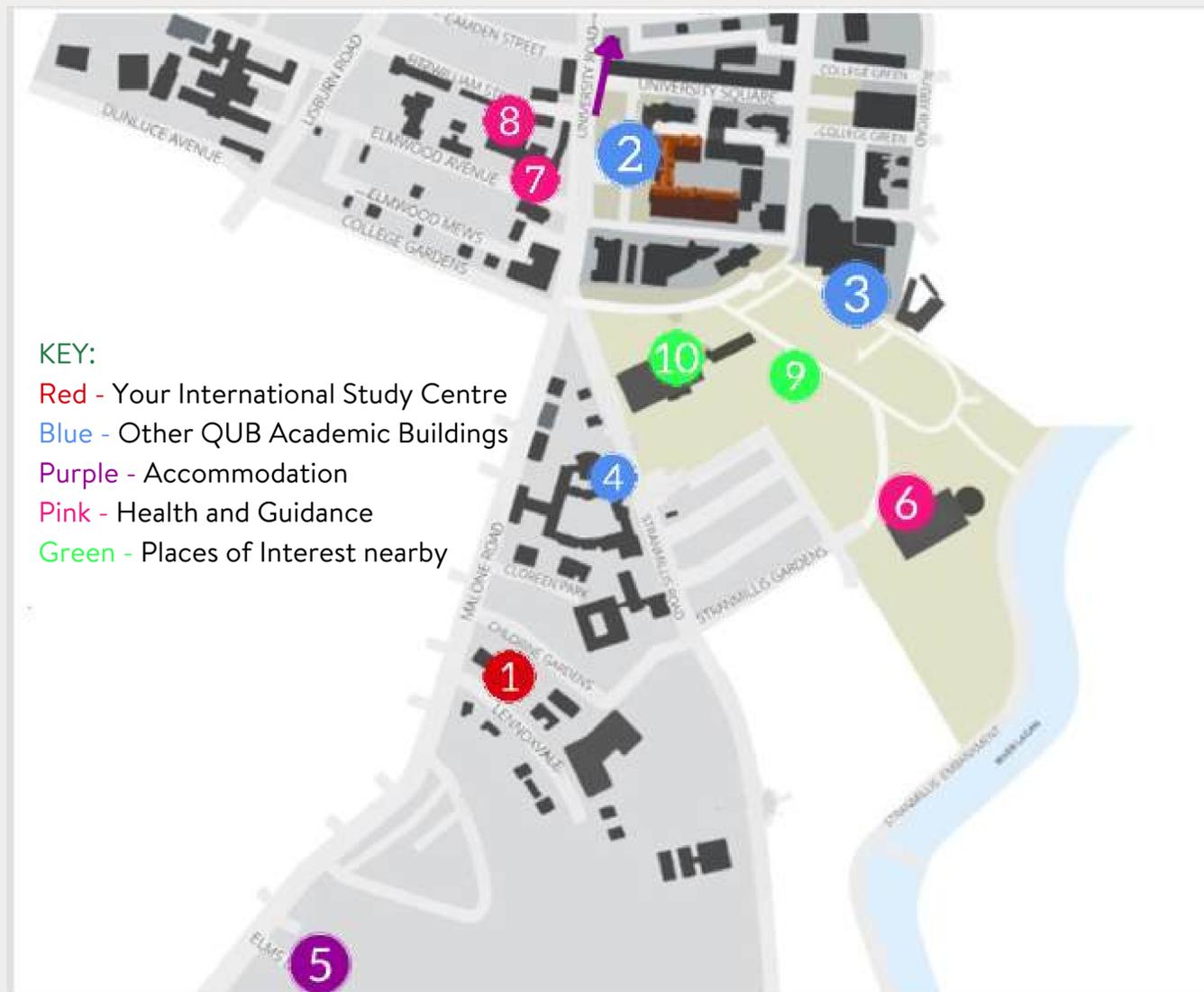
- One to one student counselling to help you select the most appropriate progression degree to achieve your academic and career goals
- Practical advice and assistance with all stages of the University application process
- Opportunities to have subject taster sessions and engage with University academic staff
- Invitations to University Open Days and ISC specific school events
- A team of Student Assistants, who have studied at QUB ISC's and progressed to Queen's University, will assist with progression events and share their experiences with QUB ISC's students
- Arrange meetings with local students and peer mentors
- Preparation for University interviews
- When exam results are released, the QUB ISC's Progression Team works closely with the Academic Support Team, and will advise students if they need to resit their exams or make alternative study plans

If you do not meet the minimum requirements to progress to Queen's University, you will get support from QUB ISC's Placement Officer to find a suitable alternative.



5. Life on Campus

5.1 Campus map



- 1 QUB International Study Centre
- 2 Lanyon Building
- 3 McClay Library
- 4 David Kerr Building
- 5 Elms BT9
- 6 Queen's Sport (PEC)
- 7 Student Guidance Centre
- 8 University Health Centre
- 9 Botanic Gardens
- 10 Ulster Museum
- ➔ Towards City Centre (Elms BT1 & BT2)

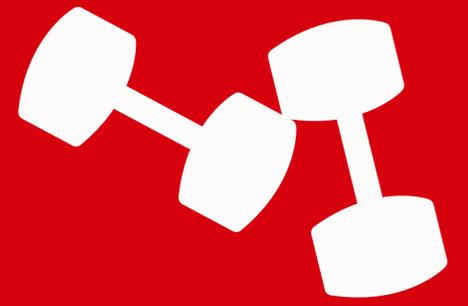
5.2 The McClay Library

The McClay Library provides access to a wide range of books and journals in support of each subject area. The Library also provides access to a wide range of electronic resources online so that you can access them at home. These resources include electronic journals and books as well as bibliographic databases and full text services. For further information, please click [here](#)

PLEASE NOTE: You will need to bring your Queen's Student card to gain access to the library



5.3 QUEEN'S SPORT



The Physical Education centre (PEC) is located with Botanic Park (Stranmillis Embankment, Belfast, BT9 5EX)

As an INTO Student, you will be able to avail of FULL PEAK ACCESS to the PEC free of charge. This includes use of gym facilities, the swimming pool, fitness classes & much more!

HOWEVER, you cannot just turn up to the gym whenever you want. You MUST speak with Student Services first to organise registration of your membership.

Please contact into@qub.ac.uk with your details and let us know that you would like to make use of the gym. Alternatively, you can speak to Sara at the Welcome Desk when you are in centre.



5.4 Clubs and Societies

There are a lot of clubs and societies to choose from when you progress to Queen's University and many of these are available for you to join as an INTO student.

You will meet some of our past pupils when you arrive to help you choose the club or society that is right for you!

QISS - Queen's International Student Society represent international students at QUB and aim to create a platform for individuals and cultures from all around the world to be celebrated - Find out more -

<https://home.qubsu.org/clubsocieties/qiss/>

For a full list of QUB clubs and societies follow the link below <https://www.qubsu.org/ClubsSocieties/>



QUB ISC's International Student Representative Committee - ISRC

- A student led group that all students are encouraged to join that will provide direct feedback regarding issues such as courses, teaching, timetabling and assessment
- QUB ISC Course Representatives – Elected students who will represent their classmates at academic meetings and deliver the feedback and responses back to their class.
- School Representatives – Elected students who will represent QUB ISC at University events and chair the International Student Representative Committee

Being a Student Representative is an excellent opportunity to make a huge difference to ISC life and provides vital feedback and the opportunity to change things in centre. As a Student Representative, you will obtain experience that you can add to your CV. It will also provide you with excellent transferable skills that will help you at University and in the workplace. We actively encourage all students to become a Student Representative. Without student feedback we cannot strive to keep providing a better service.



5.5 PERKS OF STUDENT LIFE @ QUB ISC



FREE MEMBERSHIP @ QUEEN'S SPORT

Full peak access to the gym, swimming pool, classes & much more - Please speak to Sara at our Welcome Desk before going to the PEC.

GET 10% DISCOUNT ON BIG BRANDS WITH THE UNIDAYS APP

Including 6 months free Amazon Prime!



FEEL SAFE

Belfast is classed as a safe city; so much so that they received a national award for a 'safe night out' in 2020.



COST OF LIVING

Belfast has won awards for its affordable living. You would need around £5,127.11 in London to maintain the same standard of life that you can have with £3,200.00 in Belfast.

GETTING AROUND

Belfast is best explored on foot or by bike, and our central campus means that most places are within a short walking distance

The city is well connected by frequent bus and train services, with student travel discounts widely available.



5.6 About Belfast - Useful information and facilities near you

Takeaway food in your area

Belfast has some great cafe's and Restaurants! **JUST EAT**, **DELIVEROO & UBER EATS** are the most popular way to order takeaway food. All of the above can be downloaded from your app store. All you need to do is enter your postcode and search for local takeaway restaurants. You can pay online and choose from collection or delivery.



Shopping in your area

Belfast has so many great places to shop from main street shops, to shopping centre's like Victoria Square. Below are some of the main places locals and students like to shop



Victoria Square shopping complex is located in Belfast City Centre. There are over 70 shops, several restaurants, as well as the Odeon cinema. This shopping complex is very popular among our students



Tesco and **Asda** are among the most popular places to go grocery shopping in Belfast. Both shops offer home delivery services and setting up an account for both supermarkets is very easy. There is also a Tesco within walking distance from all of our accommodation.



Belfast Asian supermarket is a fantastic place to buy authentic Asian cuisine and ingredients along with other world foods at reasonable prices. It is easily accessible by taxi and is located at 40 Ormeau Embankment, BT6 8FZ



Bangla Bazar offers a range of ethnic food, halal products and many more. It is located at 175-177 Ormeau Rd, Belfast BT7 1SQ

Lunch near the INTO Centre

QUB ISC has its own cafe - Cafe Carberry - where you can purchase coffee, soft drinks, sandwiches and some snacks. If you want some more variety there are plenty of other places near by.



Centra is very popular among students for lunch, coffee and for getting some essentials. We have two located within 5 minutes walking distance from QUB ISC : **Centra Malone road**, 42-46 Malone Road Belfast, BT9 5BQ. **Centra Stranmillis** , 66-70 Stranmillis Road, BT9 5AD



Kanto Stranmillis is a very popular Asian fusion takeaway restaurant, just a 5 minute walk from the centre! This restaurant offers a variety of delicious meal options, with many healthy choices too. 137 Stranmillis Rd, Belfast BT9 5AJ



Spar Malone Road is located on the Malone Road close to Elms BT9. You can get all of your essential items here. There is also a Post Office located in the store.

5.7 Useful Contacts

University Contacts

• QUB International Study Centre	028 9097 6850
• QUB ISC Emergency Number	07971 609 572
• Queen's Security	028 9097 5099
• Queen's Elms Village Reception	028 9097 4525
• Queen's Sport (PEC)	028 9068 1126
• Immigration Support Services (Immigration & Visas)	028 9097 3899
• Student Guidance Centre	028 9097 2727
• Students' Union	028 9097 3726
• University Health Centre	028 9066 4634

Taxis and Public Transport

• FonaCab	028 9033 3333
• Value Cabs	028 9080 9080
• Translink (Local bus & train service - Timetables & information)	028 9066 6633

Emergencies

• Out of Hours GP Emergency Number	028 9079 6220
• Police, Fire or Ambulance (Emergency use only)	999
• Police Service Northern Ireland (Non-emergency)	101
• Accident & Emergency Department, Royal Victoria Hospital	028 9026 3877
• NHS Non-emergency Helpline	111

6. Student support

6.1 Student Services

Living and studying abroad is very exciting but it may also be challenging. QUB ISC is committed to supporting you, so you enjoy your time in Belfast and have the best chance to focus on your studies. We are also here to support you online AND we can have 1-1 chats on TEAMS. The different support available to you during your time at QUB ISC is outlined below

The Centre has a dedicated Student Services Team that exists to help and support you! Our friendly team is experienced in helping international students, as well as helping you settle in. We can give you information and advice throughout your time at QUB ISC. Speak to a member of the Student Services team at the Centre's Welcome Desk, and we will do our best to help you! Some of the things we can help with are:

- Welfare support
- Opening a bank account
- Healthcare
- Problems affecting your studies
- Personal concerns
- Working in the UK
- Activities in the University
- Transport/travel
- Settling in
- Shopping
- Support for students with disabilities
- Local activities and events
- Cultural questions
- Working while studying
- Social events and trips



Get to know your Student Services Team



Áine McComb, Director of Support Services

As Director of Student Support, Áine is here to oversee any issues or concerns our students are having. Áine will not necessarily be your first port of call but will always be there when needed. She plays a major role in supporting our students through many different aspects of student life

Pádraig Scollay, Student Support Operations Manager

Pádraig will answer any admissions queries you may have, such as entry requirements and general visa enquiries. He will send you your joining instructions and will oversee the registration process



Beverley Quinn, Student Services and Accommodation Officer

Beverley will be your main point of contact for accommodation. She will be able to answer any questions or queries you may have about your new home! Beverley is also here to help with any other questions you may have around your student journey.





John Shum, Finance Officer

John is the member of the Student Services team who will support you with any financial queries. He will also help support you with opening a UK bank account

Michael Madden, Student Welfare Officer

Michael is available to help with almost anything, but most of all he will help you with your wellbeing throughout your student journey. Michael will check in with you bi - weekly to check how you are and how we as a team can help you.



Sara Dillon, Centre Receptionist

Sara will be the first smiling face you will see as we welcome you to QUB's International Study Centre. You can ask her anything and she will direct you to the correct member of staff to help you. Sara also leads on the ISRC and on our social events, so if you have anything you would like to do, please feel free to contact her



6.2 Academic support

Academic Support Can help you with the following:

- Class timetable
- Assessment timetable
- Attendance
- Books and e-books
- Results
- End of Term Reports / Certificates
- General course queries

If you require the support of this Team via email, please include the following:

- your full name
- your student number
- your programme

It is important that you check your QUB email every day for important course information, e.g. class changes. Please also email Academic Support if you are sick and cannot attend class or complete assessments.

If you need to request an absence for a serious reason please fill in the 'request for authorised absense' form. This can be accessed on Brightspace in Support Documents. Please remember, it is your responsibility to catch up on work missed due to absence

6.3 Social Media

Don't forget to follow QUB ISC on social media! Our social media account details are outlined below:

Follow us on Instagram

@qubelfast_isc



Like us on Facebook

@QueensUniversityBelfastInternational
StudyCentre



If you have an exciting story, photos or video content to share, please contact Marketing at QUB ISC:

Email: qubiscmarketing@qub.ac.uk