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INTRODUCTION

Welcome to De Montfort University (DMU) Leicester, a proudly international community at the heart of one of the best UK cities in which to live and work.¹

Our university is enriched by the friendship and ideas of students and staff from 140 nations, and our global outlook is a natural part of everything we do on campus and beyond. DMU is proud to be recognised as a university ranked Gold in the Teaching Excellence Framework. The award is a recognition of the consistently outstanding teaching and learning on offer at DMU and the extraordinary impact that it has on our students.

Your time at DMU will be greatly enhanced by international opportunities linked to your studies, and by the wealth of cultural, career and community experiences available to you. With DMU, you can help to make a difference, globally – we’re working with the UN on its Sustainable Development Goals, and we were placed 50th in the world for sustainability in the first-ever Times Higher Education University Impact Rankings.

Our modern campus is a safe and stimulating place in which to live and learn, and our great home city, Leicester, is friendly, welcoming and diverse. If you want excitement, or a chance to relax, it offers options for everyone – and should you want a change of scene, great transport links mean we’re close to destinations like Manchester and London.

Studying abroad is a really powerful way to unlock your potential, widen your ambition and achieve something new. DMU is dedicated to helping you become a rounded, responsible and active global graduate and citizen, with the skills and experience you need to succeed at university and beyond. We’re proud that DMU was placed in the top 20 universities for Graduate Prospects in The Sunday Times Good University Guide 2020. As you’ll read here, our expert international student support staff will help you make the most of your time with us.

Enjoy every moment at DMU. We look forward to meeting you soon.

¹2019 Good Growth for Cities Index
²2019 Times Higher Education (THE) University Impact Rankings
KEY DATES FOR 2020/21

Friday 25 September
Free pick-up service from Heathrow airport

Saturday 26 September
Free pick-up service from Heathrow airport

Monday 28 September
Free pick-up service from Heathrow airport

5 October – 18 December
Autumn term

11 January – 26 March 2021
Spring term

9 April – 27 June 2021
Summer term

PRE-DEPARTURE CHECKLIST

Please work through this list to check that you have arranged everything before you travel to the UK.

Apply for a visa (if required)
See page 9 for more details.

Arrange your accommodation
DMU accommodation must be booked before you arrive in the UK.
See page 10 for DMU halls of residence and private accommodation options.

Book our airport pick-up
We run a free pick-up service from Heathrow airport on key arrival dates.
Find out more and book online here.

Have your documents ready
You will need to bring your acceptance letter from DMU or CAS offering you a place on a full-time course. You will need to bring evidence of financial support; this should be a bank statement or a letter from your sponsor.
Organise a health certificate and/or vaccination certificates (if applicable)

Self-isolation
If you need to self-isolate when you arrive at DMU, please read the UK Government and DMU guidance and check what you need to bring with you. It’s also a good idea to contact your hall or accommodation provider about this before you arrive. Please see here for more information.

Arrange insurance
Book travel insurance to cover you and your luggage during your journey.
We also recommend that you purchase contents insurance to cover valuables and personal possessions during your time in the UK. Endsleigh provide specialist insurance for students.
Plan your budget
You will need to work out how you will organise your finances while you're studying in the UK. See page 13 for more information on cost of living and bringing money with you.

Complete your e-induction
You should receive an email in late August that invites you to complete your online e-induction; this will contain important information from the university and your faculty.

Join Your DMU Welcome.
There will be a range of information and welcome activities available to students available from Saturday 19th September onwards; they'll all be accessible online, so you'll still be able to get involved if you have to self-isolate. Check here for links to a schedule and more information.

Pack!
The weather in the UK can be very changeable. See page 14 for more information on what to bring.

APPLY FOR A VISA
The UK has strict immigration laws for visitors and students. Most students from outside the EU will need to apply for a Tier 4 visa and provide evidence of study to gain entry to the UK. There is information on the DMU website here about how to apply for your visa.

Further information is also available from the UK Council for International Student Affairs (UKCISA).
DMU has also developed guidelines for you that set out the university’s responsibilities and your immigration responsibilities. Please take some time to read this advice here.
ARRANGE YOUR ACCOMMODATION

Finding the right place to live at university is important. At DMU we will do everything we can to help you find comfortable and secure accommodation.

DMU accommodation
International students can choose from ten halls of residence. Rooms are fully furnished and bedding packs are provided for international students on arrival. All halls are secure, with security cameras and electronic door entry. For more detailed information on the halls and processes check here.

New international students joining us in September 2020 are guaranteed a room in university-sourced accommodation if you accept your offer to study at DMU before July 2020. You can make a provisional room booking online once you have accepted your offer. You must complete the university online booking process to confirm your room booking.

Once you have selected your room, you are required to pay a £200 booking payment. This secures your provisional booking and you will then be sent an email explaining how to confirm. More information, including contract lengths and prices are detailed on our website.

Accommodation office
T: +44 (0)116 257 7577
E: accommodation@dmu.ac.uk

Private accommodation
If you choose not to book accommodation through DMU, please make sure you check the total price for your accommodation and consider your options carefully before signing a contract. You should view properties carefully, using our checklist to make sure the accommodation is suitable. We strongly advise you to read all contractual documentation fully before signing. Never sign a contract or other documents without reading and understanding what you are agreeing to.

DSU Advice team
The DSU Advice team provides a checklist and a contract checking service to students. We strongly advise you to get their opinion on the contract before signing anything.

SULETS
SULETS is a lettings agency jointly run by the students’ unions of DMU and the University of Leicester. They can help you find high-quality, affordable, private rented accommodation close to DMU.

T: +44 (0)116 257 6303
W: sulets.com
PLAN YOUR BUDGET

Before you arrive in the UK, it is very important to ensure that you have sufficient funding in place for the duration of your course. As a condition of obtaining a UK study visa, you will usually need to provide evidence of funds to pay your course fees, living costs and accommodation.

Cost of living

It is important to work out your expenditure before you come to the UK. According to the UK National Union of Students (NUS) the average annual cost of living for a student outside London is around £12,000 – this includes accommodation, food, clothing, entertainment, books, laundry, phone and internet but does not include travel to and from your home country or your fees. This amount may vary, depending on your own lifestyle and choice of accommodation.

We recommend using Which?Student Budget Calculator to find out how other students have budgeted for life at university in the UK. You can also find more information about weekly expenditure and budget planning at UKCISA.

Bringing money into the UK

There is no limit to the amount of money that you can bring into the UK. However, if you bring money worth 10,000 Euros or more (including money in other currencies) and you are arriving in the UK from a non-EU country, you must declare this to customs officers by filling in a form when you arrive. You should also check whether your departure country has any restrictions on the amount of money that can be taken out of the country, or amounts that can be transferred to the UK.

How much money should I bring with me?

Most banks usually need to see proof that you are a registered student; therefore you will normally not be able to open your bank account in the UK until you have registered on your course. It could take several weeks to open your bank account and so you may not be able to transfer money from home as easily and quickly as you might expect.

It is important to make sure that you have access to enough money to cover your first few weeks. If you are planning to live in rented accommodation, you will usually need to pay at least one month’s rent, plus a deposit, in advance. However, we strongly advise you do not bring a large amount of cash, in case of loss or theft. Instead, we recommend considering these options before you arrive in the UK, all of which are safer than bringing cash:

• Open a multi-national bank account in your home country
• Buy a pre-paid currency card in your home country
• Use travellers’ cheques

If you have to self-isolate when you first arrive in the UK you will probably need to order food and groceries online - so we recommend bringing a pre-paid currency card or credit card with you.

We recommend having access to at least £1,000 when you first arrive in the UK. If you have not already organised and paid for your accommodation you should budget an additional £1,000 for this.

The university does not have any funding available to help students who have difficulty paying their course fees or living costs. It is your responsibility to make sure that you have access to sufficient funds for your course, before you arrive in the UK.
WHAT TO BRING

Packing can seem difficult, particularly if you are coming to the UK for a long time. However try not to bring too much — you can buy bedding, clothes, cooking equipment and toiletries cheaply and easily when you arrive in Leicester.

The weather in the UK can change quickly, so we recommend bringing some clothes for both cool and warm weather, as well as for rain.

Remember to check the baggage allowance for your flight to the UK; please also note that we operate a baggage limit for our Heathrow coach pick-up service, so you’ll need to make sure you don’t exceed our luggage limit of two medium sized suitcases and one piece of cabin luggage.

ARRIVALS CHECKLIST

Once you’ve arrived, follow this checklist to help you work through the steps you need to start your course and settle into your new surroundings.

Clear airport security
See page 18 for more information about what to expect and how to prepare.

Travel to DMU
Book a place on our Heathrow airport pick-up or find information about travelling to DMU by public transport here.

Check into your accommodation
Details about how to book into DMU accommodation can be found on page 19.

Contact your family and get connected
Find out how to connect to the internet or purchase a mobile phone on page 20.

Explore Leicester
Find the nearest supermarkets and food shops. There will be tours to show you around. See page 21 for information about Leicester.

Passport and visa checks.
The Immigration Compliance team will contact you directly to arrange this, once you have completed any required self-isolation.

Register on your course
You should receive information by email from your faculty a week before the start of term with information about when and where to register.

Pay your tuition fees and halls of residence fees.
Check our tuition fee payment policies or contact us if you need further information.
Collect your Biometric Residence Permit (if applicable)
See page 22 for more information.

Register your visa with the police
Depending on your nationality you may need to register your visa after you’ve arrived. Further information about whether you need to register, where to register and what information you need to provide can be found here.

Register with the health centre when you first arrive on campus
Registration is free and will mean you’re able to see a doctor much more quickly and easily. See page 23 for more details about the UK’s health service and how to register.

Open a bank account
You’ll need to enrol on your course before you can do this because you usually need proof that you’re a student first. See page 24 for more details about how to open a bank account.

Join our welcome events
See page 27 for more information about Your DMU Welcome and Freshers’ Week.

Meet the International Student Support team, see page 27 for information about the support services that are available to international students studying at DMU.

Apply for a National Insurance number
If you are planning to work in the UK during your studies. More information about working can be found on page 34.

Collect a council tax exemption certificate
Council tax is a tax that is charged to everyone, including international students. Full-time students can claim exemption from council tax, if you supply a certificate as evidence of student status. You can now print your own Council tax exemption certificate through the My Documents tile on your MyDMU dashboard.

Sign up for free English classes
through the Centre for English Language Learning (CELL). Undergraduate and research students can benefit from two hours of English per week and postgraduate students are eligible for three hours per week.

Make friends
See page 36 for more information about socialising, clubs and opportunities to meet new people.
ARRIVING AT THE AIRPORT

Before collecting your luggage, you will need to go through border control (immigration). There will be a choice of queues – one for people with British or European Economic Area passports and one for other nationalities.

Do not enter the UK as a short-term student. You will probably have to return to your home country within six months to re-apply for a Tier 4 Student Visa.

At the UK Border
A UK Border Force officer will look at your passport and check your Visa/Entry Clearance. You should make sure that you have all these documents in your hand luggage, so that you can access them easily. You may also be asked:

- Why you are coming to study in the UK?
- What previous studies you have already taken in your home country?
- Do you have family connections in the UK?
- What are your accommodation arrangements?
- What do you plan to do when you finish your course

More information about going through UK Border Control and about customs is available here.

In the unlikely event that you have any problems at immigration, please call either of the following DMU numbers:
+44 (0)116 257 7300 or +44 (0)116 257 7713

Airport information points
You will find information points at all terminals at Heathrow and Gatwick airports, open from 5.30am to 10.30pm. Staff will be able to help you with onward travel to the university and advise you on travel times.

Overnight accommodation
If you need to stay overnight near the airport, we recommend arranging this in advance. If you have not arranged this staff at airport information points may be able to help you to find accommodation.

CHECKING IN TO DMU ACCOMMODATION

If you are staying in university halls of residence, it is very important that you notify them of your expected date and time of arrival, so that arrangements can be made for you to collect your keys.

If you are staying in DMU-sourced halls accommodation, you will receive a free bedding pack.

Please make sure that you have arranged and confirmed your accommodation before you arrive in Leicester.

If you need to self-isolate on arrival please make sure you have read the DMU guidance on this, which includes advice about bedding, food, and kitchen equipment.

Your arrival at DMU – self-isolation
Currently, international passengers from many destinations are required to self-isolate for 14 days on arrival in the UK.

If you need to self-isolate when you arrive at DMU, you should stay in your accommodation for 14 days and should only leave your accommodation in exceptional circumstances. You will need to have food and groceries delivered.

You can find advice and guidance from DMU on how to self-isolate, here.

Arriving during office hours
When you arrive at DMU, we recommend first checking in at your hall of residence. Staff are normally available between 9am and 5pm.

Arrival outside office hours
If you’re arriving outside daytime office hours, please notify your halls of residence make arrangements, as we may need to leave your key with night security staff. Please proceed as follows depending on which hall you have booked:

Bede Hall
It is essential that you email Bede Hall at halls@dmu.ac.uk to inform them that you will be arriving out of hours. On arrival go directly to your hall, if there is no member of staff available please call DMU security on +44 (0)116 257 7642.

Liberty Court
Go directly to Liberty Court, call +44 (0)116 257 5700 and select option 2 and a member of the security team will be available to give you your keys.

The Grange, Newarke Point, Filbert Village and St Martin’s House
Go directly to your hall. After 5.30pm contact +44 (0)300 303 1611 for security to give you your keys.

Liberty Park
Go directly to Liberty Park; there are staff on duty 24 hours a day.

The Glassworks
Go directly to The Glassworks. After 5.30pm contact +44 (0)116 326 6155 for security to give you your keys.

Merlin Heights
Go directly to Merlin Heights, After 5.30pm contact +44 (0)116 326 6155 for security to give you your keys.

Applegate Place
Go directly to Applegate Place. After 5pm contact 0844 725 5568 and a member of staff will give you your keys.
EXPLORE LEICESTER

Shopping
DMU is just a short walk from the lively city centre, where you will find the £350 million Highcross shopping centre, including Apple and John Lewis stores. The Lanes is a shopping district with a collection of independent shops and boutiques.

Countryside and parks
Students can relax in Castle Gardens, a park located next to the DMU campus. You can take a walk along Leicester canal which runs through the campus and the city. On the outskirts of the city, you will find Bradgate Park where you can spot deer or visit the ruins of the childhood home of the Queen of England, Lady Jane Grey.

Festivals and events
Leicester has a full calendar of festivals and events, such as the UK’s longest-running comedy festival, the Caribbean Carnival, and the biggest Diwali celebrations outside of India.

A sporting city
Leicester is a city with sporting achievements to be proud of, and DMU shares that spirit. Official partner to Premier League football club Leicester City means you could see some of the world’s best players in action just five minutes from campus. We also have partnerships with other major competitive teams, including 10-time English rugby union champions Leicester Tigers and Britain’s oldest professional basketball team, Leicester Riders and Leicestershire County Cricket Club.

Culture
You can visit Curve theatre or the Phoenix independent cinema in Leicester’s Cultural Quarter. There are two more cinemas close to the DMU campus.

Restaurants and cafés
The Highcross shopping centre has a range of well-known restaurants and diners. You can have afternoon tea or grab a sandwich at the cafés located in The Lanes. Leicester is renowned for having some of the best Indian restaurants. There are also a number of student pubs near to campus, serving budget food and drinks.

Supermarkets
The four biggest supermarkets are Tesco, ASDA, Sainsbury’s and Morrisons, with Tesco being the closest to campus. Supermarkets are normally open from at least 8am to 7pm, however many of the larger supermarkets are open 24 hours. On Sundays most supermarkets only open from 10am to 4pm.

Leicester Market
Leicester’s food market has stalls with food from all over the world and it’s a great place to buy fruit and vegetables.

International food
Leicester has a wide variety of shops and small supermarkets specialising in different types of international food. Narborough Road has a wide selection and one of the main centres for Indian shops is Belgrave Road.

Learn more about Leicester’s attractions
COLLECT YOUR BIOMETRIC RESIDENCE PERMIT (BRP)

If you have a Tier 4 visa for six months or more, you will usually be issued with a 30-day visa (sometimes called a travel vignette or temporary visa) that allows you to enter the UK when you first arrive. Once you are at DMU you will need to collect a Biometric Residence Permit (BRP) within 10 days of your arrival.

At the time of applying for your visa, you will usually be given the choice to either collect your BRP at DMU or at a post office in the city. We recommend selecting the option to collect your BRP at the university, as this will be much easier for you. You can find out how to arrange this on our website here.

Your BRP will be your visa for the rest of your stay in the UK and you will need this to travel in and out of the UK in the future.

In the UK you are not required to have your BRP with you at all times and so we recommend that you keep your BRP safely at home.

REGISTER WITH THE HEALTH CENTRE

National Health Service (NHS)
The NHS is the UK's state health service. If you are in the UK on a Tier 4 visa, you are likely to have paid the migrant health surcharge which will allow you to access NHS treatment. EU citizens can access healthcare in the same way as UK students.

Some NHS services are free, including most doctors' consultations. You may have to pay for some services, such as medication and dental treatment. You will need to be registered with a health centre close to your UK address before you can see a doctor.

Health services at DMU
De Montfort Surgery is located on campus - we suggest that you register with the surgery after you've arrived. Please check the surgery website for more information about how to do this. The Surgery is open on weekdays from 8am-5pm, with later opening times on Monday and Wednesday.

T: +44 (0)116 222 7272
W: demontfortsurgery.co.uk

It is very important that you register with a doctor as soon as you have enrolled on your course; do not wait until you are ill before doing this. This service is free and you will not have to pay any money to register.

European Economic Area nationals
EU citizens can currently access healthcare in the same way as UK students.

Health insurance
If you are not entitled to free NHS treatment, you should ensure that you have adequate insurance to cover medical costs. If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK. Endsleigh provides specific insurance cover for international students and other health insurance policies can be found by searching online.

Even if you are entitled to free NHS treatment while in the UK, you may want to consider taking out insurance to cover additional costs such as:
• Lost fees if you are unable to complete your course
• The cost of returning home if a relative is ill

Dentists
NHS dentist finder provides a list of local dentists who provide NHS treatment.

In an emergency situation only, you can contact an emergency dentist:
JDRM Dental Centre
10 Nelson Street, Leicester, LE1 7BA
T: +44 (0)116 295 1278

For more advice on NHS services for international students, visit UKCISA.
OPEN A UK BANK ACCOUNT

When can I open a bank account?
You will usually need to register on your course before you can open an account as the bank will need written confirmation from DMU that you are a full-time student. Once you have enrolled, you should be able to download a bank letter from the MyDMU app (check the My Documents tile).

What documents will I need to open a bank account?
Banks will normally ask for the following documents to prove your identity:

- Proof of identity: your passport with your student visa or, if you are an EU student, an EU/EEA identification card
- Proof of address: usually this will be a bank letter from DMU

What kind of bank account can I open?
As an international student, you should be able to open a basic bank account, which will usually provide a cashpoint or ATM card and internet banking. Basic bank accounts are usually free. Other types of accounts may carry a monthly charge or charge for other services. We recommend that you shop around to see which account is right for you. More detailed information about bank accounts is available from UKCISA.
WELCOME ACTIVITY

Freshers’ Week
When you arrive at DMU there is so much to take in, so Freshers’ Week is a great way for you to get involved with a programme of events and activities designed to help you make friends and enjoy your first week at university.

While you’re enjoying your introduction to life at DMU you will also be able to find out more about different sports clubs and societies and decide how you want to get involved. There will also be opportunities to meet the exec team from De Montfort Students’ Union, who are here to help you have the best possible experience at DMU.

Your DMU Welcome
There will be a range of online activities, events and information sessions in September, before the start of the academic year. For more detailed information, check the Your DMU Future international page.

MEET THE INTERNATIONAL STUDENT SUPPORT TEAM

The international student support team is based in Student Gateway and provides assistance and advice, both on arrival and throughout your time at DMU.

The team runs the airport coach pick-up service, as well as the Explore UK trips programme and i-Buddies (international buddy scheme). Contact us by email at any time or make an individual appointment.

We hope that coming to live and study at DMU will be the start of an exciting time for you. Moving to a different country can bring with it new experiences, friendships and opportunities; it can also bring new challenges too, and some students can take time to get used to a new environment, particularly if English isn’t your first language.

You may experience a culture shock when you move from one culture to a new and unfamiliar one. It is something that can affect many students (both UK and international) and it’s totally normal. You can read more about culture shock here.

You can contact the international student support team for support and advice at any point during your time at DMU.

E: iss@dmu.ac.uk
W: dmu.ac.uk/internationalsupport

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De Montfort Students’ Union (DSU) is here to empower you to create an unforgettable student journey by looking out for your wellbeing, creating a sense of belonging and providing a range of opportunities for you to get actively involved.

What we offer can be split into…

Voice
As your students’ union we’re here to amplify your voice, making sure it’s heard at all levels across the university. We’ll represent your academic interests through our elected student Officer Team, listen to you and empower you to make a difference. We also look after a fantastic team of Course Reps made up of elected current DMU students who represent you at a course level, and hold regular Student Councils.

Activities
We look after more than 200 student groups and societies which cater for a wide range of interests from salsa to politics! As well as this, there are more than 40 sports clubs, numerous volunteering groups and Demon Media – all of which give you a chance to be involved with something amazing while at DMU and make memories that will last.

Fancy meeting people from all around the world? Why not join our International Society? Still can’t find a student group you like? Don’t worry we’ll help you start your own.

Support
At DSU we provide a system of support that’s accessible to everyone. We’re here to help and advise; from our MyUniPal scheme which connects you with a student who’s done it all before, to our Advice team who support you with a range of welfare or academic queries. Our great team of advisors can support you with your course, finance, immigration, housing and generally making sure you’re feeling safe, well and happy! And the best bit? It’s all completely FREE and impartial.

Life
There is so much to get involved with while you study, from day trips to weekly nights out in our very own nightclub. Not your thing? No worries! We have a fantastic social space right in the heart of campus where you can find space to relax, our very own stationery/merchandise shop and our great value American-style eatery – SU’s Diner. Every penny of profit spent at your students’ union is also reinvested back into making our services and events both awesome and affordable.

Give it a Go
Still not sure what you want to get involved in? No worries, we’ve got you covered! Our ‘Give it a Go’ programme offers a range of free or discounted activities for you to get involved in with no commitment or membership fee required – all sessions are one off experiences! From taster sessions and trips to volunteering and enhancement workshops, there is something for everyone.
#DMUworks

#DMUWorks aims to help you become what employers need – a work-ready graduate with professional experience and industry skills on your CV.

Works activities include:

• Professional experiences, one-year placements, flexible internships and part-time work
• Work-readiness training, coaching and development
• Industry insider visits Gateway to the working world. We provide support, advice and guidance throughout your time at DMU and beyond. Our dedicated team offer one-to-one sessions and professional networking events to students and even graduates, who automatically get access to MyGateway – our online careers portal for jobs and events.

English language learning support during your studies

Once you have started your full-time course you are entitled to free English language support.

We offer free English language support and study skills classes on topics such as academic writing style, referencing, paraphrasing and summarising. Taught in a friendly classroom environment, with a workshop atmosphere, the sessions are available in the evening and during the day so should not clash with your existing timetable.

We also provide one-to-one bookable sessions which offer language advice for assignments.

add link to website

Student Finance and Welfare

The Student Finance and Welfare Team provides advice and guidance on issues relating to student funding and welfare, including tuition fees, scholarships, funding, bursaries and the processes for these. The team also provides advice and guidance on budgeting and money management. If you want to discuss your situation in more detail you can book appointments to review your finances or speak to an advisor about money management or budgeting. Click here to find out more.

Study skills

Prepare for success is an interactive web-learning tool with activity-based resources to help you find out about different aspects of academic life in the UK, and the skills needed for effective study. Once you’ve arrived at DMU the Centre for Learning and Study Support (CLaSS) provide tutorials, workshops and drop-in sessions to help you develop your study and learning skills.

See this information from UKCISA about UK study skills.

Wellbeing team

Counselling is available from the Wellbeing team, they also offer a range of services to promote emotional wellbeing, including #Healthy DMU Masterclasses. Lots of DMU students access counselling each year to address a range of issues, such as managing stress or anxiety and confidence building.

Mental health

The Mental Health Inclusion team provide advice, appropriate support and practical advice to students whose mental health conditions might otherwise affect their studies.

If you have a mental health condition please contact the Wellbeing & Mental Health Teams on wellbeing@dmu.ac.uk.

#Healthy DMU

HealthyDMU is our University wide approach to health and wellbeing. We're creating an environment that focuses on your health and wellbeing to help you to live a healthy, happy and productive life. That includes providing you with resources that support your development and studies, helping you to succeed and to achieve your potential.

The online HealthyDMU Hub brings together information on a whole range of wellbeing boosting activities, many of which are great fun, and may be things you've never considered.

Wellbeing events take place every day throughout the week and you can find out more about our activities on dmu.ac.uk/healthy.

Open Faith

At DMU we recognise that Faith can be an important part of our identity and helps us cope with many life situations. OpenFaith encourages students of all faiths and no-faith to explore spirituality, engage with mutual respect, celebrate diversity and discover common ground. The initiative encourages students and staff to access a variety of spiritual facilities including the prayer room, chaplaincy andbreathing space. DMU has a diverse team of Faith advisors who you can book a 1:1 appointment with. They are here to support regardless of your faith and beliefs. To find out more visit www.dmu.ac.uk/openfaith

Prayer Room Facilities

There is a large Muslim prayer room in the Portland Building basement on the DMU campus (PO 00.30-31). Imam Mohammed Laher is the Imam/Muslim Faith Advisor at DMU who provides pastoral care, spiritual support and leads daily congregational prayers at DMU. The Imam can be contacted via email: muslimchaplain@dmu.ac.uk

Chapel Facilities

At the chaplaincy we offer spiritual support and advice to students and staff. We are here to listen, talk and pray in a safe space. There is a weekly programme of Christian services, including Anglican, Catholic and Pentecostal prayers.

Disability Advice and Support (DAS)

The DAS team welcome students with a wide range of disabilities, medical conditions and specific learning differences. If you have a disability please contact DAS or call +44 (0)116 257 7593 to discuss your needs. DAS will require supportive evidence of your disability or mental health condition.

See page 39 for more detailed information.
ENGLISH LANGUAGE

Our dedicated Centre for English Language Learning (CELL) offers a range of courses designed to help you improve your language skills, before and during your studies.

The centre is accredited by the British Council for the quality of its teaching, so you can be sure you are receiving a high standard of English language tuition. Our highly experienced tutors have travelled the world teaching English language to students and other teachers.

English language learning support during your studies

Once you have started your full-time course you are entitled to free English language support.

We offer free English language support and study skills classes on topics such as academic writing style, referencing, paraphrasing and summarising.

Taught in a friendly classroom environment, with a workshop atmosphere, the sessions are available in the evening and during the day so should not clash with your existing timetable.

We also provide one-to-one bookable sessions which offer language advice for assignments.

YOUR RESPONSIBILITIES AS A TIER 4 SPONSORED STUDENT

As a Tier 4 sponsored student, you will need to comply with the conditions attached to your visa and cooperate with the university in fulfilling its sponsor licence duties.

Pay your fees:

Students who do not pay their fees in line with the tuition fees policy will be withdrawn from their course. The university is obliged to report any students who have not paid their fees to the UKVI which would put your immigration status at risk.

Attendance:

It is important required that you attend your lectures and tutorials. If you need to be absent from the university, you should notify your faculty as soon as possible. If your attendance is unsatisfactory and your absence is not authorised, you may no longer be able to study the course and the Home Office will cancel your visa.

Employment:

Many students choose to take on part-time work during their studies. As an international student, you may be permitted to undertake work. However, you must ensure that the work you do does not breach the terms of your visa. Students who are in the UK on a Tier 4 general visa studying at degree level or above are permitted to work a maximum of 20 hours a week during term time. Should you breach the terms of your visa through work, you are putting your place on your course and your immigration status in the UK at risk. The university is obliged to report any students that may be breaching the terms of their visa. You will not be able to increase the amount of time your visa permits you to work.

Please note that if you leave your course early without completing it, you won’t be permitted to work during the period between you leaving DMU and your visa ending.

Term time address: As a Tier 4 student, your main reason to be in the UK is to study the course you have been sponsored by the University to do. Therefore, the university expects Tier 4 students to choose a term time address that is close enough for the university that your journey to the campus will not be too long or too expensive for you to be able to attend all of your classes. The university expects our Tier 4 students to have a term time address within 40 miles of campus – students that declare a term-time address outside of a 40-mile radius from campus will need to be able to evidence there is a credible reason for this location and that it will not impact on their ability to attend class.
WORKING IN THE UK

Many international students work part-time during their studies in order to develop new skills and gain valuable work experience. Working can help you to earn extra money, but you should not rely on part-time work to pay your tuition fees or accommodation.

Can I work while I’m studying?
If you are in the UK on a student visa for more than six months, then you will usually be able to work while you are studying. Check your passport sticker for your entry clearance restrictions. If you are coming to the UK for six months or more and you have not been given permission to work, we suggest you consult the DSU welfare team.

What kind of work can I do?
If your student visa allows you to work, you will normally be able to work for up to 20 hours a week during term time and full-time during the holidays. Before working full-time, check the official university holiday dates. You must not work more than this otherwise you will be committing a criminal offence. This could have serious consequences, including a possible fine, imprisonment or removal from the UK.

Average pay for part-time work in Leicester is around £7 per hour, though some students may earn more than this. We suggest that you don’t work more than 10-12 hours per week while studying.

National Insurance number
A National Insurance (NI) number is your own personal reference number for the UK tax system. You do not need to have an NI number before starting work, although many employers prefer students to already have an NI number, and once you get a job you will need to have one.

You can apply for an NI number for free by phoning 0800 141 2075, between 8am and 6pm, Monday to Friday. You will usually be asked to provide personal details, including your passport or visa number, your date of arrival in the UK and a full UK address, including your postcode, so it’s a good idea to have all of this information ready when you call.

Please check here for more information.

Working and your Tier 4 responsibilities
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MAKE FRIENDS

Although you’ve come to DMU to study, it’s also important to find time to rest, relax and make friends too. Here are some of the activities that take place on campus:

Student Volunteering
More than 4,000 of DMU’s students volunteered or went on events last year. For many, it was their chance to make a difference to the lives of others and to transform communities both in the Leicester and overseas.

Many students say the experience has changed their perspectives on life and also increased their employability.

Volunteering
The university’s volunteering programme, DMU Local, aims to create positive change across Leicestershire, as well as in communities across the world. Hundreds of DMU students and staff members volunteer to work across the city on more than 125 projects and activities each year.

As well as across Leicester, students have opportunities to volunteer worldwide, which has already included supporting refugees across Europe and helping disadvantaged communities in India and the US. Volunteering can be a life-changing experience – in our most recent survey with DMU Local volunteers, 90 per cent believe it increased their chances of getting a job.

i-Buddies
Our buddy scheme matches you with a current DMU student who can help you to make new friends, show you the city and help you to settle into your new life in Leicester.

Sporting facilities
The Queen Elizabeth II Diamond Jubilee Leisure Centre has a 25-metre six-lane swimming pool, sauna, 13-metre climbing wall, sports hall, free-weights area, fitness suite and a comprehensive fitness programme with a variety of activities, from aerobics and abs blast, to yoga and Zumba. Our Beaumont Park facility boasts a recently improved clubhouse, two all weather 3G artificial pitches, two FA-standard grass pitches and floodlights for night games.

Recreational sport
We’re committed to providing every opportunity for students to maintain a fit and active lifestyle, whatever their ability or confidence level. Our DMU Active programme is delivered by students and offers an extensive range of free activities, one-off events and internal leagues in a range of sports including tennis, basketball, lacrosse, netball and badminton.

Performance sport
The Watershed, our indoor training environment for clubs and societies, offers land-training facilities for rowing, as well as a dedicated strength and conditioning gym for selected club members. The Watershed is home to fencing, archery, dodgeball, rowing, and some of DMU’s specialist societies. Dedicated strength and conditioning coaches work with selected sports teams to develop fitness and strength. They also educate students.

EXPLORE THE UK

Travelling around the UK
Leicester is situated in the heart of England and is a great location if you’re planning to do some sightseeing in the UK.

Rail
Leicester railway station is approximately 15 minutes’ walk from campus. Rail is usually one of the fastest ways to travel around the UK.

Leicester is 99 miles (159km) from London and just over one hour by train. It is usually cheaper to travel outside peak times or at weekends.

Student railcards currently cost £30 for a year (or £70 for three years) and will save you a third on the cost of rail tickets. More information and timetables are available online.

Coaches
Travelling by coach is usually much cheaper than the train, although you will find that journeys take longer. National Express operates a national coach service and has an enquiry and booking office at Leicester’s bus station. A young person’s coach card is available for people under 26 and costs £10 per year and saves you up to 30 per cent on tickets.

More information and timetables are available online.

Driving
If you are planning to drive in the UK it is very important to make sure that you meet all of the legal requirements which apply to both the driver and to the vehicle, and that you are aware of the correct procedures. You may be committing a criminal offence if you drive without correct documentation. Check UKCISA for the most recent information. Please read and understand this information if you are planning to drive a car.
STAYING SAFE

Leicester is a safe place to live and study. However, we recommend following these basic precautions to look after yourself and your belongings:

- Always lock your doors and windows if you are going out, whether you are in private accommodation or halls of residence. Never leave your room unlocked, even for a short time.
- Do not keep cash in your room, or carry large amounts of money with you; keep it in your bank account. If you need to exchange money you should only use reputable providers and banks.
- Do not leave valuables on display, particularly if you’re walking in the street or in a park by yourself, including mobile phones and iPads.
- Do not leave valuables unattended in public, even at university or in common areas such as computer suites or the library.
- When walking at night avoid badly lit areas and be aware of your surroundings and other people around you. If you’re coming home late at night, try to come home with others if you can.
- When on a night out take only the amount of cash you need rather than your bank card but do not take excessive amount.
- If you have a bicycle use a D-lock; these are available free from DMU security.

We recommend reading the British Council publication Creating Confidence, which offers more information on safety and security for international students.

DMU security

The DMU security team is available 24 hours a day, 365 days a year. The team patrol campus and operate a CCTV system. If you have any questions or concerns about your safety you can contact security at any time. We recommend saving their number in your phone +44 (0)116 257 7642.

Police

The police in the UK are friendly and helpful. As a visitor, you are entitled to the same service as anyone else. If you are the victim of a crime, report it to the police as soon as possible.

The University has a DMU Police Team, PC 4550 Sam Burton and PCSO 6514 Oliver Cordier. They are often around the campus and have a base in Gateway House.

PC Sam Burton and PCSO Oliver Cordier

Contact your Policing Team

Non-emergency 101
Emergency 999
E: DMU@leicestershire.pnn.police.uk
W: http://leics.police.uk

Identification

You do not need to carry your passport or BRP with you when you go out, although you may find it useful to carry some sort of identification. Remember that both your passport and BRP are both very important documents – keep them safe. It is a good idea to keep photocopies of your passport, BRP and other documents separately in case of loss.

DISABILITY, SPECIFIC LEARNING DIFFERENCES, MENTAL HEALTH AND MEDICAL CONDITIONS

The university welcomes and supports disabled international students, and the disability advice and support and mental health inclusion teams can support you to make the most of your time in Leicester and remove barriers to learning.

There’s a great range of support available for you and we can help to ensure you’re able to access all the relevant and appropriate sources of assistance.

The university does not discriminate against people with disabilities. Please remember to send any supporting evidence you have to us as this will also help to understand your support needs.

International disabled students are not entitled to UK government funding for academic support. In addition to academic support, you’ll need to think about the informal support you usually receive from friends and family, and about who will provide this for you when you come to Leicester.

Before you start

The more information you share with us, the better we can assist you.

It is important that you have a discussion with one of the team – this is to ensure that we have a clear picture of the type of support you are going to need when you study with us.

We can work with the accommodation office if you need adapted accommodation too.

Types of support

Academic support (where appropriate)

- Handouts and lecture presentations in advance
- DMU Replay (the name of our service for creating classroom recordings) is available for all students in academic-led sessions
- Access to campus-based computers with assistive technology (including text-to-speech, mind-mapping and magnification software)
- Equipment loan
- Adapted accommodation
- Individual exam arrangements
- Extended library loans
- Library lift keys

Non-medical helpers

There are different types of non-medical helpers who can assist you, including:

- Mobility support
- Library support workers
- Group study strategy sessions
- Specialist mentors
- Sign language interpreters
- Transcription i.e. braille etc.

Personal care

We are unable to provide you with any personal care. We cannot provide help with washing, cooking or dressing.

If you need this support we can supply you with agencies in the local area that can provide this type of support but the cost will need to be factored in to your own expenses.

Contact us on disability@dmu.ac.uk or mentalhealthadvice@dmu.ac.uk or call +44(0)116 257 7595

We look forward to welcoming you to DMU.
Finance Income Section
T: +44 (0)116 207 8810
E: income@dmu.ac.uk

Student Finance and Welfare
T: +44 (0)116 257 7595
E: sfw@dmu.ac.uk

International Student Support
T: +44 (0)116 250 6388
E: iss@dmu.ac.uk

Accommodation Office
T: +44 (0)116 257 7513
E: accommodation@dmu.ac.uk

DSU Welfare Team
T: +44 (0)116 257 6307
E: dsuadvice@dmu.ac.uk

Doctoral College
T: +44 (0)116 250 6309
E: researchstudents@dmu.ac.uk

Admissions
T: +44(0)116 207 8443
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Opening hours:
Monday to Friday 9am-5pm

dmu.ac.uk/students