

International staff welcome handbook

Welcome to Coventry University

Introduction

We are very pleased to welcome you to Coventry University.

To guide and support you in your move to Coventry, we have included useful information and links, including advice about where you can find extra support if needed. Please be aware that some links in this document may only be accessible once you have joined the university. If you need any help, support or further information about your move, please contact your Line Manager or the People Team on peopleservices.pt@Coventry.ac.uk.

It is a brilliant time to join Coventry University as we are expanding vastly and great things are happening in the city itself. Coventry was recently named 2021 UK City of Culture. This is a great achievement for Coventry and for the university. To read more information about what the City of Culture means for Coventry click [here](#).

In 2018, we celebrated 175 years since our groundbreaking institution began in Coventry. A focus on growth and continuous improvement in teaching and learning, research and internationalisation has seen the university rise rapidly in both the Guardian University rankings and in the Times and Sunday Times Higher Education UK rankings.

Internationalisation is the key to Coventry University's success and this is embedded in everything we do. One of our institutional goals is for 95% of our staff to be engaged with international activities by 2021.

Coventry
University

As this is the first edition of this handbook, we would welcome your feedback on the current content and suggestions for further improvement.

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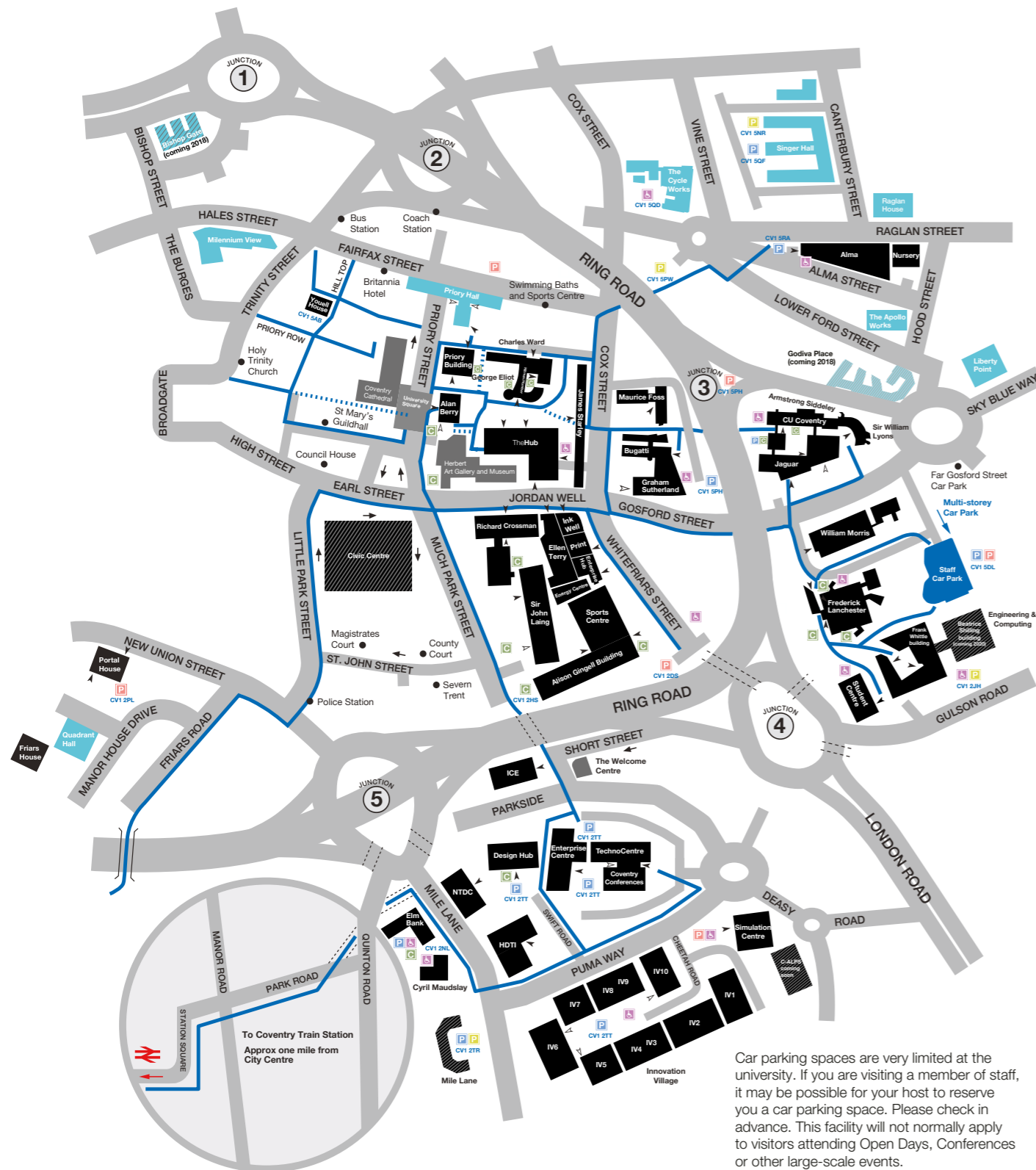
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Please note that the university does not endorse any of the external websites listed anywhere in this guidance.

Campus map



KEY

- Ringroad junction
- Principal pathway with wheelchair access
- Principal pathway with steps
- Non-powered access
- Footbridge
- Staff pay/display parking
- Non-university parking
- Cycle parking
- Student accommodation
- Student pay/display parking
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All Coventry University buildings have wheelchair access and accessible toilets for disabled persons

Car parking spaces are very limited at the university. If you are visiting a member of staff, it may be possible for your host to reserve you a car parking space. Please check in advance. This facility will not normally apply to visitors attending Open Days, Conferences or other large-scale events.

Disabled parking is available throughout the city centre.

Please note that the visitors who park in the university car parks without displaying a valid permit may be clamped.

The main university switchboard number is 024 7688 7688.

Getting to Coventry

The closest airports to Coventry is Birmingham International Airport (BHX) – 10.6 miles / 17.1 km.

There are trains which directly go from Birmingham International Airport to Coventry town centre, the train journey will take approximately 20 minutes.

You can also travel by bus, the journey from Birmingham International Airport to Coventry takes about 1 hour (further details and bus routes [here](#)).

If you fly into London Heathrow, Stanstead, Luton or Gatwick you can catch a train to London and travel to Coventry by rail. We would not recommend taking a taxi from any of these airports as this will be very expensive.

Coventry is one of the most accessible locations in the UK. Situated right at the heart of the country, you can comfortably arrive at any of your destinations either by car, bus, coach, plane or train. Just one hour from central London by train and twenty minutes from Birmingham, Coventry is well linked to all the major towns and cities across the country.

If you are interested in renting a car for your journey from the airport, please see additional information here: www.travelsupermarket.com/en-gb/car-hire/united-kingdom

For more information visit: www.coventry.ac.uk/travel-directions-info

If you would like more information on booking transport such as coach/ train tickets or to view useful links to airports and transport companies websites please visit [here](#) or [here](#).



Opening a bank account

It is essential to open a bank account when you move to the UK in order to receive payments from Coventry University and to be able to get accommodation. This section explains how to set up a bank account.

Opening a bank account

Information on how to open a bank account is available via this [link](#). There is also a useful booklet that you can download on this topic from the BBA (British Bankers' Association) website.

Why do I need a bank account?

Whilst in the UK you will need to have a bank account to make sure that your money is kept safely and so that you can transfer money in and out, write cheques, pay bills by standing order or direct debit and use a cash card to buy goods or take money out from an ATM (Automated Teller Machine).

Which bank is right for me?

There are many banks in the UK offering different products and services, so it is a good idea to spend some time to find the bank that will best serve your needs. Click [here](#) to compare different types of credit and debit cards and to help you find the right one for your needs. If you would like to compare current accounts please click [here](#).

The following links will be able to help you locate the right bank for you:

[Map of Banks in Coventry](#)
[List of Banks in Coventry City Centre](#)

UK law and banking

UK law requires banks to make checks on customers opening accounts to prevent fraud. In the case of international staff, banks will require proof of identity, usually in the form of a signed passport, together with proof of your address in your home country and your address in the UK. Proving your address in the UK may be more difficult but the following documents may be acceptable:

- A tenancy agreement, or
- A letter from the university confirming you are employed at Coventry University and confirming your UK address. The People Team can help with this request.

The bank may also want to see proof of your previous or permanent address in the country that you come from.

Your national identity card or driving licence may be acceptable for this purpose.

Please note that they normally only accept original documents, not copies.

How long does it take to create a bank account?

It can take **two or three weeks** to open an account if you need to obtain documents. You will need to make sure that you have sufficient funds available to pay for things while you are waiting for your bank account to open. You should bring a credit card, cash card or travellers' cheques with you to Coventry so that you can pay for things during this period. Do not bring a large amount of cash with you or keep cash in your room for security reasons.

Taxes and National Insurance

Income Tax rates and Personal Allowances

(*Accurate as of 1 June 2019) Income Tax is a tax you pay on your income. You do not have to pay tax on all types of income.

You pay tax on things like:

- money you earn from employment
- profits you make if you're self-employed - including from services you sell through websites or apps
- some state benefits
- most pensions, including state pensions, company and personal pensions and retirement annuities
- rental income (unless you're a live-in landlord and get less than the rent a room limit)
- benefits you get from your job
- income from a trust
- interest on savings over your savings allowance

How much Income Tax you pay in each tax year depends on:

- how much of your income is above your Personal Allowance
- how much of your income falls within each tax band for further information visit www.gov.uk/income-tax-rates)
- The current tax year is from 6 April 2019 to 5 April 2020.

Your tax-free Personal Allowance

The standard Personal Allowance is £12,500, which is the amount of income you do not have to pay tax on.

Your Personal Allowance may be bigger if you claim Marriage Allowance or Blind Person's Allowance. It is smaller if your income is over £100,000.

For more information on taxes in the UK, you should consult the UK Government's website: www.gov.uk/income-tax-rates.

National Insurance Number

Information from www.gov.uk/apply-national-insurance-number

In order to work and pay taxes in the UK, obtaining a National Insurance Number (NI Number) is essential. A NI number will be used to take money from your monthly pay, which then goes into providing the state with funds for pensions, healthcare etc.

You may have a NI Number printed on the back of your biometric residence permit (BRP). You don't need to apply for a National Insurance number if you already have one, or one is printed on your BRP.

If you do not have one, you must apply for a National Insurance number if you plan to work, apply for a student loan or claim benefits. You can only apply for it once you're in the UK. You must have the right to work or study in the UK to get a National Insurance number.

You can start work before your National Insurance number arrives if you can prove you can work in the UK. You should tell the People Team that you've applied for one, and give it to them when you have it.

For more information about the National Insurance Number and how to apply please visit www.gov.uk/apply-national-insurance-number.

Registering with the Police and Money Advice Services

Registering with the Police

Depending on which country you are moving from, you may need to register with the local police within seven days of arriving in to the UK as it could affect your visa.

The Immigration Regulation Act 1971 (Registration with the police) is a legal requirement made by the Home Office. Failure to register with the police is a criminal offence and could lead to prosecution.

It will state on the back of your visa if you are required to register with the police. For more information on who needs to register, how to register and where to register click [here](#).

Money advice services

The Money Advice Service can offer free and impartial money advice. Set up by government, they can help you with issues such as saving and investment, care services, insurance and beyond. You could either find their site online or call them on **0800 138 7777** for advice.

Driving, buying/importing a car Bringing pets to the UK

Driving

When you move to the UK, it is likely that you will want to be able to drive so as to make the most of the surrounding areas. Driving licenses from Northern Ireland, European Union or European Economic Area are valid in the United Kingdom.

For those moving from outside of the EU, please check how long you can drive on your non-UK licence; the Government website has a handy tool for this (www.gov.uk/driving-nongb-licence) and it is also worth reading up on Britain's Highway Code.

Buying or importing a car

If you are thinking of driving to work, it is worth checking with your department whether or not parking is available near your workplace (for information regarding parking at Coventry University, including Disabled Parking, please click [here](#)).

Many people use the Park and Ride system which involves parking on the edge of the city and taking a bus into the centre. You can either cycle or use public transport to get to and around the city.

If you would like to import your car from overseas, please note that you will be required to provide the relevant government agencies with the correct documentation for your car and to register it once it arrives in the UK. It will also need to meet local vehicle compliance standards and have insurance arranged for it. You can find detailed guidance about these requirements on the UK government's car import website [here](#).

You may prefer to wait until you arrive in Coventry before you decide whether to buy a car. You can buy a new or second-hand car from a motor dealer, or by private sale, e.g. via the Autotrader website. Cars must be taxed and insured, and have an MOT certificate if required (an MOT is an annual test to make sure the vehicle is safe and meets emissions standards, usually for vehicles over 3 years old).

More information on driving in the UK is available here:

www.gov.uk/browse/driving.

Finally, don't forget that the British drive on the left side of the road.

Bringing your pets to the UK

It is possible to bring your pets from overseas, however, please bear in mind that some animals may require quarantine for several months prior to import to the UK. Check the rules about any pets you might want to bring as early as possible, to make sure that you can meet any requirements regarding microchipping, vaccinations, pet passports and quarantine.

All pets will require an international pet passport. Please check the [Pets Travel Scheme](#) (PETS) for more information on this. Detailed information about travelling to the UK with pets is provided on the relevant government website [here](#).

[AirPets International](#) also offers information and services for relocating pets worldwide.

Pet-friendly rentals

Pets are not always allowed in rental properties, which can present a challenge for those hoping to bring their animals with them. Makeurmove and Mitula are dedicated pet-friendly property rental sites, which will help you locate properties for rent with landlords who welcome pets. You can find more information on how to find a pet-friendly landlord at [Lets with Pets](#).

Short-term accommodation

One of the most important parts of moving to a new country is finding the right type of accommodation in the right part of town. When relocating to a different country, it is recommended to find short-term accommodation until you have settled down and know where you want to live and whether you would like to buy or rent.

Short-term accommodation

We recommend that you arrange short term accommodation before you arrive in the UK. That way, you will have somewhere to stay for the first few weeks whilst you are arranging longer term accommodation (which typically takes around 4 to 8 weeks). It will also allow you to get to know Coventry as a city before deciding which area to live in. The following link will help you understand the housing terminology when looking for properties. Click [here](#).

Short-term accommodation websites

Home Stay is mostly aimed at people looking to stay with other people in their homes. Airbnb advertises opportunities to stay with people in their homes, plus accommodation similar to hotels.

If you are seeking university-owned or managed accommodation, FutureLets (wholly owned subsidiary of Coventry University) offers both serviced apartments and short term lets (in our Cycle Works and Singer Hall locations)

www.futurelets.co.uk

Coventry offers a variety of hotels and bed and breakfast accommodation. The following comparison websites offer listings and reviews:

- Trivago
- Booking.com
- Expedia
- Trip Advisor
- Hotels.com

Long term accommodation

In order to be able to rent or purchase a property you will need a UK bank account (Please see relevant section of handbook for more information regarding this).

When you are renting a property there are two options: renting privately, or renting through an estate agent. If you decide to rent privately this could work out cheaper.

However, as a tenant (the person who is renting) it is your responsibility to check that the landlord (the person renting the property to you) is following the legal requirements: see the website for the Midland Landlord Accreditation Scheme to find more information. Some rental agreements may state that it is your responsibility to obtain contents insurance (please visit relevant section of handbook for more information regarding this).

The two links below are accommodation websites which can help you find property to rent or purchase in Coventry.

- [Zoopla](#)
- [Rightmove](#)

There are a number of local estate agents who can help you to rent or purchase a property.

Alternatively, if you are interested in university – owned or managed accommodation, please visit:

www.futurelets.co.uk/property-search

When looking for accommodation be aware that access to schools and doctors' surgeries are based on catchment areas: people living closest to the services have priority. It is advisable to click on the link to check the schools before making a decision to move location. Click [here](#) for a list of doctors surgeries (or "GPs") in Coventry and the surrounding area and the services they provide.

If you are looking to purchase a property, estate agents will be able assist you in finding the right property.



Settling in

Find a doctor and a dentist

Once you have moved into your accommodation, you are advised to register for a doctor and dentist. Click [here](#) to enter your postcode on the NHS website and find a list of local doctors' (also known as General Practitioner, or GP) surgeries. You can then choose one of the surgeries and sign up.

In most cases you will have to go to the doctors' surgery to show ID and proof of your current address, and complete an application form. It is sensible to contact the surgery in advance so they can tell you what you need to do in order to register.

To register with a dentist, the process is the same. Click [here](#) to enter your postcode on the NHS website to obtain a list of local dental practices.

If you require medical attention and have not yet been able to register with a GP, Coventry has a NHS Healthcare and Walk-in Centre. It is open from 8am to 10pm to registered and unregistered patients with or without an appointment, 365 days per year.

Emergency healthcare

For information about hospitals in Coventry, visit the University Hospitals Coventry and Warwickshire (UHCW) website.

If you need an ambulance, dial 999. This emergency service line is open 24/7.

If you are unsure whether or not you need an ambulance, you can call the NHS non-emergency number 111 for medical advice; the line is open 24/7. You will receive a full assessment from a highly trained advisor who will decide whether you need an ambulance or refer you to a health care professional.

For more information about healthcare, visit the NHS Services website.

Pharmacies

If the doctor has decided that you need to take medication you will be given a prescription. You will need to take the prescription document to a chemist or pharmacy in order for you to receive the medication.

For minor health issues, like a cold, you can sometimes speak to the pharmacist on duty to get basic medical advice (instead of seeing a doctor).

Boots pharmacy at the Arena Shopping Park is 24 hours.

Settling in your home

Once you have organised long-term accommodation you need to set up utilities, Council Tax and insurance for your home.

Council Tax

Council Tax is usually paid by everyone who rents or owns a home and is over the age of 18. Council Tax costs vary on the band of housing you live in and your local council will use the money to pay for local services such as schools, rubbish collection, roads and street lighting.

If you are living alone you will be entitled to single persons discount; however, you will need to notify the council office. Council Tax must be paid and failure to do so could result in the Council taking you to court. Click [here](#) for more information regarding Council Tax.

Insurance

Insurance helps you protect yourself against risks such as a house fire, car accident, damage to your valuables or burglary. You can also get insurance that pays you money if you get too ill to work or to provide for your family if you die. Visit the Money Advice Service to find out more about insurance and if it is beneficial to you.

It is highly recommended that you buy home insurance to protect your belongings. There are many different types of insurances for different goods, some of the main ones are home insurance, pet insurance, travel insurance, vehicle insurance and contents insurance.

Using the sites below will allow you to compare different deals and different types of insurance which best suit your needs:

- [Money Super Market](#)
- [GoCompare](#)
- comparethemarket.com

If you rent accommodation you need to check with the landlord or letting agents if they already have utility companies set up. The next section will look into sorting things out for health and the house.

Household bills

This section will give you more information on bills that you will need to pay once you have moved into your accommodation.

Utilities (gas, electric, water)

Some rental properties may include the cost of all gas, electric and water in the monthly price. However, this will vary depending on the letting agents or landlord. Once you move into the property it is recommended that you take meter readings for gas, electricity and water to make sure you only pay for what you have used. Otherwise, the suppliers will charge you an estimate of usage.

Click on the following links to receive quotes from different gas and electric providers.

- [uSwitch](#)
- [moneysupermarket.com](#)
- [comparethemarket](#)

The sole water supplier for the Coventry area is [Severn Trent](#).

TV licence

A TV licence enables you to watch or record TV programmes on any channel, or to use “catch up” services such as BBC iPlayer and ITV Hub. You will need to have a TV licence to watch live TV on a laptop or other device. If you do not purchase a TV licence but still watch live TV this is a criminal offence and you can be fined up to £1000.

A TV licence can be paid for monthly, quarterly, weekly or as an upfront yearly payment. It is transferrable if you move to a different property. Currently a standard colour TV licence costs £147 a year. If you do not have a TV, do not have an aerial or do not watch TV you will have to visit the TV licencing website to declare this.

Telephone and broadband (internet)

In order to get your home phone and broadband (internet) up and running, it will be necessary to sort out line rental. This is a set fee (payable monthly or annually) that allows you to use the telephone line. Telephone calls and internet are charged on top of this fee.

There are many package deals available that combine telephone calls and internet (e.g. British Telecom, Sky, Virgin). The prices vary according to what is included in the deal (e.g. telephone call allowance or broadband speed). It is always worthwhile doing some research and asking colleagues before committing to a long contract.

Home furniture and appliances

Store name	What they sell	Closest location to Coventry town centre
IKEA	Home furnishings.	2 Croft Road West Midlands CV1 3AZ
Wilkinson's	Household items such as stationary, and pet products and snack food.	Cathedral Lane Shopping Centre Coventry CV1 1LL
B&M	House hold items such as food, stationary, small home furnishings.	Unit P, Gallagher Retail Park Stoney Stanton Road Coventry CV6 5QE
Dunelm	Bedding, curtains and material products.	Airport Retail Park London Road Coventry CV3 4RP
British Heart Foundation Furniture & Electrical	This store sells a wide variety of good quality pre-owned furniture and home appliances.	25-35 Market Way Coventry CV1 1DF
Emmaus Shop	This store sells a wide variety of good quality pre-owned furniture and home appliances.	70 Red Lane Coventry CV6 5EQ
Argos	This store sells almost everything you will need from technology, home appliances, health and beauty, toys, clothes and much more.	41 City Arcade Queen Victoria Road CV1 3HX

Transport

So that you are safe when walking around the city you should also make sure that you understand your responsibility as a pedestrian. Please refer to The Highway Code: Rules for Pedestrians.

Public transport

Information about all of Coventry's bus routes, timetables and fares is available online. Coventry's central bus station is called Pool Meadow, located on Fairfax St, Coventry CV1 5AD.

Coventry's train (or railway) station is located on Eaton Road, Coventry CV1 2GT. Alternatively you can use a taxi, which will pick you up from your location and take you to your destination. Normally, you will need to pay cash when taking a taxi.

Uber is a taxi service which accepts payment via their app or online (if you have a bank account set up with them).

Hiring / buying a car

There are rules in the UK regarding children having car seats. It is important you make time to familiarise yourself with these.

There are several places to hire a car from in Coventry. Two popular rental companies are:

- Enterprise rent-a-car - as an employee of the university you are entitled to a 5% discount through CU Rewards
- Thrifty

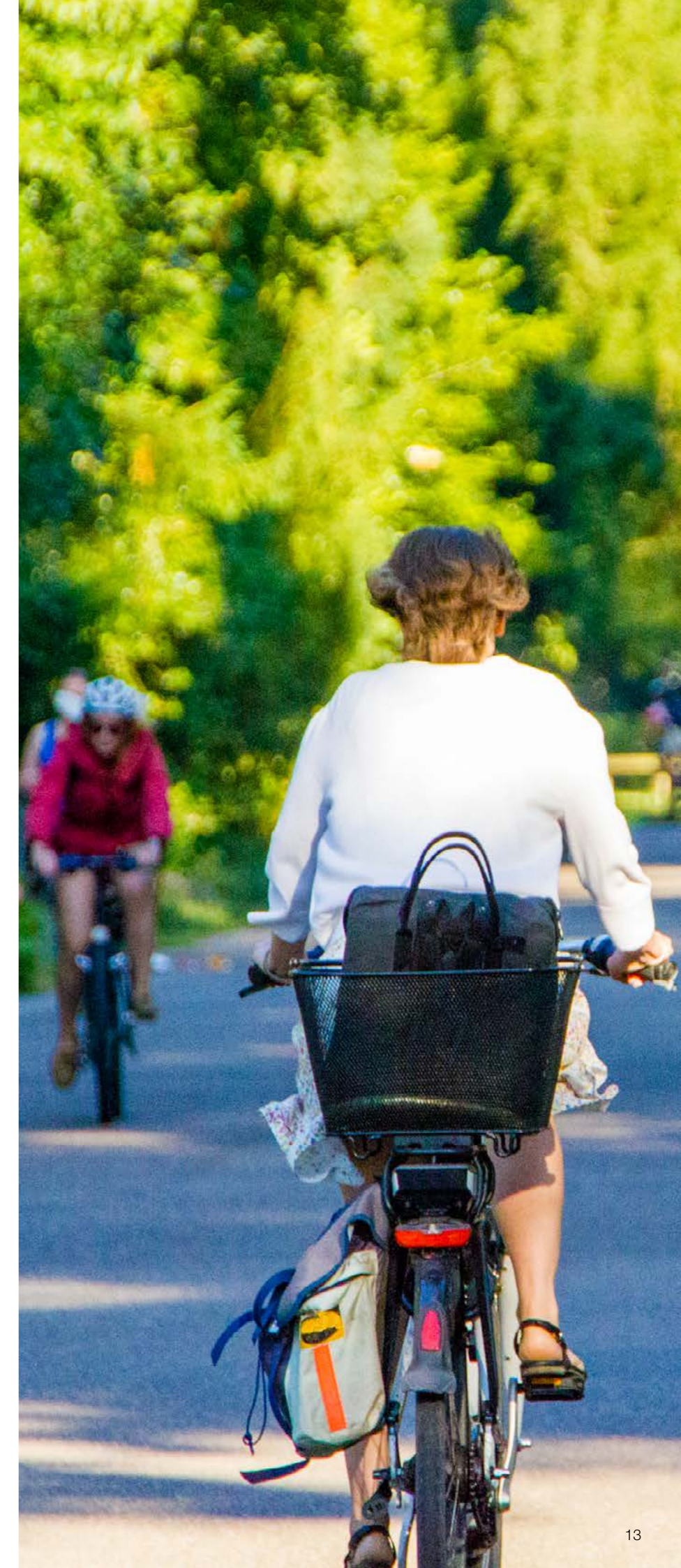
If you would like to compare different car rental companies and their rates click on one of the following comparison websites below:

- [Travel Supermarket](#)
- [Kayak](#)

If you are thinking of buying a vehicle, visiting local car garages and dealerships will allow you to browse cars and ask questions. Please also visit the section regarding buying a car.

Cycling

For information about cycling in Coventry (including bicycle buying, bicycle parking, cycling routes, etc) please go [here](#). The university has 16 folding bikes located across campus for staff to use if they need to travel across campus for university business. Each bike is provided with a helmet, a 'D' lock and lights.



Food and drink

There are many places to eat and drink within the university and these places are spread out across several buildings.

Our Campus WayFinder www.senttocoventry.info/cov-uni is a useful tool for finding your way around the campus.

For places to eat in Coventry, please visit the Section on Supermarkets, Restaurants and Shopping.

IGUANAS

COSY CLUB

Childcare and schooling

Pre-school

To enquire about playgroups or child minders in the city please contact the Coventry Family Information service on **024 7683 437** or by e-mailing coventrycis@coventry.gov.uk.

You can also visit the family support website.

The Nursery at Coventry University is open to children of the ages three months to four years and is run by qualified, dedicated staff. The Nursery is located conveniently for both the campus and the city-centre, and is open to all - parents who are students, university staff, and to those who don't have a connection to the university. For information such as prices, Ofsted reports and where the University Nursery is located, visit the following link www.coventry.ac.uk/life-on-campus/nursery.

Childcare costs and sources of funding

Costs of pre-school childcare will vary depending on the type of childcare and provider (nanny, childminder, and nursery). Nursery costs for a full time place (Monday-Friday) can typically vary between £880 and £1,200 per month.

For information on Free Early Education and Childcare for 2, 3 and 4 year olds please go [here](#).

Tax-free childcare is also available from the Government to help parents with the cost of childcare. For more information, please visit: www.childcarechoices.gov.uk.

Schools

For information regarding schools and education (including types of school, national curriculum, children with special education needs, school admissions, etc) please visit the Governments website [here](#).

For information on the different types of schools (pre-school, primary and secondary) in Coventry, refer to the Coventry City Council website. The website includes detailed information and application forms for primary and secondary schools for children of all ages.

The schools admissions website has information about finding a school near to your home (please note when applying for school places that as a general rule priority is given to children who live within a school's catchment area).

In the UK there is an organisation called Ofsted, which inspects and regulates services that care for children and young people, including schools. Once you have obtained a list of schools in your area, you can to search each school on the Ofsted website to find out how well it is performing.

In the UK, the school stages are:

- Primary school: ages 4-11 (sometimes divided into Infant School for ages 4-7 and Junior School for ages 7-11)
- Secondary school: ages 11-16
- Sixth Form: ages 16-18 (pupils may continue at a secondary school, or attend either a Sixth Form college or Further Education college)

Primary schools in Coventry serve children between the ages of 4 and 11 years. In most areas one school will provide for all primary age pupils; in one area there is a separate school for Infants (aged 4-7) and Juniors (aged 8-11). Some schools also have nursery classes, which admit children in the academic year before they are due to start school.

Coventry children may be admitted to primary schools at the beginning of the school year after their fourth birthday, provided they have reached the age of four by the 31 August. However, children must start school at the beginning of the term following their fifth birthday.

www.coventry.gov.uk/info/148/school_admissions/114/primary_school_admissions

The city of Coventry

Coventry is an historic city dating back to Saxon and Roman settlements as well as developing significantly during medieval times, and has a proud history in weaving, watchmaking, cycle manufacture and the automotive and engineering industries.

Following devastating bombing during World War II, the city became a symbol of hope and regeneration and was the first city to 'twin' with another city in the world – the city is now twinned with 27 other towns and cities internationally. This also paved the way for the city to become a centre for peace and reconciliation and at its heart is the modern Cathedral designed by Sir Basil Spence, right next to the university campus.

In 2012 the city enjoyed taking part in the Olympic Games, hosting international football matches at its Ricoh Arena; and artists and performers in the city created the incredible 6 metre cycle-powered Lady Godiva puppet which travelled to London to take part in the Olympic opening Ceremony.

The city has a diverse range of activities to enjoy, including major pop concerts, ice hockey, football, theatre and has some interesting local attractions including the British Road Transport Museum, Herbert Art Gallery and Museum and a wide range of restaurants and cafes. For more information on the city and for things to do, take a look at the official city guide, click [here](#).

Conveniently situated in the centre of Coventry, the university enjoys excellent public transport links and close proximity to major road networks – London is just over one hour by train and the city is easily connected to the surrounding countryside of Warwickshire.

Easy commuting to Coventry means that you will have a wide choice of areas to consider living if you need to relocate to join our team - there is the city itself with many multicultural suburbs, thriving towns and villages located in beautiful nearby countryside.



Museums

Herbert Art Gallery

Coventry's own art gallery is placed near the Cathedral and next to some of the campus buildings; with various exhibitions and interactive displays it is a lovely place to visit.

Coventry Transport Museum

Coventry has the world's biggest collection of publicly owned collection of British motor vehicles.

Cinema and recreation

There are two main cinemas in Coventry, the Odeon, which is situated by Skydome in the city centre, and Showcase, which is located on the edge of the city near the M6.

Sports Centre's, Sport and Fitness

There are various gyms, fitness centres and clubs around Coventry. The university has an onsite gym which offers competitive rates to staff.

Further details can be found by clicking [here](#)

For a list of exciting things to do in Coventry such as entertainment, places to visit, food places, shopping places and much more, click [here](#).

If you are looking for activities to do with the children click [here](#).

Coventry Cathedral

Visit the Coventry Cathedral website for information about the Cathedral's history and events.



Restaurants, supermarkets and shopping

Supermarkets and eating out

There are a wide range of supermarkets in the UK which mostly offer the same products. They will usually list additional functions the store has, for example: pharmacy. In Coventry city centre, there are smaller versions of supermarkets and these are usually open from 7am until 10/11pm. Supermarkets are usually open at reduced hours on a Sunday but they do differ so please check. Supermarkets in or around Coventry include Sainsburys, Tesco, Asda, Lidl, Aldi, Morrisons and Iceland.

As part of the benefits package, Coventry University offers staff pre-loadable cards which provide discounts in supermarkets such as Sainsbury's and Morrison's. These will be available to you once you join Coventry University, more information on CU Rewards is available on the next section (Employee Benefits).

There are a good variety of **restaurants and cafes** in Coventry.

Far Gosford Street has a number of restaurants, takeaways and international supermarkets.

Fargo Village

Based in the heart of Coventry, Fargo Village is full of creativity, from the Urban Café to jewellery and clothes. To view the village website click [here](#).

Shopping

There are many shops within Coventry City Centre to purchase clothes and homeware. Coventry also has several retail parks around the city which have a combination of different outlet stores.



Places to visit around Coventry

Looking for things to do outside of work hours? The following list of town and cities close to Coventry are all well worth a visit.

Stratford upon Avon is a 30 minute drive from Coventry; it is an historical city home to William Shakespeare. The city has various tourist attractions along with a good shopping atmosphere.

Birmingham is a 20 minute train journey away from Coventry and has a lot of attractions. The Bullring shopping centre is home to over 140 shops and services and is easily accessible from the train station.

Leicester is a 60 minute journey by train, or a 50 minute journey in the car.

Royal Leamington Spa is 12 minute direct train from Coventry or a 15-20 minute drive. Royal Leamington Spa is known as one of the most appealing towns in the UK with beautiful architecture and a good mixture of shops.

Kenilworth is only a 15 minute drive from Coventry and is home to an English heritage Castle amongst other things.

Rugby is a 30 minute drive from Coventry and is the birthplace of the famous sport of Rugby.



British culture hints and tips

A few hints and tips about British culture and how you can quickly fit in with how the UK works.

Greetings

When greeting someone, English people would say often ask 'Are you alright?' (Or the shortened 'You alright?'), which is not really considered a questions so if said in passing does not always require an answer.

Queues

The English love to queue and are very organised and patient in doing so. They form orderly queues and you are expected to take your correct turn and not push in front.

Privacy

The Brits hold their privacy highly so we advise you not to ask extremely personal questions such as "How much money do you earn?" "How much do you weigh?" or "Why aren't you married?"

Punctuality

The British are famous for being on time so you should always make sure you are punctual. Make sure you arrive for appointments and lectures at least 5 minutes in advance.

Politeness

You will notice in England that British people say 'thank you', 'please' and 'sorry' a lot and it can be considered rude if you don't. If you accidentally bump into someone, say 'sorry'. They probably will too, even if it was your fault!

British people very rarely tell you to do something directly; most often they would suggest it or ask if you want to do it. A common way to request something is 'are you happy to do something?' or 'it would be great if you could do this'.

Clothes

You might find some of the fashion in the UK to be unusual and you will soon discover that some English people dress to please themselves and even to show their independence from fashion and accepted norms.

Understatements

This sometimes shows itself in seeming self-deprecation and presents a challenge in understanding how things, people and situations are really perceived by the British. For example, what might be described as 'a bit expensive' may well really mean 'very expensive' and 'a little problem' might actually constitute 'a huge stumbling block' for a British counterpart.

If you would like to read more about British culture please click [here](#) or [here](#).

Coventry language

Like most areas within the UK, Coventry has words and phrases which are specific to the area. In this section we have added some phrases for you to have fun with! These are phrases that you will come across in different parts of the UK.

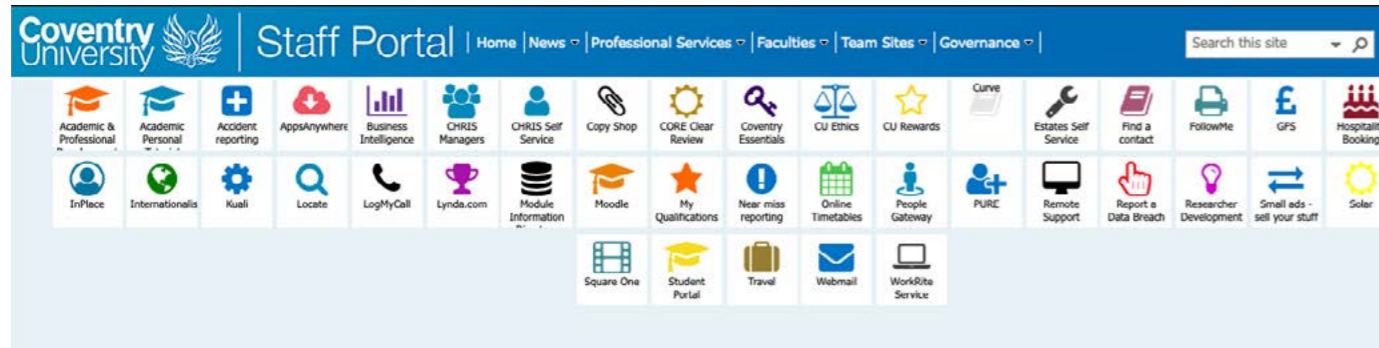
Thank you phrases	Goodbye phrases		Money words	Sandwich words	
Cheers	Goodbye	Ta ra	Quid	Batch	Cob
Thanks	See you soon	In a bit	Cash	Buttie	Roll
Ya beauty	See ya	Catch you later	Dosh	Bap	Bagel
Lovely jubbly	Cheerio	Bye	Wonga	Barm	Ciabatta
Ta			Dolla	Sarnie	Baguette
Star			Change	Panini	Stottie

Coventry University staff systems

This page highlights some of the key systems that you will use as an employee of the university.

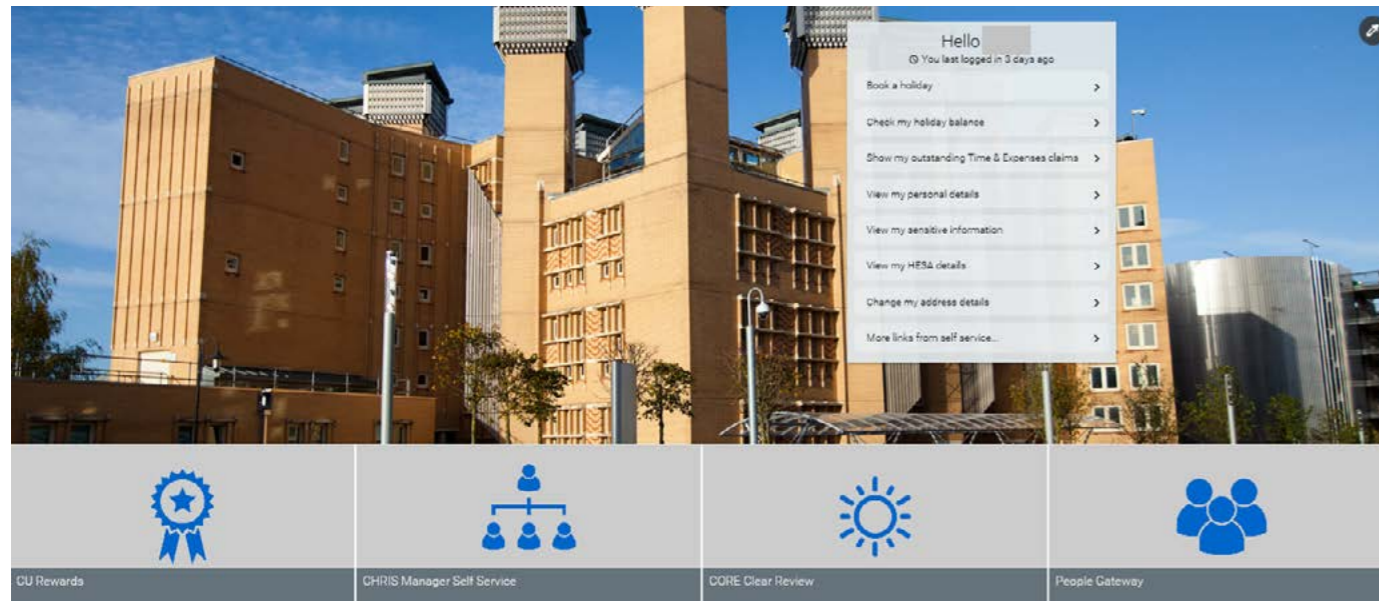
Staff Portal

When you join the university you will be able to login to the staff portal and view the pages of all the departments at the university.



CHRIS System

CHRIS is the university system for booking all holidays and recording sickness absence. It is a self-service program where you can update your personal details, including emergency contacts, bank details, etc. You can also view and print your payslips using CHRIS.



People Gateway

The People Gateway is the university system which enables you to communicate with the People Team. You can log calls using this portal and complete online forms such as the notification of appointment form. This is also where the People Team's knowledge articles, policies and procedures are held.



Coventry University policies

Coventry University is fully committed to the promotion of equality and recognises that employees have to balance the demands of their home and working life. This section highlights some of the family-friendly policies which Coventry University offers. All up to date policies can be found on the People Gateway.

Equality statement

Equality, freedom and treating all persons with dignity and respect are fundamental human rights. As such, the university is committed to making these central in all its work.

A diverse student body and workforce benefit the university's role as a provider of high quality education and employment in a modern and ever-changing society.

The university is firmly committed to the promotion of equality and will not unlawfully discriminate, or tolerate discrimination (direct or indirect, harassment or victimisation) on grounds of age, disability, ethnicity (including race, colour and nationality), gender, gender identity, marriage or civil partnership, pregnancy or maternity, religion or belief and sexual orientation. This includes discrimination by association or due to perception.

Actions to promote equality are detailed in Equality Schemes, including action plans, and related Policies which can be found at www.coventry.ac.uk/cu/equality. Progress and successes are monitored by the Board of Governors and the Equality and Diversity Committee and are published annually.

The university is committed to the promotion of equality and diversity in the application of its policies and procedures, including in all of the following policies:

Flexible working scheme

Coventry University understands that there may be times when variations to contractual hours of work would be helpful to employees. As part of our ongoing commitment towards being able to recruit and retain a flexible and diverse workforce, the Flexible Working Policy has been developed in line with legislation and forms part of a wider range of 'family-friendly' policies/procedures.

Location Independent Working (LIW)

Our Location Independent Working (LIW) policy allows you to work at an alternative place (or places) rather than at the university campus. Your line manager will be able to confirm whether you are eligible for LIW.

Maternity leave

The Maternity Leave and Pay Policy provides information on entitlements for staff in relation to maternity leave and pay provisions.

Paternity leave

Following the birth of a child, eligible employees can take paid paternity leave. The Paternity Leave and Pay policy provides information on entitlements for staff wishing to take paternity leave.

Adoption leave

Following the adoption of a child, eligible employees can take paid adoption leave. The Adoption Leave and Pay policy provides information on entitlements for staff wishing to take adoption leave.

Shared parental leave

This policy outlines the university's implementation of provisions under legislation allowing parents (including adoptive parents) to share leave (either paid or unpaid) for the purposes of caring for a child, following a birth or adoption.

Unpaid parental leave

The Parental Leave Scheme provides unpaid leave for childcare purposes in certain circumstances.

Career break

The Scheme is intended to provide a facility for employees to request an unpaid extended period away from employment to meet their personal needs whilst at the same time providing for regular contact with a view to facilitating an eventual return to work.

Employee well-being

Staff clubs

At Coventry University there are a variety of social clubs available where you can learn and expand on skills and meet new people. More information can be found on the Staff Portal.

Health and well-being—emotional, physical, spiritual

Health and well-being is the one stop shop for all your health and wellbeing needs at Coventry University. It focuses on the whole person by providing for your physical, spiritual and emotional needs. Through this combined offer we provide an efficient and joined up service which allows a variety of access points for all staff and students to utilise.

These services comprise the Spirituality and Faith Centre, Welfare and Disabilities, Sport and Recreation, Counselling and the Medical Centre. Together we aim to ensure that, whilst at Coventry University, your welfare is well taken care of. We value you as an individual and aim to provide for your individual needs as well as being a source of information for other services and opportunities which you may not have yet considered. Health and well-being is about opportunities and helping you make the most of your life.

Please note that the Spirituality and Faith Centre, Welfare and Disabilities, Counselling and the Medical Centre are all located in TheHUB on Jordan Well, Coventry.

More information relating to health and well-being (including how to download our Health and well-being app, interactive maps to university buildings, emergency contacts and help, information and links to up to date public transport information) can be found on the staff portal.

Spirituality and Faith Centre

The Spirituality and Faith centre is located within TheHUB building. There are quiet spaces for reflection and meditation; a chapel, Muslim prayer rooms and a spiritually focused social space for students and groups to meet.

Equality, Diversity and Inclusion

Please visit our Equality, Diversity and Inclusion (ED&I) website for information relating to dignity and respect at work, staff equality groups and also for information that you might find useful if you have a disability or long term health condition or know someone else who does.

Employee benefits

This section will give you more information of what the university has to offer to you as an employee.

Employee benefits

As one of Coventry's biggest employers, we offer some pretty impressive benefits including pension schemes, generous holiday allowances, flexible working, great training, personal and professional development and discounted membership to the university's bespoke £4m sport and recreation centre.

In addition we have a number of lifestyle benefits, such as our Cycle to Work Scheme, Financial Education Workshops, Tuition Fee Discounts for children of staff all designed to support your career, wellbeing and the environment.

As a member of staff you can also enjoy an extensive range of benefits available on a huge range of products and services, including supermarket shopping, restaurants and visitor attractions.

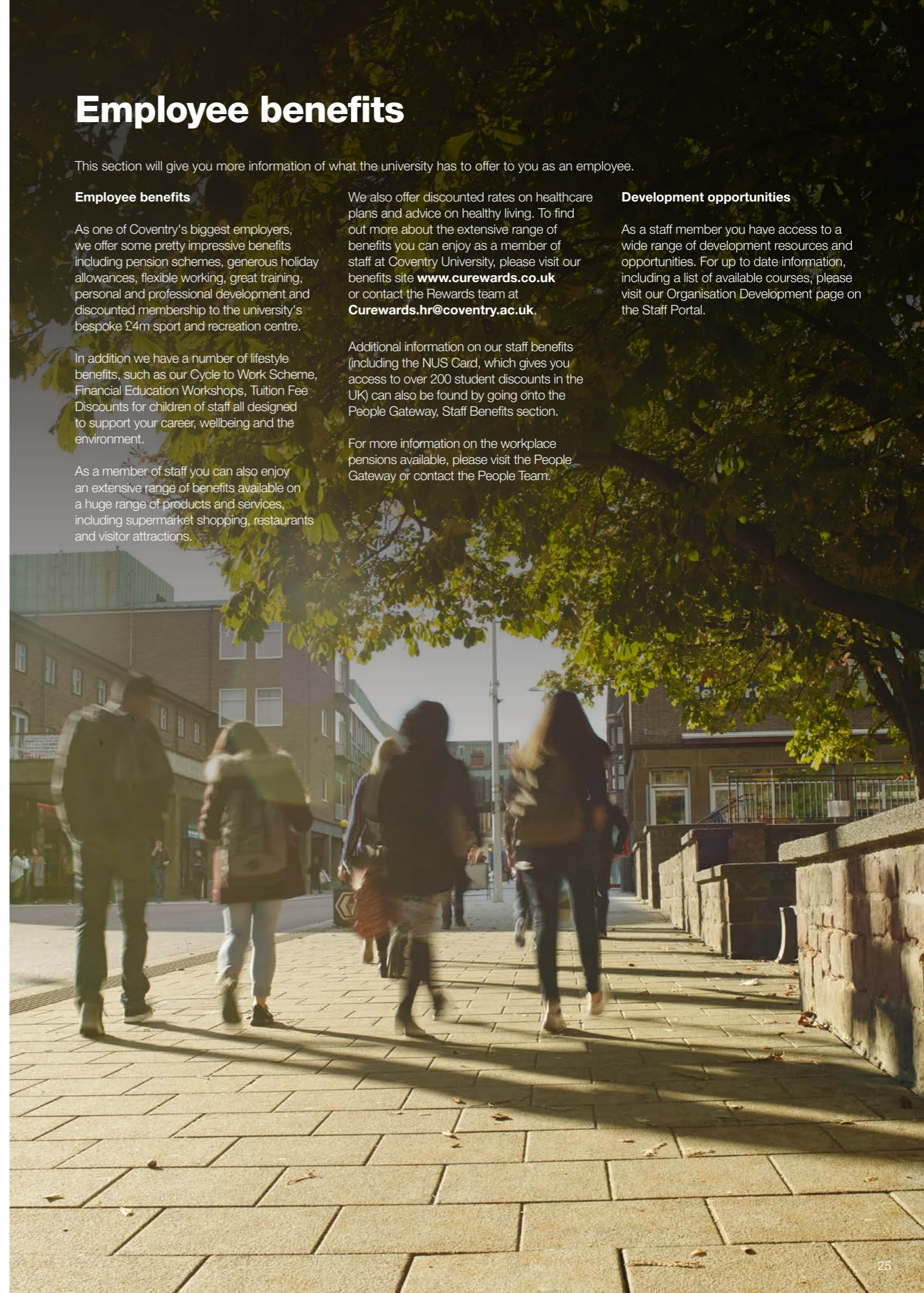
We also offer discounted rates on healthcare plans and advice on healthy living. To find out more about the extensive range of benefits you can enjoy as a member of staff at Coventry University, please visit our benefits site www.curewards.co.uk or contact the Rewards team at Curewards.hr@coventry.ac.uk.

Additional information on our staff benefits (including the NUS Card, which gives you access to over 200 student discounts in the UK) can also be found by going onto the People Gateway, Staff Benefits section.

For more information on the workplace pensions available, please visit the People Gateway or contact the People Team.

Development opportunities

As a staff member you have access to a wide range of development resources and opportunities. For up to date information, including a list of available courses, please visit our Organisation Development page on the Staff Portal.



Health and Safety – essential information

The university is very committed to ensuring the health, safety and welfare of its staff, students and others who it may affect. This is achieved by compliance with the numerous sets of regulations in place to ensure health and safety, but is equally by the positive culture of all our University Group colleagues whose actions greatly assist in maintaining a healthy and safe working environment.

For guidance and policies on a wide range of health and safety related topics please visit our Health and Safety site.

First aid

The university provides a high quality first aid facility for staff and students. There are over 100 qualified first aiders who have attended and passed an independent approved course. Within the university the first aiders are split into two distinct groups, those within buildings and the Protection Service.

The first aiders allocated to buildings are usually support staff working between 8.30am and 5pm.

There are notices giving names, room numbers and telephone extensions displayed at entrances and throughout the building. Please take time to familiarise yourself with this in your first days here.

In addition, the Protection Service are all qualified first aiders and they provide cover 24/7. For routine first aid contact them on **x7363** or in an emergency **x65 5555** (**02477 655555** - external or mobiles).

Fire safety

Each campus building has emergency procedures which aim to ensure the safe evacuation of people from the building.

The fire safety procedure identifies persons who manage the evacuation and all staff are requested to cooperate during an emergency. There are standard procedures in all buildings displayed on red and blue posters (see image) which can be found near entrances and staircases of buildings. Please take time to familiarise yourself with these. If there is any reason the standard evacuation procedure would not be suitable for you (e.g. cannot use stairs) a personal evacuation plan can be provided.

Working with computers

The majority of university staff use a computer, or have access to one. Using computers can be associated with pain in the neck, shoulder, back or arm, and also with fatigue and eyestrain.

These aches and pains are sometimes collectively known as repetitive strain injuries (RSI), and they can be caused by a variety of work-related tasks such as forceful or repetitive activity, or by poor posture. The way that workstations are set up and used can manage these problems, or it can make them worse. To prevent them ensure your workstation is correctly set up well and you take regular breaks when working intensively.

It is important that if at any time you feel your computer set up is causing aches or pains, particularly to the hands, wrists, arm, back or neck, raise a call with ITS to request a workstation assessment.

Eye test for staff

Under UK law all employers must provide employees that use a computer for work with a free eye examination, and if the employee requires glasses specifically for using computers they must also provide spectacles, again at no cost to the employee. To meet this requirement we have procured the services of Eyepod a mobile optician who visits the Coventry campus on a monthly basis and a voucher scheme with Specsavers for staff who cannot use the Eyepod.

Travel safety

Internationalisation is a key part of the University Group's Corporate Plan, and a large number of staff and students travel on the university's behalf. The university acknowledges that there are risks to the health and safety of people travelling on its behalf, and it takes seriously its legal duty of care for their wellbeing.

The university has arrangements in place to manage risks to travellers, before you travel please ensure you have visited our Travel Safety Page on the staff portal.



Academic Development

Group Organisation Development
Coventry University
CV1 5FB

(<https://acdev.orgdev.coventry.domains>)

Global Development and Delivery team

Coventry University
Portal House
163 New Union Street
Coventry
CV1 2PL

(find us on the People Gateway - **Global People Hub**)

www.coventry.ac.uk/international