



Your International
Student guide 2022/23



Contents

Introduction	3
Key dates for 2022/23	6
<u>Before you travel to the UK</u>	
Pre-departure checklist	5
Arrange your accommodation	9
Plan your budget	11
What to bring	13
<u>When you arrive in the UK</u>	
Arrivals checklist	15
Arriving at the airport	17
Checking in to DMU accommodation	19
Get connected	21
Your Biometric Residence Permit	23
Explore Leicester	25
Register with the health centre	27
Open a UK bank account	29
International Registration Week	31
Meet the International Student Support team	33
De Montfort Students' Union	35
Student Support Services	37
The Centre for English Language Learning (CELL)	40
Student Visa Responsibilities	42
Working in the UK	44
Making friends	46
Exploring the UK	48
Staying safe	50
Disability support	52



Introduction

Welcome to De Montfort University Leicester (DMU), a proudly international community at the heart of an exciting and diverse city.

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.

Your time at DMU will be greatly enhanced by international opportunities linked to your studies, and by the wealth of cultural, community and career opportunities available to you. Our DMU Global international experience programme provides a wide range of exciting overseas, on-campus and online experiences for students, and aims to enrich studies, broaden cultural horizons and develop key skills valued by employers.

Our modern campus is a vibrant and safe place to live and learn, and our great home city, Leicester, is friendly, welcoming and diverse. Leicester has been named the fourth most vibrant city in the UK, putting it ahead of the likes of Bristol, Edinburgh, Leeds and London (Top Cities Vibrancy Report, 2022), as well as the best city in the East Midlands to live and work (Good Growth for Cities Index, 2022).

Leicester is the perfect base for exploring the rest of the UK with great transport links to destinations such as London and Birmingham.

Studying abroad is an exciting opportunity – a way to unlock your potential, develop your skills and achieve something new. DMU is dedicated to helping you become an empowered, responsible and active global graduate and citizen, with the skills and experience you need to succeed at university and beyond.

As you'll read in this guide, 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.





Pre-departure checklist

Please read through this list to check you've completed everything you need to do before you travel to the UK.

Apply for a visa (if required)

The UK has strict immigration laws for visitors and students. International students will need to apply for a student visa and provide evidence of study to gain entry to the UK. If you are an EU student, you will also need to apply for a student visa, unless you have been successfully granted pre-settled or settled status under the EU Settlement Scheme. There's information on our 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 immigration responsibilities of you and the university. Please take some time to read this advice [here](#).

Book your airport pick-up

DMU provides a free airport pick-up service from London's Heathrow Airport on Monday 16 January to coincide with the start of International Registration Week.

Find out more and book online [here](#).

Have your documents ready

You will need to bring with you your acceptance letter from DMU or CAS offering you a place on a full-time course.

Please also bring evidence of financial support – this should be a bank statement or a letter from your sponsor.

Covid-19 and arriving in England

Check any current Covid-19 [testing and quarantine rules](#) for arriving in England.

Arrange insurance

Don't forget to 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](#) provides specialist insurance for students.

Key Dates

Monday 16 January 2023

Airport pickup service

Tuesday 17 -

Friday 20 January 2023

International Registration Week

Monday 23 January 2023

Faculty inductions begin for Postgraduate courses

Monday 30 January 2023

Start of Postgraduate teaching

Plan your budget

It's helpful to work out how you will organise your finances while you're studying in the UK. Please see page 11 for more information on the cost of living and bringing money with you.

Your DMU pre-Induction

Your DMU pre-Induction is an online programme made up of different topics covering your faculty and programme, your teaching and learning environment and the academic and support services available. You will receive an invitation by email to take part in induction.

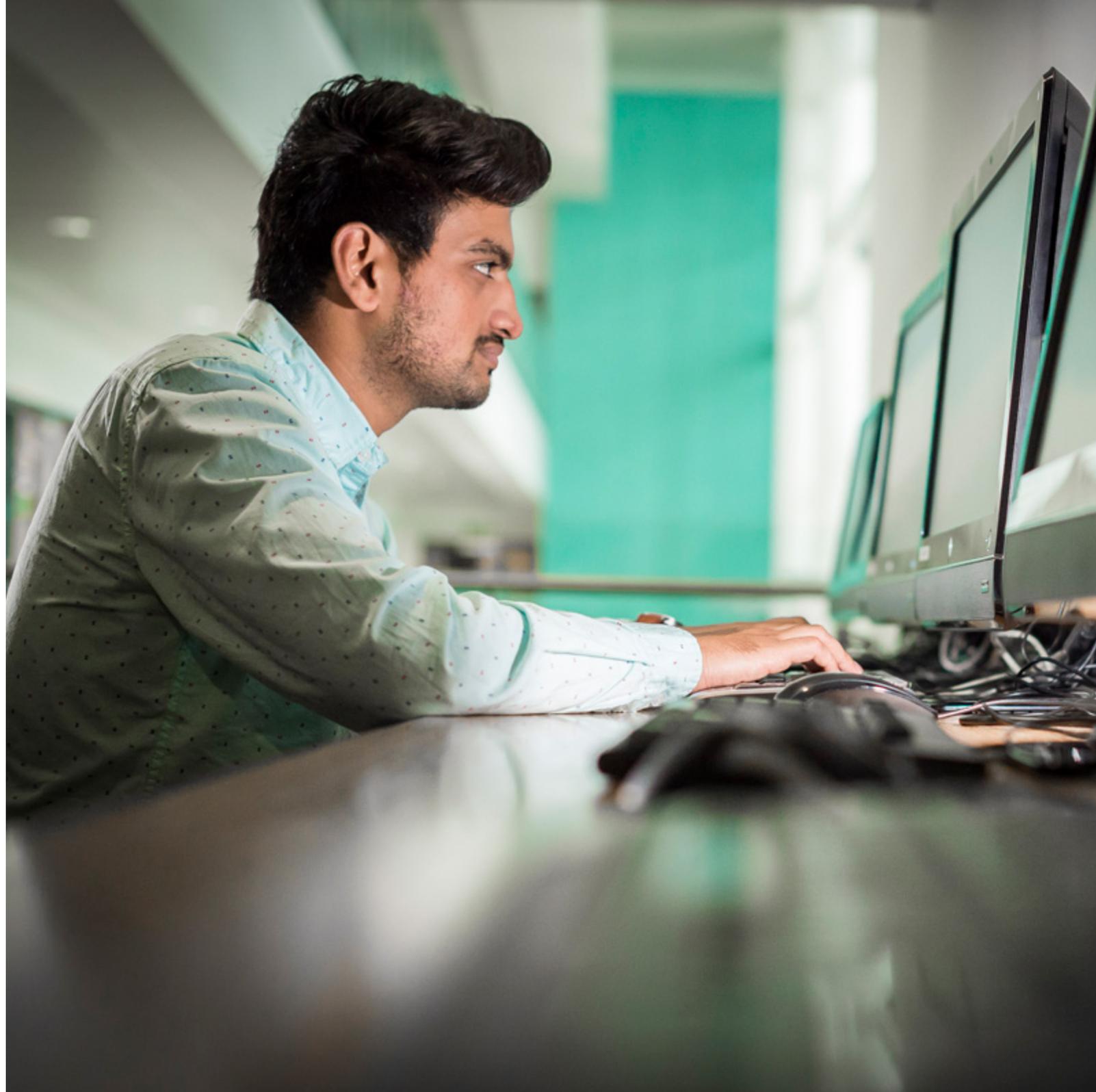
International Registration Week

We recommend joining this week of activities and information for international students, which coincides with the start of in-person registration for international students.

Check [here](#) for more information.

Pack your bags

The weather in the UK can be very changeable. Take a look at page 13 for more information on what to bring.





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

All of our modern student accommodation is within easy walking distance of our campus and the city centre, with Leicester's many attractions only minutes away. International students can choose from nine different halls of residence. All 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 please click [here](#).

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 moving into private accommodation. We strongly advise you to get their opinion on the contract before signing anything.

Sulets

Sulets is a lettings agency jointly run by De Montfort Students' Union and the University of Leicester. The staff at Sulets 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's really important you ensure you have sufficient funding in place for the duration of your course. As a condition of obtaining a UK student visa, you will usually need to provide evidence of funds to pay your course fees, living costs and accommodation.

Cost of living

It's important to work out your predicted expenditure before you come to the UK. [The British Council](#) suggest that international students in the UK spend between £800 and £1,200 per month whilst in the UK - this includes accommodation, food, clothing, entertainment, books, laundry and phone internet bills, but not travel to and from your home country, or your fees. The actual amount you need may vary, depending on your own lifestyle and 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 you can bring into the UK. However, if you bring money worth 10,000 euros or more (including money in other currencies) 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, so you may not be able to transfer money from home as easily and quickly as you might expect.

It's important to make sure 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

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're coming to the UK for a long time. We advise trying 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, read this checklist to help you work through the steps you need to do to start your course and settle into your new surroundings.

Go through border control

See page 17 for more information about what to expect and how to prepare.

Travel to DMU

Book a place on our [Heathrow airport pick-up service](#) or find information about travelling to DMU using public transport [here](#).

Check in to your accommodation

Details about how to check in to your 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 21.

Register on your course

You should receive information directly from us about your registration.

Pay your tuition fees and accommodation fees

Check our [tuition fee payment policies](#) or [contact us](#) if you need further information.

Explore Leicester

It's useful to look around and find your nearest supermarkets and food shops. See page 25 for information about Leicester.

Get your Biometric Residence Permit (if applicable)

See page 23 for more information.

Register with the health centre

When you first arrive on campus, we recommend registering with a doctor. Registration is free and will mean you're able to see a doctor more quickly and easily.

See page 27 for more details about the UK's health service and how to register online.

Open a bank account

You'll need to enrol on your course before you can do this, as you usually need proof that you're a student first. See page 29 for more details about how to open a bank account.

Get involved in international Registration Week

See page 31 for more details.

Meet the international student support team

Please see page 33 for information about the support services that are available to international students studying at DMU.

Apply for a National Insurance number

If you're are planning to work in the UK during your studies, you will need a National Insurance number. More information about working can be found on page 44.

Download a council tax exemption certificate

[Council tax](#) is a fee that is charged to everyone, including international students. Full-time students can claim exemption from council tax if able to supply a certificate as evidence of student status. You can now download and print your own council tax exemption certificate through the My Documents tile on your [MyDMU dashboard](#).

Sign up for English classes

Through the [Centre for English Language Learning \(CELL\)](#), undergraduate, postgraduate and research students can all access one hour of live online academic English per week, one hour of live online English Café chat and weekly self-study videos.

Make friends

See page 46 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). Do not enter the UK as a short-term student, as you may have to return to your home country within six months to re-apply for a 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 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 undertaken in your home country
- If you have family connections in the UK
- What your accommodation arrangements are, remember university policy states your term time address must be within 40 miles of campus
- What you plan to do when you finish your course

More information about going through UK border control and customs is available [here](#).

In the unlikely event that you have any problems at immigration, the office number of the DMU Visa Compliance Team is +44 (0)116 207 8780, or email immigrationcompliance@dmu.ac.uk.

Airport information points

You will find information points at all terminals at Heathrow and Gatwick Airports. Staff will be able to help you with onward travel to Leicester 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 by the time you arrive, staff at airport information points may be able to help you to find accommodation.



Checking into DMU accommodation

If you are staying in halls of residence, it's important that you notify hall management 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 accommodation, you will receive a free bedding pack.

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

Arriving during office hours

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

Arrival outside office hours

If you're arriving outside after 5pm or at the weekend, please notify your hall of residence.

On arrival please proceed as follows, depending on which hall you have booked:

Bede Hall, New Wharf Hall and Waterway Gardens

It's essential that you email halls@dmu.ac.uk to inform them of your arrival time and date. On arrival, please go directly to your hall, and if there isn't a member of staff available please call DMU security on +44 (0)116 257 7642.

The Grange, Newarke Point, Castle Court and Liberty Park

Please go directly to your hall. After 8pm contact +44 (0)300 303 1611 to ask for security to give you your keys.

The Glassworks

Please go directly to The Glassworks. After 5pm contact +44 (0)116 326 6155 to ask for security to give you your keys.

Newarke Street

Please go directly to Newarke Street, and if there isn't a member of staff available please call them on 07480 843 409.





Get **connected**

Mobile phones

If you want to buy a mobile phone, there are a number of major mobile networks, including O2, Vodafone, EE and Virgin Media. There are two main ways of using a mobile phone: pre-paid mobile phones (often known as pay as you go) and phones supplied through a contract. We recommend shopping around to see which arrangement works best for you.

Phone cards

You can buy special international calling cards at local shops. These are produced by a range of companies, so it might be worth shopping around to find the card which offers the best deal and checking with other students from your home country.

DMU internet

Internet access is available in all DMU halls of residence. Internet packages vary depending on which hall you are in, and need to be arranged separately to your housing contract. Speak to the staff in your hall for more information.

WiFi on campus

There is a wireless network on campus which allows you to connect to the university network so you can access email, the internet and other services. Once you have registered, speak to your faculty office to get connected.



Your Biometric Residence Permit

If you have a student visa for six months or more, you will usually be issued with a 30-day entry visa (sometimes called a travel vignette or entry clearance visa) that allows you to enter the UK when you first arrive. Once you are at DMU, we will contact you with details of how you can collect your Biometric Residence Permit (BRP).

At the UK border

At the time of applying for your visa, you will usually you will be given the choice to either collect your BRP from 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.

Your BRP will be your visa for the duration of your stay in the UK and you will need this to travel in and out of the country in the future. If you have chosen collection from the university, we will contact you when it arrives and provide you

with instructions on how to collect it. Once you have your BRP, you should carefully check all the details on it are correct. You must report any errors to UK Visas and Immigration within 28 days of receiving the document. If you think you have an error on your BRP, please contact the DMU Visa Advice Team, who will be able to assist you. 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 somewhere safe at home.



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. Leicester's Lanes – a maze of quirky and Instagrammable streets – complements this with a wealth of independent options.

Countryside and parks

Students can relax in Castle Gardens, a park located next to campus. You can take a walk along the Leicester Line of the Grand Union Canal, which runs through campus and the city. On the outskirts of the city is Bradgate Park, where you can spot deer or enjoy countryside walks.

Festivals and events

Leicester has a full calendar of festivals and events, such as the Leicester Comedy Festival, 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. As official partner to Premier League football club Leicester City, 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, Britain's oldest professional basketball team Leicester Riders and Leicestershire County Cricket Club.

Culture

Arts and culture are renowned across the city. Students interested in film, theatre and performance can visit Leicester's Cultural Quarter, enjoy live performances at Curve theatre, or see a movie at the Phoenix or Showcase cinemas.

There are also a number of galleries and museums, including the King Richard III Visitor Centre and the National Space Centre, and on your travels you'll spot that Leicester is lined with colourful street art that brings the city to life.

Restaurants and cafés

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

Supermarkets

The four biggest supermarkets nearest to campus are Tesco, ASDA, Sainsbury's and Morrisons, with Tesco being the closest. 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 has the largest outdoor covered market in Europe. It sells a wide range of fruit and vegetables from all over the world, offering great value and choice – ideal for students on a budget.

International food

Leicester has a wide variety of shops and small supermarkets specialising in different types of cuisine. Narborough Road has a wide selection and one of the main centres for Indian shops is the nearby Belgrave Road. [Learn more about Leicester's attractions.](#)



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 student visa you are likely to have paid the Immigration Health Surcharge which will allow you to access NHS treatment. 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.

GP registration

A general practitioner (GP) is a community-based doctor. It is important to register with a GP while you are at DMU. You can find a list of GP practices near to [where you will be living](#). If you take regular medication, please bring at least two months' supply with you from your current doctor.

De Montfort Surgery

De Montfort Surgery is on campus and is an NHS general practitioners' surgery which provides medical care for students and some local residents. If you live within its catchment area you can now [register online](#).

Health insurance

If you are not entitled to free NHS treatment, you should ensure you have adequate insurance to cover any medical costs. If you already have medical insurance in your home country, please check whether you can extend it to cover your time 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're 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 only, you can contact our recommended 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, please 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.

What documents will I need to open a bank account?

Banks will normally ask for the following documents:

- Proof of identity: usually your passport and your student visa
- Proof of address: usually this will be a bank letter from DMU

Once you have enrolled, you should be able to download a bank letter from the [MyDMU app](#) (check the My Documents tile).

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, although some accounts may carry a monthly charge or additional fee 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](#) and from [DMU international student support](#).





International registration week

All new international students are invited to join International Registration Week, which is a great opportunity to adjust to a new city and get settled in before you start your studies.

The programme runs from Tuesday 17th to Friday 20th January. In addition to on-campus activities, the week of events will include practical advice on things such as healthcare, opening bank accounts, and study support. There'll also be campus tours and social events to help you meet other new students, as well as information on how to get

involved in student societies, music and sports. You can find more information about [International Registration Week](#) online and sign up for updates and the full schedule once it's available.

Meet the international student support team

The international student support team provides assistance and advice, both on your arrival to the UK and throughout your time at DMU.

The team runs an airport coach pick-up service, as well as [Explore UK trips](#) and [i-Buddies](#) (international buddy scheme).

Once you've registered as a student, you can book an appointment with the international support team through [MyGateway](#).

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 for some students it 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



De Montfort Students' Union

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.

Voice

As your students' union, DSU is there to amplify your voice, making sure it's heard at all levels across the university. It represents your academic interests through its elected student officer team, listens to you and empowers you to make a difference.

It also looks after a fantastic team of course representatives, made up of elected DMU students who represent you at a course level, and hold regular student councils.

Activities

DSU looks 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 the student media group 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? If you can't find a student group for something you're interested in then DSU can help you start your own.

Support

DSU provides a system of support that's accessible to everyone. It's there to help and advise, from the MyUniPal scheme which connects you with a student who's done it all before, to the advice team who supports you with a range of welfare or academic queries. This great team of advisors can support you with your course, finance, immigration, housing and generally making sure you're feeling safe, well and happy. All advice and support given is completely free and impartial.

Life

There is so much to get involved in while you study, from day trips to nights out in DSU's very own nightclub.

DSU's Campus Centre is a fantastic social space right in the heart of campus. It's full of hub spaces to relax and socialise in, and also has a stationery and merchandise shop, food shop and an American-style diner. Every penny of profit spent at your students' union is reinvested back into making its services and events awesome and affordable.

Give it a Go

Still not sure what you want to get involved in? No worries, DSU has got you covered! The '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's something for everyone.

W: demonfortsu.com

 Facebook: [/demonfortstudents](https://www.facebook.com/demonfortstudents)

 Twitter: [@demonfortsu](https://twitter.com/demonfortsu)

 Instagram: [demonfortsu](https://www.instagram.com/demonfortsu)

 YouTube: [demonfortsu](https://www.youtube.com/demonfortsu)

Student support services

Benefit from our award-winning careers service – DMU Works

Last year (2021), DMU was named the best university in the UK for helping students build their career.

That award-winning careers support means that, thanks to our DMU careers commitment, you can access:

- A range of work experience opportunities, including specialist job boards for international students.
- Flexible and personalised career support tailored to your needs, including placement years which count towards your degree on specific courses.
- A range of specialist sessions and workshops for international students.
- Unlimited access to digital tools including LinkedIn Learning courses, practice interviews, self-assessments, and instant personalised CV feedback through the DMU Works Skills Hub.
- Lifelong careers support after graduation.

DMU Works provide support, advice and guidance throughout your time at DMU and beyond. Our dedicated DMU Works team offers one-to-one sessions and professional networking events to students and even graduates, who automatically get access to MyGateway – our online careers portal.

English for academic success at the Centre for English Language Learning (CELL)

As a DMU student, you have access during term time to free English language sessions to enhance both your academic and general English.

The first hour is for academic skills such as academic writing style, referencing, summarising and academic speaking. Self-study videos support these sessions. The second hour, the English Café, focuses on general speaking topics, pronunciation and culture. [Click here to book.](#)

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

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 adviser 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 \(CLaSS\)](#) provides resources, materials and workshops to help you develop your learning skills.

There's more information from UKCISA about [UK study skills](#).

Wellbeing support

The wellbeing team offers a range of services to promote emotional wellbeing, including counselling and 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. Counselling can only be accessed if you are in the UK.

Mental health

The mental health inclusion team provides guidance, appropriate support and practical advice to students whose mental health conditions might otherwise affect their studies.

If you have a mental health condition, you can contact the team at wellbeing@dmu.ac.uk

Healthy DMU

Healthy DMU is our university-wide approach to health and wellbeing. We're dedicated to creating an environment that focuses on your health and wellbeing to help you to live a healthy, happy and productive life. To support this, we provide you with resources that support your development and studies, and help you to succeed and achieve your potential.

The online Healthy DMU 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 week during term time and you can find out more about our activities at dmu.ac.uk/healthy

OpenFaith

DMU recognises that faith and spirituality can be an important part of our identity.

Faith can support a sense of community on campus and help us to face the challenges of life. [DMU OpenFaith](#) allows students of all faiths and none to explore spirituality and to engage with others with mutual respect.

As part of Healthy DMU, OpenFaith encourages us to connect with others to celebrate our diverse community and discover common ground. DMU students have access to a variety of events and spaces including the prayer rooms, chapel and Breathing Space.

Students can also access support through [volunteer faith](#) advisers who can offer one-to-one support, regardless of your faith and beliefs.

Muslim prayer rooms

Muslim prayer rooms are located in the Portland Building on campus (PO 00.30-31). Imam Mohammed Laher is the Muslim faith adviser at DMU, providing pastoral care, spiritual support and leading daily congregational prayers. Mohammed Laher can be contacted via email at muslimchaplain@dmu.ac.uk.

Christian chapel

Our chapel is located in Portland building PO 00.13 and is open for regular services or quiet prayer and reflection. Our Christian faith adviser Father Johannes Arens can be contacted via johannes.arenas@dmu.ac.uk

DSU Faith Societies

The De Montfort Students' Union (DSU) offer a wide range of student faith groups which students can join at any time. Search for a society [here](#) or find out more about starting a new group by emailing dsuopportunities@dmu.ac.uk. Student Societies can book the Chapel, Sharing and Breathing Space for faith related activity via email at healthyDMU@dmu.ac.uk.

Disability advice and support

The Disability, Advice and Support Team welcomes students with a wide range of disabilities, medical conditions and Specific Learning Differences. If you have a disability please contact the team by calling +44 (0)116 257 7593 to discuss your needs. We will require supportive evidence of your disability or mental health condition.

See page 52 for more detailed information.



The Centre for English Language Learning (CELL)

CELL has been accredited since 2008 by the British Council for the quality of its English Language teaching, and was awarded nine 'Areas of Strength' in the most recent inspection in 2021, including for teaching and course design. [Visit the CELL homepage to find out more](#)

Pre-sessional English courses

Over the years, we've successfully prepared thousands of students from all over the world with our intensive pre-sessional courses, who have then gone on to study their DMU degree. We produce our own in-house materials and have recently been awarded a prestigious [Green Gown commendation](#) for the quality of those materials, supporting the United Nations Sustainable Development Goals.

In-sessional English for academic success (EfAS)

As a DMU student, you can access CELL's free self-study materials and join a free one hour group session for academic English, followed by an hour of English Café chat.

Sessions are designed to fit around main degree timetables. You will be able to book a place once you receive your timetable by visiting the EfAS [webpage](#).

Joining an EfAS course also gives you priority access to one-to-one bookings for your individual assignments, such as essays and reports.

We also have separate provision for PhD and research students.





Your student visa responsibilities

As the holder of a student visa, 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. DMU is obliged to report any students who have not paid their fees to the UK Visas and Immigration agency, which would put your immigration status at risk and may result in the cancellation of your visa.

Attendance

It is important 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 student visa and 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 when you leave DMU and your visa ending.

Term time address

As the holder of a student visa, 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 student visa holders 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. We expect our student visa holders to have a term time address within 40 miles of campus. Students that declare an address outside of this radius from campus will need to be able to evidence a credible reason for this location and that it will not impact their ability to attend class.

Working in the UK

Many international students work part-time during their studies 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, please contact visaadvice@dmu.ac.uk for assistance.

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 £8 per hour, though some students may earn more than this. We suggest that you don't work more than 10 to 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.

Please check [here](#) for more information and details on how to apply.

UK Council for International Student Affairs (UKCISA) also provide [useful guidance](#) for students on working in the UK whilst studying.





Make friends

Although you've come to DMU to study, it's also important to find time to rest, relax and make friends, too.

Volunteering

Many students say [volunteering](#) has changed their perspectives on life and also increased their employability.

Volunteering can be a life-changing experience – in a recent survey with DMU volunteers, 90 per cent believe it increased their chances of getting a job. It can also be a great way to meet new people, learn new skills and perhaps practice your English. Visit [DSU](#) to get started and look for volunteer opportunities.

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.

Societies

There's an activity to suit everyone's interests among [DSU's Societies](#).

There are currently upwards of 100 societies to choose from. You'll find everything from culture and faith groups to hobbies and interests. They offer a great opportunity to make friends and meet like-minded people.

Sports

DMU has state-of-the-art sport facilities for all your fitness and sporting needs.

These include the Queen Elizabeth II Diamond Jubilee Leisure Centre, the Watershed facility and grass and artificial pitches at Beaumont Park for outdoor sports.

DMUactive

We're committed to providing every opportunity for students to maintain a fit and active lifestyle, whatever their ability or confidence level.

Our [DMUactive programme](#) is delivered by students and offers an extensive range of free activities, one-off events and internal leagues. These are in a range of sports including tennis, basketball, lacrosse, netball and badminton. Students using the facilities can choose between [membership](#) or [pay as you go](#).

Sports clubs

We have over 40 sports clubs for you to get involved with here at DMU, and you can find details about them all on our [sports clubs page](#).

DMU enters teams into local leagues, British Universities and Colleges Sports (BUCS) and individual competitions. Most of our clubs have a dedicated sports coach and some have strength and conditioning support to help them reach their goals in training and competition.

Explore the UK

Explore UK Programme

The [Explore UK programme](#) usually runs a different trip each month to towns, cities and cultural centres. In the past there have been visits to Oxford, Scotland, Liverpool, York, Stonehenge, Wales and Windsor Castle. The programme tries to introduce new destinations every year and it's a great way to see the country and make new friends at the same time.

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 less than a mile 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 an 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.

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 £12.50 per year and saves you up to 30 per cent on tickets.

Driving

If you are planning to drive in the UK it's important to make sure you meet all of the legal requirements which apply to both the driver and 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.



Staying **safe**

Leicester was recently awarded the prestigious Purple Flag accreditation which recognises the city as a vibrant destination for dining, entertainment and culture, while promoting the safety and wellbeing of visitors and local residents. 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, tablets and laptops.
- 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 poorly 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 an excessive amount.
- International students have been the target of [fraud attempts](#) when they start at universities. Students have typically been contacted by people claiming to be officials from the UK or their own country and large sums of money have been demanded to resolve problems that could force them to leave the UK. If you receive this type of call it is most likely to be false. Always refuse to pay initially and then seek help and advice from a tutor, security or the police. This is a professional fraud and will sound very authentic.
- If you have a bicycle use a D-lock –these are available free from DMU security.

DMU security

The DMU security team is available 24 hours a day, 365 days a year. The team, based in the Estates Building, patrols campus and also operates a CCTV system. If you have any questions or concerns about your safety you can contact security at any time. We recommend saving the 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.

There is a DMU Police Officer who is based on campus in the Estates Building.

Contact your Policing Team by calling these numbers:

Non-emergency: 101

Emergency: 999

If you need to report a crime or incident to them you can [report it online](#).

E: DMU@leicestershire.pnn.police.uk

W: leics.police.uk

The British Council also provide a useful guide to [Staying Safe in the 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 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 support

Our disability advice and support team 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 to you and we can help ensure you're able to access all the relevant and appropriate sources of assistance.

DMU does not discriminate against people with disabilities. Please remember to send any supporting evidence you have to us, as this will also help us to understand your 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's important that you have a discussion with a member of our support teams – 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, mindmapping 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

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 service, but the cost will need to be factored in to your own expenses.

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

We look forward to welcoming you to DMU.

Finance Income

T: +44 (0)116 207 8810

E: income@dmu.ac.uk

Student Finance and Welfare

T: +44 (0)116 257 7595

E: sfv@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

Doctoral College

T: +44 (0)116 250 6309

E: researchstudents@dmu.ac.uk

Admissions

T: +44(0)116 207 8443

E: admissions@dmu.ac.uk

**Centre for English Language Learning
(CELL)**

T: +44 (0)116 250 6571/257 7258

E: englishlanguage@dmu.ac.uk

Student Gateway

Ground Floor

Gateway House

Leicester

T: +44 (0)116 257 7595

dmu.ac.uk/students