



DE MONTFORT  
UNIVERSITY  
LEICESTER



YOUR  
INTERNATIONAL  
STUDENT  
GUIDE  
2020-21



## IMPORTANT UPDATES FOR STUDENTS STARTING COURSES IN JANUARY AND FEBRUARY 2021

**Self-Isolation** When you arrive in the UK, you will probably need to self-isolate. More guidance and information is available on page 7 and [here](#).

**Safe Trace** Upon arrival in your accommodation, please report that you are Self-isolating by completing the [Safe Trace webform](#). Find more information on page 15.

**Registration** will take place entirely online. You can register and start your course before you travel to the UK or complete your self-isolation. See page 15 and [Your DMU Future](#) for more information.

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# INTRODUCTION

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

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

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

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

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

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

\*2019 Good Growth for Cities Index

\*\*2019 Times Higher Education (THE) University Impact Rankings



## KEY DATES FOR 2020/21

**5 October – 18 December 2020**

Autumn term

**11 January 2021**

Start of Spring Term and Undergraduate courses

**25 January 2021**

Start of induction for Postgraduate courses

**1 February 2021**

Start of teaching for Postgraduate courses

We provide a free pickup service from London Heathrow airport on key dates in January, prior to induction and course starts. See [www.dmu.ac.uk/heathrow](http://www.dmu.ac.uk/heathrow) for details

Full Academic Calendar details [here](#).

## PRE-DEPARTURE CHECKLIST

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

**Apply for a visa** (if required)

See page 9 for more details.

**Arrange your accommodation**

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

**Book our airport pick-up**

We run a free pick-up service from Heathrow airport on key arrival dates. Find out more and book online [here](#).

**Have your documents ready**

You will need to bring your acceptance letter from DMU or CAS offering you a place on a full-time course. You will need to bring evidence of financial support; this should be a bank statement or a letter from your sponsor.

**Self-isolation**

If you need to self-isolate when you arrive at DMU, please read the UK Government and DMU guidance and check what you need to bring with you. It's also a good idea to contact your hall or accommodation provider about this before you arrive. If you need to self-isolate, you should not leave your accommodation except in exceptional circumstances. You should not visit the university until your self-isolation 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. [Endsleigh](#) provide specialist insurance for students.



### Plan your budget

You will need to work out how you will organise your finances while you're studying in the UK. See page 13 for more information on cost of living and bringing money with you.

### Complete your Pre-induction

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

### Your DMU Welcome

There is a range of Welcome information available online (so it's accessible even if you have to self-isolate) Check [here](#) for more information.

### Pack!

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

### APPLY FOR A VISA

**The UK has strict immigration laws for visitors and students. Most students from outside the EU will need to apply for a Student Visa and provide evidence of study to gain entry to the UK. There is information on the DMU website [here](#) about how to apply for your visa.**

Further information is also available from the [UK Council for International Student Affairs \(UKCISA\)](#)

DMU has also developed guidelines for you that set out the university's responsibilities and your immigration responsibilities. Please take some time to read this advice [here](#).



## ARRANGE YOUR ACCOMMODATION

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

### DMU accommodation

International students can choose from ten halls of residence. Rooms are fully furnished and bedding packs are provided for international students on arrival. All halls are secure, with security cameras and electronic door entry.

For more detailed information on the halls and processes check [here](#).

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](mailto: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 the students' unions of DMU and the University of Leicester. They can help you find high-quality, affordable, private rented accommodation close to DMU.

T: +44 (0)116 257 6303

W: [sulets.com](http://sulets.com)



## PLAN YOUR BUDGET

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

### Cost of living

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

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

### Bringing money into the UK

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

### How much money should I bring with me?

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

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

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

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

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

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

## WHAT TO BRING

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

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

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



YOUR ROOM

## ARRIVALS CHECKLIST

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

### Go through Border Control

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

### Travel to DMU

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

### Check into your accommodation

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

### Contact your family and get connected

Find out how to connect to the internet or purchase a mobile phone on page 20.

### DMU Safe Trace

The DMU Safe Trace service is in place to help minimise the spread of Covid-19. Find out more [here](#) about Safe Trace and upon arrival at your accommodation please report that you are self-isolating by completing the following [DMU Self-Isolation Form](#).

### Register on your course

Registration will take place online and you should receive an invitation by email to book a video appointment with DMU staff. You can also find information about this at [Your DMU Future](#).

### Don't wait until you've travelled to the UK or finished your self-isolation before starting the registration process, otherwise you may miss important teaching.

Registration and induction will take place online and so you should still participate if you're self-isolating.

### Pay your tuition fees and halls of residence fees

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

### Explore Leicester

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



**Get your Biometric Residence Permit** (if applicable)  
See page 22 for more information.

**Register your visa with the police**  
Depending on your nationality you may need to register your visa after you've arrived. Further information about whether you need to register, where to register and what information you need to provide can be found [here](#).

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

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

**Get involved in Welcome activity**  
See page 27 for more information about Your DMU Welcome.

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

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

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

**Sign up for free English classes** through the [Centre for English Language Learning \(CELL\)](#). Undergraduate, 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 36 for more information about socialising, clubs and opportunities to meet new people.

## ARRIVING AT THE AIRPORT

Before collecting your luggage, you will need to go through border control (immigration).

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

### At the UK Border

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

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

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

In the unlikely event that you have any problems at immigration, 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, open from 5.30am to 10.30pm. Staff will be able to help you with onward travel to the university and advise you on travel times.

### Overnight accommodation

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



## CHECKING IN TO DMU ACCOMMODATION

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

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

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

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

### Your arrival at DMU – self-isolation

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

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

You can find advice and guidance from DMU on how to self-isolate, [here](#).

### Arriving during office hours

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

### Arrival outside office hours

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

#### Bede Hall

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

#### Liberty Court

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

#### The Grange, Newarke Point, Filbert Village and St Martin's House

Go directly to your hall. After 5.30pm contact +44 (0)300 303 1611 for security to give you your keys.

#### Liberty Park

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

Please contact the [accommodation office](#) if you have any questions before you arrive.

If you have any questions once you've arrived, please come to Student Gateway (in Gateway House), and our staff will be happy to help. Student Gateway is open 9am–5pm, Monday to Friday. It's a comfortable and welcoming space with free internet so you can email family and friends.

#### Merlin Heights

Go directly to Merlin Heights. After 5.30pm contact +44 (0) 7469 850261 for security to give you your keys.

#### The Glassworks

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

#### Applegate Place

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

## 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. 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.

### Wi-Fi on campus

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

## EXPLORE LEICESTER

### Shopping

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

### Countryside and parks

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

### Festivals and events

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

### A sporting city

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

### Culture

You can visit Curve theatre or the Phoenix independent cinema in Leicester's Cultural Quarter.

There are two more cinemas close to the DMU campus.

### Restaurants and cafés

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

### Supermarkets

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

### Leicester Market

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

### International food

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

**Learn more about Leicester's attractions**

## YOUR BIOMETRIC RESIDENCE PERMIT (BRP)

**If you have a Student Visa for six months or more, you will usually be issued with a 30-day visa (sometimes called a travel vignette or temporary visa) that allows you to enter the UK when you first arrive. Once you are at DMU you will be provided with a Biometric Residence Permit.**

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. 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](#). The Immigration Compliance team will contact you directly by email about providing you with your BRP. COVID-19 precautions are likely to mean that the team will arrange to send your BRP by secure post. Please do not visit campus to try to collect your BRP; instead, please wait to hear from Immigration Compliance.

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

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

## REGISTER WITH THE HEALTH CENTRE

### National Health Service (NHS)

The NHS is the UK's state health service. If you are in the UK on a Student Visa, you are likely to have paid the migrant health surcharge which will allow you to access NHS treatment. EU citizens arriving during 2020 can access healthcare in the same way as UK students.

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

### Health services at DMU

[De Montfort Surgery](#) is located on campus - we suggest that you register with the surgery after you've arrived. You should be able to register online; please check the surgery website for more information about how to do this.

**T:** +44 (0)116 222 7272

**W:** [demontfortsurgery.co.uk](http://demontfortsurgery.co.uk)

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

### Health insurance

If you are not entitled to free NHS treatment, you should ensure that you have adequate insurance to cover medical costs. If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK.

[Endsleigh](#) provides specific insurance cover for international students and other health insurance policies can be found by searching online.

Even if you are entitled to free NHS treatment while in the UK, you may want to consider taking out insurance to cover additional costs such as:

- Lost fees if you are unable to complete your course
- The cost of returning home if a relative is ill

### Dentists

[NHS dentist finder](#) provides a list of local dentists who provide NHS treatment.

In an emergency situation only, you can contact an emergency dentist:

JDRM Dental Centre  
10 Nelson Street, Leicester, LE1 7BA

**T:** +44 (0)116 295 1278

For more advice on NHS services for international students, visit [UKCISA](#).



## OPEN A UK BANK ACCOUNT

### When can I open a bank account?

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

### What documents will I need to open a bank account?

Banks will normally ask for the following documents to prove your identity:

- Proof of identity: 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 though some accounts may carry a monthly charge or charge for other services. We recommend that you shop around to see which account is right for you. More detailed information about bank accounts is available from [UKCISA](#) and from [DMU International Student Support](#).



## WELCOME ACTIVITY

### Your DMU Welcome

You can find detailed guidance on arriving, living and studying at DMU online at [Your DMU Welcome](#) – including the support available to help you with your course, such as personal tutoring, mentoring and using the library. There's also information on how to get involved in on-campus activity such as student societies, volunteering, music and sports – as well as resources to support your health and wellbeing, with a programme of tools and activities which focus on developing skills that can support you in your studies and placements.

There's also a range of additional [information](#) for international students.

## MEET THE INTERNATIONAL STUDENT SUPPORT TEAM

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

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

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

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

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

**E:** [iss@dmu.ac.uk](mailto:iss@dmu.ac.uk)

**W:** [dmu.ac.uk/internationalsupport](http://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.

What we offer can be split into...

### Voice

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

### Activities

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

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

### Support

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

### Life

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

### Give it a Go

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



W: [demontfortsu.com](http://demontfortsu.com)

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

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

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

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

## #DMUworks

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

Works activities include:

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

## English for Academic Success at CELL – the Centre for English Language Learning

As a full-time DMU student, you are entitled to FREE English language sessions to enhance both your academic and general English. You can access weekly videos on topics such as academic writing style, referencing, paraphrasing and summarising. You can do these in your own time to better prepare you for a live online one hour group session, including academic speaking. A second hour, the English Café, is for general chat and questions or comments you may have about British life and culture. Click [here](#) to book.

## Student Finance and Welfare

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

## Study skills

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

See this information from UKCISA about [UK study skills](#).

## Wellbeing team

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

## Mental health

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

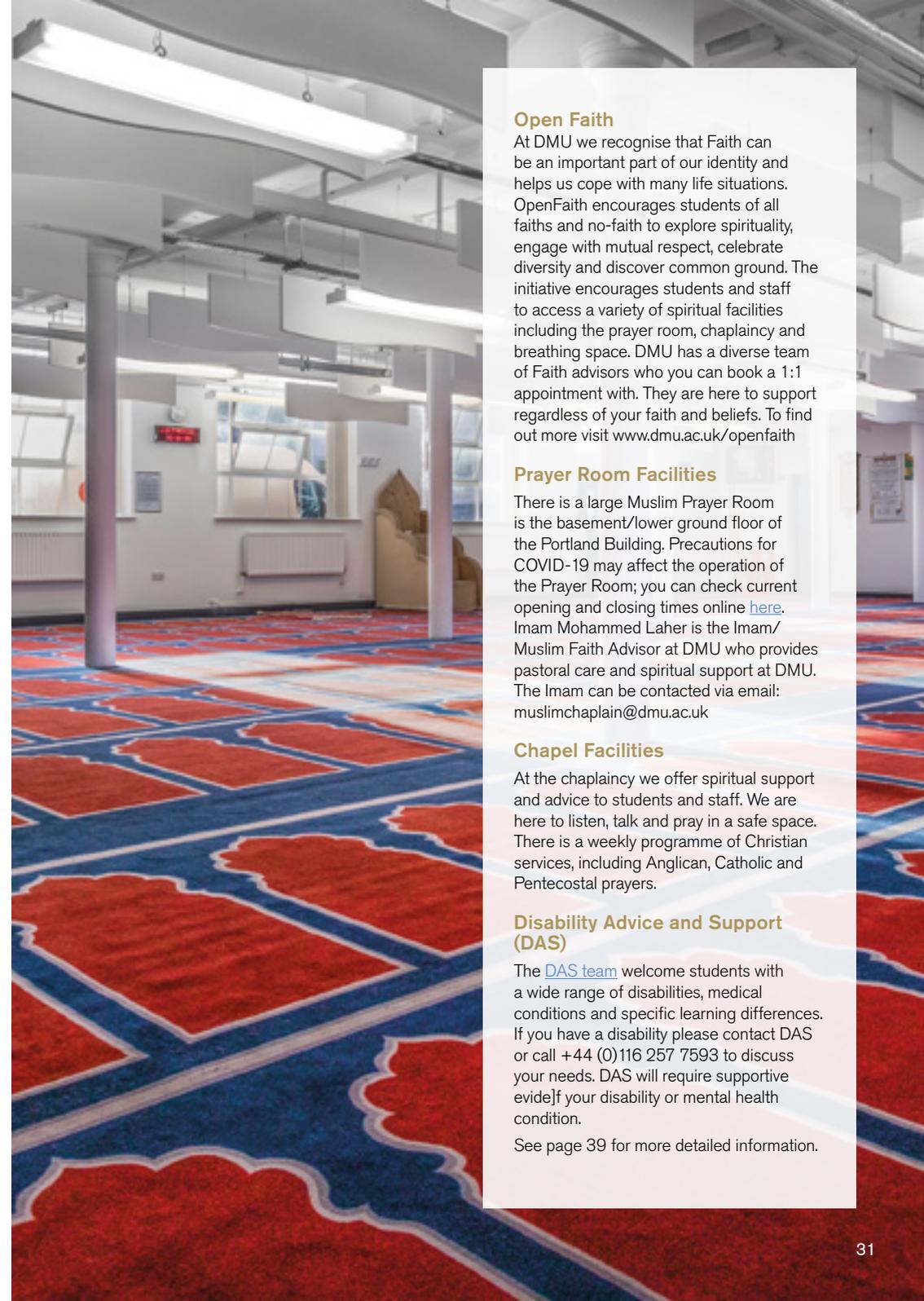
If you have a mental health condition please contact the Wellbeing & Mental Health Teams on [wellbeing@dmu.ac.uk](mailto:wellbeing@dmu.ac.uk).

## #Healthy DMU

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

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

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



## Open Faith

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

## Prayer Room Facilities

There is a large Muslim Prayer Room in the basement/lower ground floor of the Portland Building. Precautions for COVID-19 may affect the operation of the Prayer Room; you can check current opening and closing times online [here](#). Imam Mohammed Laher is the Imam/Muslim Faith Advisor at DMU who provides pastoral care and spiritual support at DMU. The Imam can be contacted via email: [muslimchaplain@dmu.ac.uk](mailto:muslimchaplain@dmu.ac.uk)

## Chapel Facilities

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

## Disability Advice and Support (DAS)

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

See page 39 for more detailed information.

### English Language Support

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

The Centre is accredited by the British Council for the quality of its teaching and its facilities, so you can be sure you are receiving a high standard of English language tuition. Our teachers have decades of experience in various types and levels of English.

### In-sessional English for Academic Success (EAS)

As a full-time DMU student, you can access CELL's free self-study materials and join a FREE weekly one-hour online group session for academic English, followed by an English Café chat. Live sessions are designed to fit around main degree timetables.

Click [here](#) to book onto English for Academic Success

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

[Centre for English Language Learning brochure](#)

## 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. The university is obliged to report any students who have not paid their fees to the UKVI which would put your immigration status at risk

### Attendance:

It is important required that you attend your lectures and tutorials. If you need to be absent from the university, you should notify your faculty as soon as possible. If your attendance is unsatisfactory and your absence is not authorised, you may will 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 you leaving 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. The university expects 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 on their ability to attend class.

## WORKING IN THE UK

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

### Can I work while I'm studying?

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

### What kind of work can I do?

If your Student Visa allows you to work, you will normally be able to work for up to 20 hours a week during term time and full-time during the holidays. Before working full-time, check the official university holiday dates. You must not work more than this otherwise you will be committing a criminal offence. This could have serious consequences, including a possible fine, imprisonment or removal from the UK. Average pay for part-time work in Leicester is around £7 per hour, though some students may earn more than this. We suggest that you don't work more than 10-12 hours per week while studying.

### National Insurance number

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

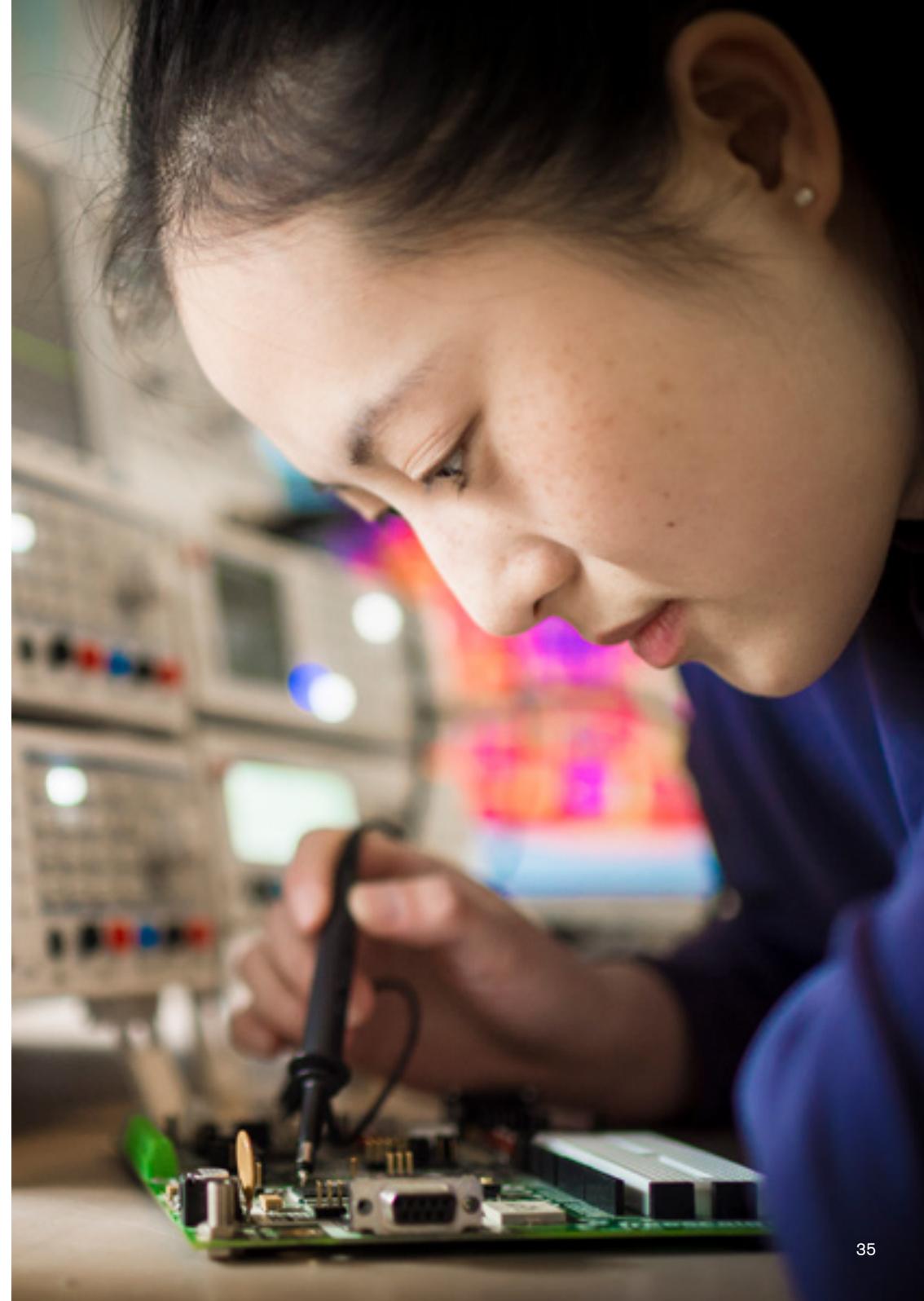
You can apply for an NI number for free by phoning 0800 141 2075, between 8am and 6pm, Monday to Friday. You will usually be asked to provide personal details, including your passport or visa number, your date of arrival in the UK and a full UK address, including your postcode, so it's a good idea to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

Please check [here](#) for more information.

### Working and your Student Visa responsibilities

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

**Term time address:** As a Student Visa holder, 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. The university expects 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 on their ability to attend class.



## MAKE FRIENDS

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

### Student volunteering

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

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

### Volunteering

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

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

### i-Buddies

Our [buddy scheme](#) matches you with a current DMU student who can help you to make new friends, show you the city and help you to settle into your new life in Leicester.

### Sporting facilities

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

### Recreational sport

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

### Performance sport

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

## EXPLORE THE UK

### Travelling around the UK

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

### Rail

Leicester railway station is approximately 15 minutes' walk from campus. Rail is usually one of the fastest ways to travel around the UK. Leicester is 99 miles (159km) from London and just over one hour by train. It is usually cheaper to travel outside peak times or at weekends. Student railcards currently cost £30 for a year (or £70 for three years) and will save you a third on the cost of rail tickets. More information and timetables are available [online](#).

### Coaches

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

More information and timetables are available [online](#).

### Driving

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

## STAYING SAFE

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

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

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

### DMU security

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

### Police

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

The University has a DMU Police Team Officer who is based on campus.

Contact your Policing Team

Non-emergency 101

Emergency 999

**E:** [DMU@leicestershire.pnn.police.uk](mailto:DMU@leicestershire.pnn.police.uk)

**W:** <http://leics.police.uk>

 **Facebook:** @DMUcops

 **Twitter:** @DMUcops

### Identification

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

## DISABILITY, SPECIFIC LEARNING DIFFERENCES, MENTAL HEALTH AND MEDICAL CONDITIONS

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

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

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

International disabled students are not entitled to UK government funding for academic support.

In addition to academic support, you'll need to think about the informal support you usually receive from friends and family, and about who will provide this for you when you come to Leicester.

### Before you start

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

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

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

### Types of support

#### Academic support (where appropriate)

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

#### Non-medical helpers

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

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

#### Personal care

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

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

Contact us on [disability@dmu.ac.uk](mailto:disability@dmu.ac.uk) or [mentalhealthadvice@dmu.ac.uk](mailto: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](mailto:income@dmu.ac.uk)

**Student Finance and Welfare**

T: +44 (0)116 257 7595

E: [sfw@dmu.ac.uk](mailto:sfw@dmu.ac.uk)

**International Student Support**

T: +44 (0)116 250 6388

E: [iss@dmu.ac.uk](mailto:iss@dmu.ac.uk)

**Accommodation Office**

T: +44 (0)116 257 7513

E: [accommodation@dmu.ac.uk](mailto:accommodation@dmu.ac.uk)

**DSU Welfare Team**

T: +44 (0)116 257 6307

E: [dsuadvice@dmu.ac.uk](mailto:dsuadvice@dmu.ac.uk)

**Doctoral College**

T: +44 (0)116 250 6309

E: [researchstudents@dmu.ac.uk](mailto:researchstudents@dmu.ac.uk)

**Admissions**

T: +44(0)116 207 8443

E: [admissions@dmu.ac.uk](mailto:admissions@dmu.ac.uk)

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

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

E: [englishlanguage@dmu.ac.uk](mailto:englishlanguage@dmu.ac.uk)



[dmu.ac.uk/twitter](https://dmu.ac.uk/twitter)



[dmu.ac.uk/youtube](https://dmu.ac.uk/youtube)



[dmu.ac.uk/ dmuinternational](https://dmu.ac.uk/dmuinternational)



[facebook.com/dmuinternational](https://facebook.com/dmuinternational)

**Student Gateway  
Ground Floor  
Gateway House  
Leicester**

**T: +44 (0)116 257 7595**

Opening hours:  
Monday to Friday 9am-5pm

**[dmu.ac.uk/students](https://dmu.ac.uk/students)**