



**DE MONTFORT
UNIVERSITY**
LEICESTER

INTERNATIONAL STUDENT GUIDE

2019-20

**INTERNATIONAL
STUDENT SUPPORT**

CONTENTS

- 3 INTRODUCTION
- 4 KEY DATES FOR 2019/20

BEFORE YOU TRAVEL TO THE UK

- 5 PRE-DEPARTURE CHECKLIST
- 7 APPLY FOR A VISA
- 8 ARRANGE YOUR ACCOMMODATION
- 9 PLAN YOUR BUDGET
- 10 WHAT TO BRING

WHEN YOU ARRIVE IN THE UK

- 11 ARRIVALS CHECKLIST
- 14 ARRIVING AT THE AIRPORT
- 15 CHECKING IN TO DMU ACCOMMODATION
- 16 GET CONNECTED
- 17 EXPLORE LEICESTER
- 19 COLLECT YOUR BIOMETRIC RESIDENCE PERMIT (BRP)
- 20 REGISTER WITH THE HEALTH CENTRE
- 21 OPEN A UK BANK ACCOUNT
- 22 WELCOME EVENTS
- 23 MEET THE INTERNATIONAL STUDENT SUPPORT TEAM
- 24 DE MONTFORT STUDENTS' UNION (DSU)
- 26 YOUR RESPONSIBILITIES AS A TIER 4 STUDENT
- 27 WORKING IN THE UK
- 28 MAKE FRIENDS
- 29 EXPLORE THE UK
- 31 STAYING SAFE
- 33 DISABILITY, SPECIFIC LEARNING DIFFERENCES, MENTAL HEALTH AND MEDICAL CONDITIONS





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 was named one of the 200 best young universities in the world by the Times Higher Education magazine in 2018 and we have an excellent record on teaching and employment – we were named the first ever University of the Year for Social Inclusion by The Sunday Times Good University Guide 2019.

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 through our #DMUglobal, DMUlocal and Square Mile India programmes. DMU is working with the UN on its

Sustainable Development Goals, an example of our commitment to the public good translated onto a global stage.

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.

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.

*2018 Good Growth for Cities Index



KEY DATES FOR 2019/20

Friday 9 August 2019

Free pick-up service from Heathrow airport

Saturday 14 September 2019

Free pick-up service from Heathrow airport

**Monday 16–
Friday 20 September 2019**

International Welcome Week

**Monday 23–
Friday 27 September 2019**

Enrolment week and Freshers' Week

**Monday 30 September–
Friday 13 December 2019**

Autumn term

**Monday 6 January–
Friday 3 April 2020**

Spring term

**Monday 27 April–
Friday 26 June 2020**

Summer term

PRE-DEPARTURE CHECKLIST

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



Apply for a visa (if required)

See page 7 for more details.



Arrange your accommodation

DMU accommodation must be booked before you arrive in the UK.

See page 8 for DMU halls of residence and private accommodation options.



Book our airport pick-up

We run a free pick-up service from Heathrow airport on key arrival dates.

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



Have your documents ready

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



Organise a health certificate and/or vaccination certificates

(if applicable)



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 9 for more information on cost of living and bringing money with you.



Complete your e-induction

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



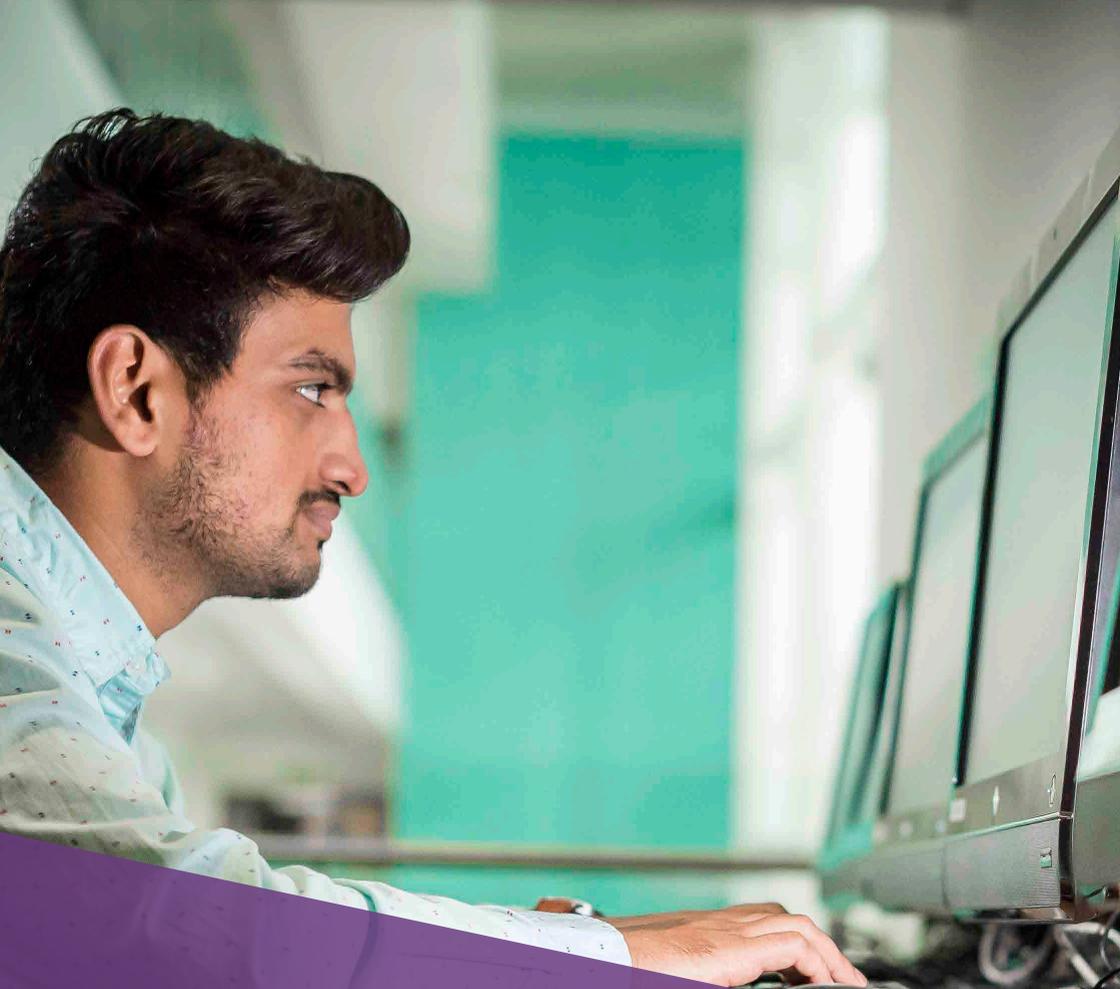
Book your place at International Welcome Week

If you're arriving in September, we strongly recommend joining this week of free activities and social events for international students. See page 22 for more information about our welcome events.



Pack!

The weather in the UK can be very changeable. See page 10 for more information about what to bring with you.



APPLY FOR A VISA

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

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

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

ARRANGE YOUR ACCOMMODATION

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

DMU accommodation

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

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

New international students joining us in September 2019 are guaranteed a room in university-sourced accommodation if you accept your offer to study at DMU before 22 July 2019.

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 £250 booking payment; £50 of this is a non-refundable administration fee. 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 welfare team provides a [checklist](#) and a contract checking service to students. We strongly advise you to get their opinion on the contract **before** signing anything.

SULETS

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

T: +44 (0)116 257 6303

W: sulets.com

PLAN YOUR BUDGET

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

Cost of living

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

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

Bringing money into the UK

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

How much money should I bring with me?

Most banks usually need to see proof that you are a registered student; therefore you will normally

not be able to open your bank account in the UK until you have registered on your course. It could take several weeks to open your bank account and so you may not be able to transfer money from home as easily and quickly as you might expect.

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

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

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

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

WHAT TO BRING

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

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

Remember to check the baggage allowance for your flight to the UK; please also note that we

operate a baggage limit for our Heathrow coach pick-up service, so you'll need to make sure you don't exceed our luggage limit of two medium sized suitcases and one piece of cabin luggage.



ARRIVALS CHECKLIST

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



Clear airport security

See page 14 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 15.



Contact your family and get connected

Find out how to connect to the internet or purchase a mobile phone on page 16.



Read your welcome folder, which will be given to you on the airport pick-up coach. If you are not using the pick-up service you can collect one at Student Gateway, located in Gateway House.



Explore Leicester

Find the nearest supermarkets and food shops. City and campus maps are available in your welcome folder. If you are arriving for International Welcome Week, there will be tours to show you around. See page 17 for information about Leicester.



Visit the Immigration Compliance team to have your passport and visa checked. You will need to do this before you can enrol. Come to the visa queries desk in the Student Gateway on the ground floor of Gateway House.



Enrol on your course

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



Pay your tuition fees and halls of residence fees

If you have not done this already, you can visit the cashier's office in Student Gateway. Check our [tuition fee payment policies](#) or contact us if you need further information.

**Collect your Biometric Residence Permit (if applicable)**

See page 19 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 20 for more details about the UK's health service and how to register.

**Open a bank account**

You'll need to enrol on your course before you can do this because you usually need proof that you're a student first. See page 21 for more details about how to open a bank account.

**Join our welcome events**

See page 2 for more information about International Welcome Week, Freshers' Week and our Matriculation ceremonies.



Meet the international student support team, located on the ground floor of Gateway House. See page 23 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 27.

**Collect a council tax exemption certificate**

Council tax is a tax that is charged to everyone, including international students. Full-time students can claim exemption from council tax, if you supply a certificate as evidence of student status. You can collect a council tax exemption certificate from the Student Gateway.



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

**Make friends**

See page 28 for more information about socialising, clubs and opportunities to meet new people.

**Explore the UK**

See page 29 to find out about the trips we run and how to travel around the UK.



ARRIVING AT THE AIRPORT

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

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

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

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

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

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

Airport information points

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

Overnight accommodation

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

CHECKING IN TO DMU ACCOMMODATION

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

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

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

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:

New Wharf Hall and Bede Hall

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

Liberty Court

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

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

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

Liberty Park

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

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.

Upperton Road

Go directly to Upperton Road. After 5.30pm contact +44 (0) 7900 142319 for security to give you your keys.

GET CONNECTED

SIM card

A SIM card should be included in your DMU information pack - this will be given to you on the coach if you are part of a DMU-organised pickup from Heathrow or can be collected on arrival at DMU from the visa enquiries team based in the Student Gateway. You may need to register your SIM card on-line before you can start to use it.

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

If you have just arrived, there is free internet access in the Student Gateway, located in Gateway House (open Monday to Friday, 9am-5pm). Once you have registered as a student and have your student reference number, you will be able to use the IT equipment in the Kimberlin Library. The library has over 700 open-access computers.

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.

Sports

Leicester is home to the Premier League champions, Leicester City Football Club, and the King Power stadium is a 10-minute walk from campus. Leicester is also home to Leicester Tigers, one of the most successful rugby clubs in England, as well as the Leicestershire County Cricket Club and the Leicester Riders basketball team.



Culture

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

Restaurants and cafés

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

Supermarkets

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

Leicester Market

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

International food

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

[Learn more about Leicester's attractions](#)



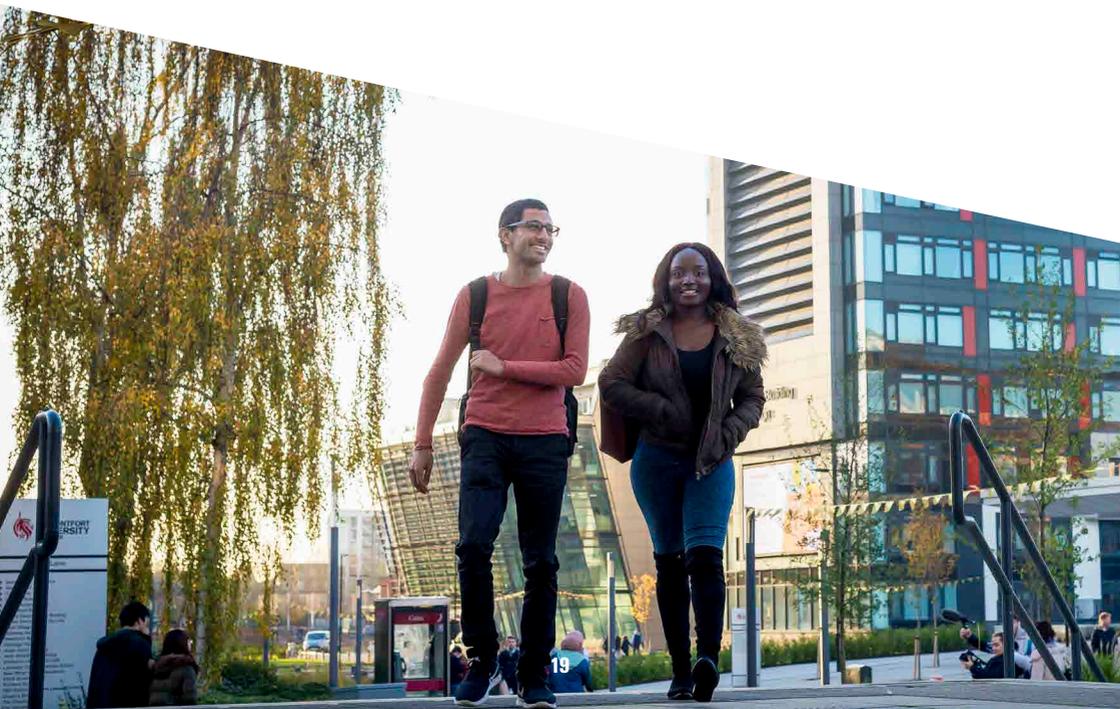
COLLECT YOUR BIOMETRIC RESIDENCE PERMIT (BRP)

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

At the time of applying for your visa, you will usually 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](#).

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

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



REGISTER WITH THE HEALTH CENTRE

National Health Service (NHS)

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

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

Health services at DMU

De Montfort Surgery is located on campus - we suggest that you visit the surgery when you arrive to register. The Surgery is open on weekdays from 8am-5pm, with later opening times on Monday and Wednesday.

T: +44 (0)116 222 7272

W: demontfortsurgery.co.uk

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

European Economic Area nationals

All non-UK European Economic Area (EEA) nationals and their family should obtain a European health insurance card (EHIC) before coming to the UK. This card entitles the holder and their family to full NHS treatment. For more information see the [NHS EHIC webpage](#) or contact your government's health department.

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 can request a bank letter from Student Gateway. It will help if you can tell staff which bank you are opening an account with.

What documents will I need to open a bank account?

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

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

What kind of bank account can I open?

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



WELCOME EVENTS

International Welcome Week

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

The welcome week is free and includes social events, tours around the campus and city, sports sessions in the leisure centre and practical advice on looking for jobs, healthcare, safety, adjusting to British culture and opening bank accounts. Find out more and register online [here](#).

Matriculation

To properly welcome you to DMU you will be invited to attend a Matriculation ceremony to celebrate your arrival at university.

You will be welcomed by the Vice-Chancellor, the Dean of your faculty and the Students' Union President. We like to put on a bit of a show for you too, so by the end of the ceremony you'll know what it means to be a DMU student.

You will be automatically be invited to your faculty's Matriculation ceremony when you receive your offer pack.

Freshers' Week

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

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





MEET THE INTERNATIONAL STUDENT SUPPORT TEAM

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

The team runs International Welcome Week and the airport coach pick-up service, as well as the Explore UK trips programme and i-Buddies (international buddy scheme). You're welcome to visit the team for a chat when you first arrive, or contact them if you have any questions.

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 visit 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 an independent student-run and student-led organisation. We're here to involve, represent and inspire you to make the most of your time at DMU and are based in the Campus Centre at the heart of campus.

What we offer can be split into...

Voice

Your students' union is all about academically representing you at DMU with our Officer Team. We also look after the Course Rep system, made up of DMU students elected to represent you at a course level, and hold regular Student Councils.

Activities

We look after more than 120 student led societies which cater for a wide range of interest from salsa to politics. There is also 40 sports clubs, numerous volunteering groups and the brilliant Demon Media – all of which give you a chance to be involved with something amazing while at DMU, and make memories that will last forever. Fancy meeting people from all around the world? Why not join our International Society? Still can't find a society you like? Don't worry we'll help you start your own.

Support

We're also here to help and advise; from our MyUniPal scheme which teams you up with a student who's done it all before, to our Advice team who deal with virtually any welfare or academic query including; your course; finance; immigration; private sector housing; and generally making sure you're feeling safe, well and happy! And the best bit? It's all completely FREE and impartial.

Life

Plus providing everything you need to enjoy your uni life. From days and nights out, to SUPplies – our very own stationery and merchandise shop – to SU's Diner.

Every DMU student is automatically a member of DSU. Find out more on our website, and make sure you keep up-to-date with everything that's happening on our social media!



W: demonfortsu.com

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

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

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

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

Student finance and welfare

The student finance and welfare team provide advice to prospective and current students on a variety of student money matters. If you need help to manage your money, they can advise you.

If you think that you may experience financial difficulties, we advise you to visit the Student Gateway as soon as possible to discuss this with the [student finance and welfare team](#).

Additional information about ways to deal with financial hardship is also available from [UKCISA](#).

#DMUworks

#DMUworks is our exciting careers programme to help all our students become work-ready. Whatever stage you are at on your career journey, the team is here to help.

Services include:

- Professional experiences, placements, internships and volunteering.
- Work-readiness training, coaching and development
- Business insider visits
- Enterprise support
- Research and consultancy opportunities

Study skills

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

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

Wellbeing team

Counselling is available from the Wellbeing team, they also offer a range of services to promote emotional wellbeing. Hundreds 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.

#Healthy DMU

The #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.

You can find out about things as diverse as #Healthy DMU Masterclasses, Sports Activities, DSU societies and volunteering. [The Hub](#) will be updated regularly so do check in and see what new information and activities are available for you!

Muslim prayer facilities

There is a large [Muslim prayer room](#) in the Portland Building basement on the DMU campus. Imam Mohammed Laher is the Muslim chaplain at DMU and provides pastoral care and support to the Muslim community. He is a qualified and trained Imam (leader) who leads [congregational prayers](#). The Imam makes himself available after prayers to offer advice, counselling and support when possible. Email: muslimchaplain@dmu.ac.uk

Open Faith

OpenFaith is a part of #HealthyDMU that incorporates faith and spirituality within our wellbeing and welfare services. OpenFaith encourages students of all faiths and no-faith to come together in celebrating diversity and universal humanitarian values. The initiative encourages campus cohesion by welcoming all students and staff of all faiths and no faith to access a variety of spiritual facilities including the prayer room, chaplaincy and breathing space. As part of #HealthyDMU all OpenFaith related activities focus on the health and wellbeing of students as well as supporting growth and personal development through a variety of masterclasses and mindfulness sessions.

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 33 for more detailed information.

YOUR RESPONSIBILITIES AS A TIER 4 SPONSORED STUDENT

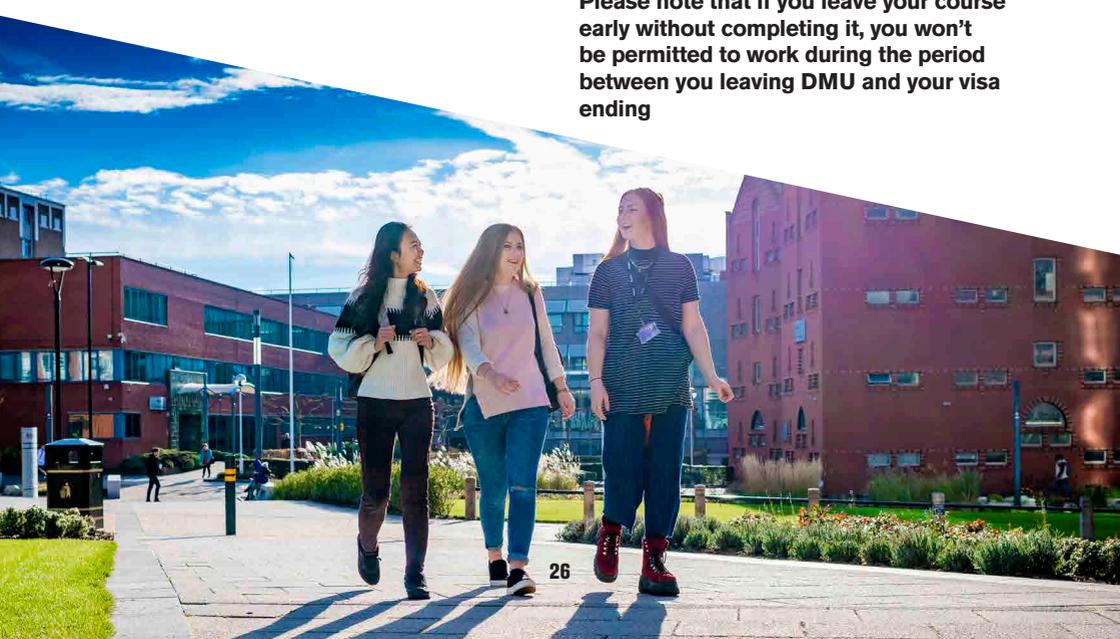
As a tier 4 sponsored student, you will need to comply with the conditions attached to your visa and cooperate with the university in fulfilling its sponsor licence duties.

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

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

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

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



WORKING IN THE UK

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

Can I work while I'm studying?

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

What kind of work can I do?

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

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

National Insurance number

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

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

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

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

Volunteering can be a good way to get involved in the local community, meet new people and improve your English. The DSU [volunteering team](#) offer exciting opportunities, including volunteering for local TV and radio, helping to organise the Leicester Comedy Festival and designing murals for school playgrounds.

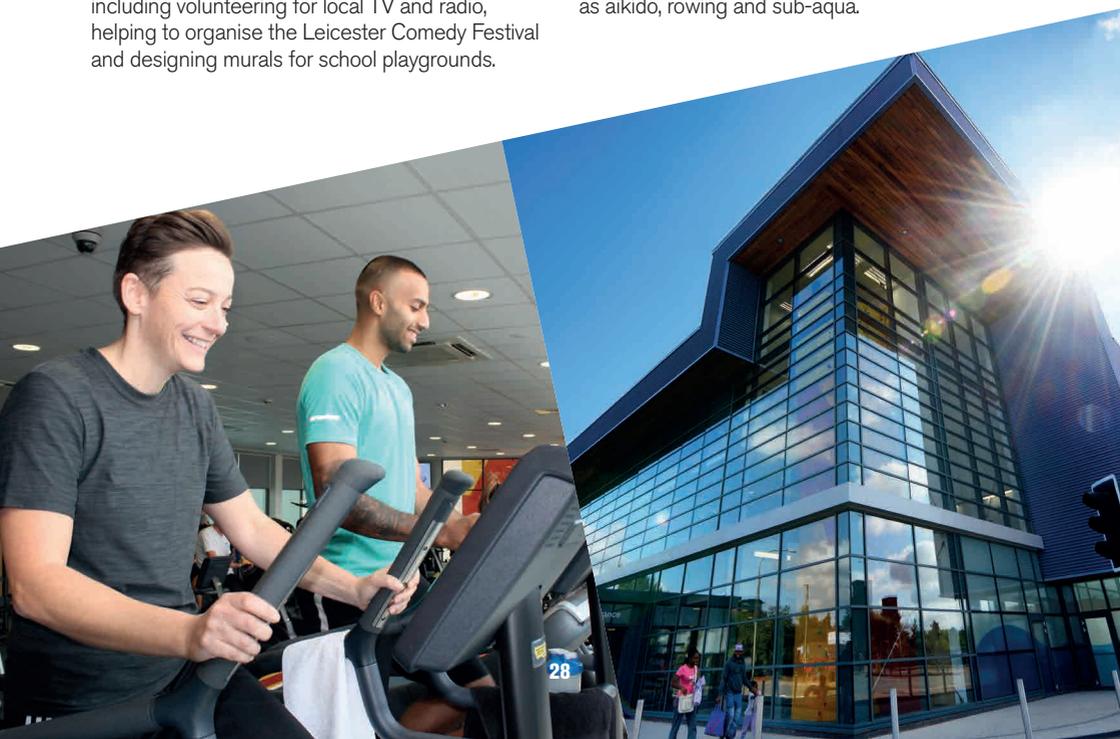
i-Buddies

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.

Sport and fitness

The [QEII Leisure Centre](#) offers great sports facilities, including a 25m swimming pool, sauna, climbing wall, sports hall, gym, weights area and dance studio. You can pay-as-you-go or choose from a range of membership packages available from £80 a year.

DSU also runs more than 30 different sports clubs including football, rugby and cricket, as well as aikido, rowing and sub-aqua.



EXPLORE THE UK

Explore UK programme

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

Coaches

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

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

Driving

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





STAYING SAFE

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

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

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

DMU security

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

Police

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

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

PC Sam Burton and PCSO Oliver Cordier

Contact your Policing Team

Non-emergency 101

Emergency 999

E: DMU@leicestershire.pnn.police.uk

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



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

We look forward to welcoming you to DMU.

Finance Income Section

T: +44 (0)116 207 8810

E: income@dmu.ac.uk

Student Finance and Welfare

T: +44 (0)116 257 7595

E: sfw@dmu.ac.uk

International Student Support

T: +44 (0)116 250 6388

E: iss@dmu.ac.uk

Accommodation Office

T: +44 (0)116 257 7513

E: accommodation@dmu.ac.uk

DSU Welfare Team

T: +44 (0)116 257 6307

E: dsuadvice@dmu.ac.uk

Doctoral College

T: +44 (0)116 250 6309

E: researchstudents@dmu.ac.uk

International Admissions Office

T: +44 (0)116 207 8357

E: iao@dmu.ac.uk



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



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



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



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