YOUR
INTERNATIONAL
STUDENT
GUIDE
2021/22
BEFORE YOU TRAVEL: COVID-19 AND ARRIVING IN THE UK

Please make sure that you follow UK Government rules regarding travel and arrival to the UK.

Quarantine: When you arrive in the UK, you may need to quarantine. More guidance and information is available on page 7 and here.

Safe Trace: If you need to quarantine, on arrival at your accommodation, please report that you are self-isolating by completing the Safe Trace form. More information available on page 14.

Your DMU Safety: You can find all of DMU’s Covid-19 related health and safety information, guidelines and updates on this single microsite.

CONTENTS

Introduction 4
Key dates for 2021/22 6
Before you travel to the UK 7
Pre-departure checklist 9
Apply for a visa 10
Arrange your accommodation 13
Plan your budget 14
What to bring 14
When you arrive in the UK 16
Arrivals checklist 17
Checking in to DMU accommodation 18
Get connected 19
Explore Leicester 20
Your Biometric Residence Permit 21
Register with the health centre 22
Open a UK bank account 24
International Welcome Week 25
Meet the International Student Support team 26
De Montfort Students’ Union 27
Your Student visa responsibilities 31
Working in the UK 32
Make friends 34
Explore the UK 35
Staying safe 35
Disability and wellbeing support 37
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. 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, community and work experiences available to you. At DMU, you can help to make a difference globally – we’re working with the United Nations (UN) on its Sustainable Development Goals, and 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 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 such as Birmingham and London.

Studying abroad is a really powerful way to unlock your potential, develop your skills 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. 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.

*2019 Good Growth for Cities Index
KEY DATES

7, 14 and 15 January 2022
Airport pickups

17-21 January
International Welcome Week

31 January
Start of teaching for new Postgraduate courses

10 January – 8 April
Spring term

3 May – 21 June
Summer term

Full academic calendar will vary for undergraduate and postgraduate students - full details are available [here.](#)

PRE-DEPARTURE CHECKLIST

Please read through this list to check you’ve 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 your airport pick-up
DMU provides a free airport pick-up service from London’s Heathrow Airport on key dates in September, before the start of International Welcome 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.

Quarantine
If you need to quarantine when you arrive in the UK, please read the UK Government and DMU guidance and check what you need to bring with you. If you can quarantine in your own accommodation, it’s also a good idea to contact your hall or accommodation provider about this before you arrive. If you need to quarantine, you should not leave your accommodation except in exceptional circumstances. You should not visit the university until your quarantine is completed.
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. [Endeavour](#) provides specialist insurance for students.
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 13 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 academic and support services.

International Welcome Week
We recommend joining this free week of activities and information for international students, which will include virtual and online sessions if you’re not on campus or you have to quarantine. Check here for more information.

Pack your bags
The weather in the UK can be very changeable. Take a look at page 14 for more information on what to bring.

APPLY FOR A VISA
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 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 a number of different 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 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. According to the UK National Union of Students (NUS), the average annual cost of living for a student outside of London is £12,000 – this includes accommodation, food, clothing, entertainment, books, laundry, phone and internet bills, but does not include travel to and from your home country or your fees. The British Council research shows that most students spend between £800 to £1,200 per month but 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 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
• 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’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 16 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 17.

Contact your family and get connected
Find out how to connect to the internet or purchase a mobile phone on page 18.

DMU Safe Trace
The DMU Safe Trace service is in place to help minimise the spread of Covid-19. Find out more about Safe Trace here and on arrival at your accommodation please report that you are in quarantine by completing the following DMU Self-Isolation form.

Register on your course
You should receive information directly from us about your registration. You can also find information about this on our website at Your DMU Future.

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 19 for information about Leicester.

Get your Biometric Residence Permit (if applicable)
See page 20 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, we recommend registering with De Montfort Surgery. Registration is free and will mean you’re able to see a doctor more quickly and easily. See page 21 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 22 for more details about how to open a bank account.

Get involved in International Welcome Week
See page 24 for more information about Your DMU Welcome.

Make friends
See page 34 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
• 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.

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 IN TO 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.

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 – quarantine
Please make sure you follow UK Government Covid-19 rules when you prepare to travel to the UK.

Depending on where you are travelling from, you may be required to quarantine, either in your own accommodation or in a government-approved hotel accommodation.

If you need to quarantine when you arrive at DMU, you should stay in your accommodation for 10 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 quarantine here.

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

Arrival outside office hours
If you’re arriving outside daytime office hours, please notify your hall of residence to 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’s essential that you email Bede Hall at halls@dmu.ac.uk to inform them that you will be arriving out of hours. 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, Filbert Village, Castle Court and Liberty Park
Please go directly to your hall. After 5.30pm contact +44 (0)300 303 1611 to ask for security to give you your keys.

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

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
• 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.

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 IN TO 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.

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 – quarantine
Please make sure you follow UK Government Covid-19 rules when you prepare to travel to the UK.

Depending on where you are travelling from, you may be required to quarantine, either in your own accommodation or in a government-approved hotel accommodation.

If you need to quarantine when you arrive at DMU, you should stay in your accommodation for 10 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 quarantine here.

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

Arrival outside office hours
If you’re arriving outside daytime office hours, please notify your hall of residence to 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’s essential that you email Bede Hall at halls@dmu.ac.uk to inform them that you will be arriving out of hours. 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, Filbert Village, Castle Court and Liberty Park
Please go directly to your hall. After 5.30pm contact +44 (0)300 303 1611 to ask for security to give you your keys.

The Glassworks
Please go directly to The Glassworks. After 5.30pm contact +44 (0)116 326 6155 to ask for security to 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 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 the 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.

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 temporary visa) that allows you to enter the UK when you first arrive. Once you are at DMU, or after completing any required quarantine on arrival in the UK, you will be provided with a Biometric Residence Permit (BRP).

At the time of applying for your visa, you will usually you will be given the choice to either collect your BRP at DMU or at a post office in the city, or to have your BRP delivered to the university. 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 duration of your stay in the UK and you will need this to travel in and out of the country in the future. 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.

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.

Health services at DMU
GP registration
A GP (general practitioner) 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.

To ensure you have access to NHS treatment, you should submit your patient registration form two to three weeks before arriving in Leicester.

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. 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:

- Proof of identity: usually your passport with your Student visa
- 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, 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.
INTERNATIONAL WELCOME WEEK

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

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.

If you need to quarantine when you arrive, don’t worry – all the important sessions and information will also be available online too, so you can still get involved remotely. More information is available on the DMU Website.

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 the 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 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.

Here are some of the key areas of DSU...

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 current 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 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, 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 which supports you with a range of welfare or academic queries. This great team of advisers 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 DSU’s very own nightclub. Not your thing? No worries! DSU has a fantastic social space right in the heart of campus where you can find space to relax, plus our very own stationery/merchandise shop and great value American-style eatery – SU’s Diner. Every penny of profit spent at your students’ union is also reinvested back into making its services and events both 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.
Benefit from our award-winning careers service

- DMU has been 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, students can access:
  - Guaranteed work experience opportunities
  - Flexible and personalised career support tailored to their needs, including placement years which count towards their degree
- 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.

We provide support, advice and guidance throughout your time at DMU and beyond. Our dedicated 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 for jobs and events.

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

As a DMU student, you have access during taught term times 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.

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.

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 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 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 our diverse team of advisers who can offer one-to-one support, regardless of your faith and beliefs. To find out more visit www.dmu.ac.uk/openfaith.

Prayer room

Muslim prayer room

There is a large Muslim prayer room in the Portland Building basement on campus (PO 10.30-11.30). Imam Mohammed Laher is the Imam/Muslim faith adviser at DMU, providing pastoral care, spiritual support and leading daily congregational prayers. The Imam can be contacted via email at muslimchaplain@dmu.ac.uk.

Christian chapel

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

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 39 for more detailed information.
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, which would put your immigration status at risk.

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 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 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 their ability to attend class.
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.
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 £10 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.

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:

Volunteering
Many students say volunteering has changed their perspectives on life and also increased their employability.

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 have volunteered across the city on more than 125 projects and activities. 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.

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
Over the past few years, the university has invested millions of pounds into state of the art facilities for its students. These include the £28 million Queen Elizabeth II Diamond Jubilee Leisure Centre, the £1 million Watershed facility and £2 million on developing FA-standard grass and artificial pitches at Beaumont Park for outdoor sports.

DMU Active
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.

Students using the facilities can choose between membership or pay as you go.

Sports clubs
We have 35 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 clubs into local leagues, British Universities and Colleges Sports (BUCS) and individual competitions. Our clubs have a dedicated sports coach and some have strength and conditioning support to help them reach their goals in training and competition.

Drill
Over the past few years, the university has invested millions of pounds into state of the art facilities for its students. These include the £28 million Queen Elizabeth II Diamond Jubilee Leisure Centre, the £1 million Watershed facility and £2 million on developing FA-standard grass and artificial pitches at Beaumont Park for outdoor sports.

DMU Active
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.

Students using the facilities can choose between membership or pay as you go.

Sports clubs
We have 35 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 clubs into local leagues, British Universities and Colleges Sports (BUCS) and individual competitions. Our clubs have a dedicated sports coach and some have strength and conditioning support to help them reach their goals in training and competition.
STAYING SAFE

You can be reassured by Leicester’s prestigious Purple Flag accreditation, recognising 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 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 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.
• Criminals are also targeting students – especially international students – over the phone, claiming to be organisations such as the Home Office, an embassy, the police, or a bank. Be aware of phone fraud scammers and money mules.
• 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.

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 should only use reputable providers and banks.

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 AND WELLBEING SUPPORT

Our 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 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
• 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 arrangements

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 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

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