

# Pre-departure guide for international students

2019-2020 entry





# Congratulations

*Congratulations on your offer to study at Loughborough University. We are looking forward to welcoming you, and hope that you will enjoy your time studying with us. This guide has been designed to help you prepare for leaving home, arriving in the UK and your first weeks at Loughborough.*

Loughborough University is a beautiful place to live and study; our campus is one of the largest in the UK yet still maintains a vibrant student community. During your time here you will benefit from our award-winning student experience and join our Loughborough family.

Our ambition is to inspire high-achieving students from all backgrounds. We look forward to welcoming you to our campus – you will find an atmosphere of determination and a will to succeed. The community spirit and focus of learning creates an environment that motivates everyone to be the best they can be.

You'll be taught by world-leading academics involved in cutting-edge research, ensuring you receive the very best learning experience. Our campus is home to the UK's

largest employment fair and you will have access to our comprehensive Careers Network Service, where we can help you realise your career ambitions. To help you adjust to campus life you can join in with a wide range of social and sporting activities, this is a good opportunity to meet new friends.

The International Office is a team of specialist staff that are dedicated to helping you, both before you arrive and during your time at Loughborough. Should you need anything at all, please let us know.

T: +44 (0)1509 222201

E: [international-office@lboro.ac.uk](mailto:international-office@lboro.ac.uk)  
[www.lboro.ac.uk/international/offer-holders](http://www.lboro.ac.uk/international/offer-holders)



THE TIMES AND  
SUNDAY TIMES  
UNIVERSITY GUIDE 2019  
UNIVERSITY OF THE YEAR



REF 2014  
TOP 10 UNIVERSITY  
IN ENGLAND FOR  
RESEARCH INTENSITY



TIMES HIGHER EDUCATION  
STUDENT EXPERIENCE  
SURVEY 2018  
1ST FOR STUDENT  
EXPERIENCE



GUARDIAN UNIVERSITY  
GUIDE 2019  
RANKED 4TH

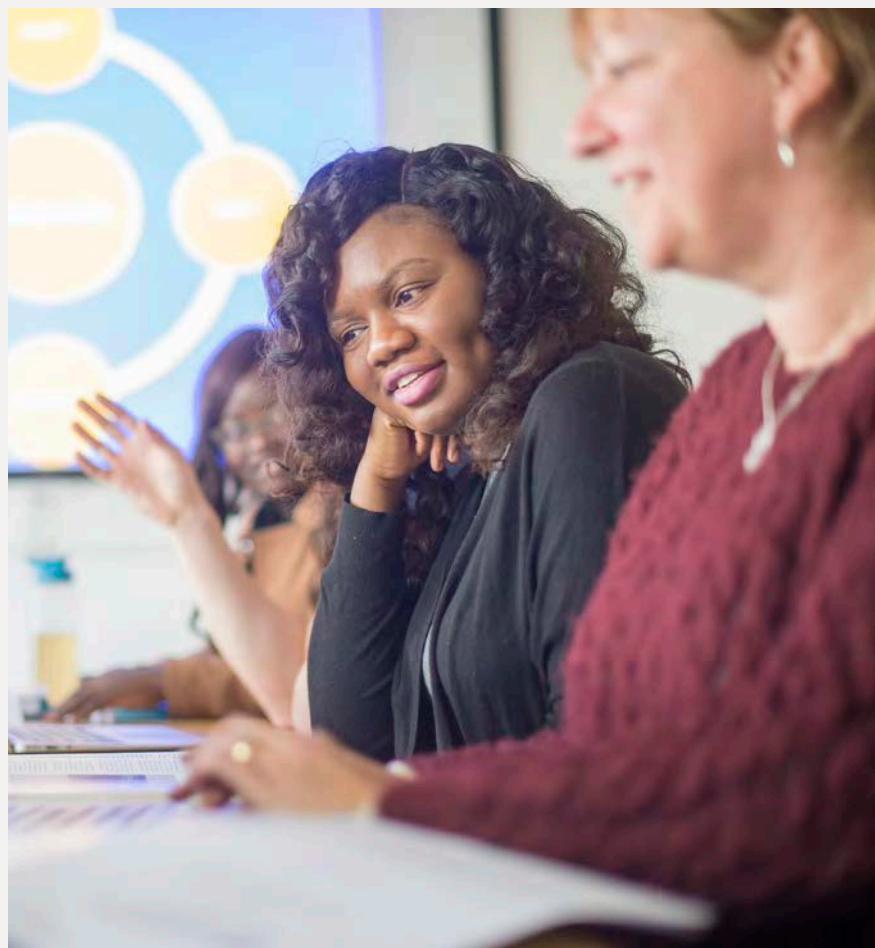


QS WORLD UNIVERSITY  
RANKINGS BY SUBJECT 2019  
1ST IN THE WORLD  
FOR SPORT



# Contents

Our location	04
Preparing to study in the UK	05
Planning ahead	07
Students with families	08
Preparing to depart	09
Checklist	10
On arrival in the UK	11
Travelling to Loughborough	12
Arriving at Loughborough	13
Your induction at the University	15
UK – A to Z	17
Useful contacts	19



# Our location

*Our campus is located approximately two miles away from the centre of Loughborough, a busy market town with a population of approximately 55,000 people. Loughborough enjoys a great location in the middle of England; ideal for exploring the rest of the UK and Europe.*

Loughborough is located in the county of Leicestershire, between Leicester, Nottingham and Derby – three nearby, larger cities – and is just 77 minutes from London by rail, where you can then hop on another train direct to Europe! You can explore the UK by coach, the travel costs for a weekend trip to London are as little as £13.70.

With East Midlands Airport just 15 minutes away by car, you can really make the most of your spare time and fly direct to a variety of European cities. Just a two hour flight and you could be sightseeing in cities like Venice, Prague or Berlin.

## Our campus

On campus you can find all the amenities and facilities required for student life, such as a grocery store, a bank, gyms and fitness centres, sports halls and pitches, restaurants and a nightclub. In Loughborough itself you'll find a beautiful park, a theatre, a cinema, large supermarket, a bustling market and high street shopping.

Everything is within walking distance on campus; however if you choose not to walk you can take the free bus to on-campus halls or lectures.



- |                                |  |
|--------------------------------|--|
| 1 Student Accommodation        | 4 Graduate House                           |
| 2 Pilkington Library           | 5 Opticians, grocery shop and hairdressers |
| 3 Loughborough Students' Union | 6 50m swimming pool                        |







# Preparing to study in the UK

## Obtaining your visa

Unless you are a British Citizen or an EEA or Swiss national, or you already hold immigration permission that allows you to live and study in the UK, you will most likely need to obtain immigration permission before travelling to the UK to study. All students aged 18 or over who are coming to study for longer than six months must obtain entry clearance as a Tier 4 (General) student from the nearest British Embassy/High Commission.

As part of your visa application you will require a Confirmation of Acceptance for Studies (CAS). Information on obtaining a CAS from the University is available from [www.lboro.ac.uk/cas](http://www.lboro.ac.uk/cas)

You will need information from your CAS statement to complete your visa application; the CAS statement will also help you calculate how much money you will need for any outstanding tuition fees and which documents you need to provide as evidence of how you secured your course offer.

When you receive your visa, it is advisable to check that all the details are correct before travelling to the UK, as it may be easier to have any necessary corrections made by the UK visa service in your home country rather than trying to do that after arriving in the UK.

The Student Advice and Support Service provides information on the Tier 4 visa application process and can be contacted direct for free individual advice on this and other visa matters.

[www.lboro.ac.uk/visas](http://www.lboro.ac.uk/visas)

## Names on your documentation

Occasionally, problems occur with the spelling of names and addresses, especially with students from countries that use a different alphabet to English. It is best to decide on how you wish your name to be spelt in English and then use this spelling at all times. This should be the spelling that is given in your passport.

## Biometric Residence Permit (BRP)

Your Tier 4 visa will be issued for just 30 days to allow you to travel, after arriving in the UK you must collect your BRP which contains your permission to stay longer.

Towards the end of the visa application you will be asked where you wish to collect your BRP from, the suggestions are based on the contact details you have given.

You can collect your BRP from the Student Office at the Loughborough campus by selecting the 'alternative location' and enter the ACL code '2HE857' – this option is available at the Loughborough campus only (including all pre-sessional students and their dependants), it is not possible to collect BRPs at the London campus. Otherwise BRPs may be collected from participating Post Offices, the details of the nearest to each University campus are as follows:

Loughborough has several Post Offices, the nearest to campus is located 259 Forest Road, Loughborough, Leicestershire, LE11 3HT.

For the London campus the nearest Post Office is 26-28 The Broadway, Stratford, London, E15 4QS.

*You will need to take your passport containing your visa and the letter you received when your visa was issued when you go to collect your BRP*

Further details can be found here: [www.gov.uk/biometric-residence-permits](http://www.gov.uk/biometric-residence-permits)

## Students studying for less than six months

If you wish to stay in the UK for less than six months, it may be appropriate to apply for a short-term study visa rather than a Tier 4 visa:

[www.lboro.ac.uk/visas](http://www.lboro.ac.uk/visas)

## Academic Technology Approval Scheme (ATAS)

In order to study a course in some science and engineering subjects, you may require ATAS clearance. Your offer letter and CAS will confirm whether ATAS clearance is required. If it is, you must apply for an ATAS certificate and include a copy of your ATAS certificate with your visa application. Further information about the ATAS clearance scheme, including the programmes that require ATAS clearance, can be found here:

[www.lboro.ac.uk/study/apply/support/atas](http://www.lboro.ac.uk/study/apply/support/atas)

## Tuberculosis (TB) screening

TB screening is compulsory for those from certain countries who are applying for a visa for longer than six months. Further information can be found here: [www.gov.uk/tb-test-visa](http://www.gov.uk/tb-test-visa)



# Planning ahead

## Where to live in Loughborough

The types of accommodation available are University halls of residence, private halls, shared houses, flats and self-contained properties. Further details can be found on our Student Accommodation website:

[www.lboro.ac.uk/accommodation](http://www.lboro.ac.uk/accommodation)

## Caring for you in halls

All halls have Hall Managers to offer advice and support during the day and a warden team who are there to support you during evenings and weekends. If you have any special needs (eg dietary, religious), then please inform the Student Accommodation Centre after you have accepted your offer of accommodation.

Whilst we will do our best to meet your accommodation preferences, students with particular cultural or religious requirements should note that our policy of non-discrimination and equal opportunities leads to a mixed environment within our halls. Whilst some areas are specifically designated male or female, socialisation is common. Please contact the Student Accommodation Centre to discuss particular requirements.

The University has residential rooms which are specifically adapted to meet the needs of students who have disabilities. If a specific room type or catering option is required for medical reasons, we will do our best to provide this. Please refer to our frequently asked questions for further information:

[www.lboro.ac.uk/accommodation/faqs](http://www.lboro.ac.uk/accommodation/faqs)

## Accommodation starter pack

Students staying in University halls of residences may wish to order a starter pack which includes bedding (duvet and cover, sheets, and pillow-cases), crockery, cutlery and cooking utensils at a very reasonable cost. This must be ordered in advance and it will then be delivered to your room prior to your arrival at Loughborough.

[www.lboro.ac.uk/starter-packs](http://www.lboro.ac.uk/starter-packs)

## How to apply for accommodation

### Undergraduates

First-year students coming to study at Loughborough in 2019-2020 who make Loughborough their firm choice and apply for accommodation before the end of July 2019 will be guaranteed a room in university halls accommodation.

International undergraduates are guaranteed a university hall room for any two years of their study programme, provided that they stay in the same hall of residence throughout.

At Loughborough we provide an online room reservation system for undergraduate students. Once you have your academic offer and you have made Loughborough your firm choice, you will be able to register and reserve a room from mid-May 2019 (unconditional students) or from early June 2019 (conditional students). You will receive an email from the Student Accommodation Centre to advise you when and how to apply.

### Postgraduates

You can apply online once you have a firm offer for your course but you can register your preference for university hall accommodation using your university application number from April. You will receive an email from the Student Accommodation Centre to advise you when and how to apply.

Registering your preference does not guarantee you an offer of accommodation but priority is given to international students. Subject to room availability, successful applicants will receive an offer via email once their academic place at Loughborough has been accepted and confirmed.

## Off-campus accommodation

If you prefer to live in privately owned accommodation in Loughborough, all properties advertised by the Student Accommodation Centre have been inspected by us. Please view our available off-campus accommodation on Studentpad [www.loughboroughstudentpad.co.uk](http://www.loughboroughstudentpad.co.uk) or email [findahouse@lboro.ac.uk](mailto:findahouse@lboro.ac.uk)

## Contract checking service

The Student Advice and Support Service offers a free contract checking service to help you understand your rights and responsibilities when renting a property. It is highly recommended that you seek advice from them before you sign any contract or pay any money to a private landlord or letting agent. Email [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk) or call +44 (0)1509 222765 for an appointment.

## Living costs

Loughborough is not an expensive town to live in by UK standards. Students (and their sponsors) must budget for their time in the UK and should allow at least £1,040 per month for the duration of their studies to cover expenses such as accommodation, food, clothing, books and local travel.

We suggest that you bring no more than £550 in cash or travellers cheques for your first few weeks at the University and ensure you have some low denomination notes, such as £5 or £10. Try to avoid £50 notes if possible.



# Students with families

There are limited circumstances in which family of Tier 4 students are allowed to come to the UK as 'dependants' and stay throughout their studies. The Student Advice and Support Service provides information on visas for family and can be contacted direct for individual advice.

[www.lboro.ac.uk/visa-advice](http://www.lboro.ac.uk/visa-advice)

## Accommodation for families

Any student considering bringing their family with them to Loughborough is advised to contact the Student Accommodation Centre for advice. It may be helpful to

consider travelling to the UK alone before term starts, ahead of your family, and arrange for them to join you once you have found somewhere to live.

Contact the Student Accommodation Centre at [sac@lboro.ac.uk](mailto:sac@lboro.ac.uk)

## Loughborough Campus Nursery

There is a nursery on campus for 0-5 year old children. If you would like your child to attend the campus nursery please get in touch before you arrive to arrange a place.

[www.lsu.co.uk/nursery](http://www.lsu.co.uk/nursery)





# Preparing to depart

## Onward travel: book your free coach pick up from Heathrow in advance

Most students tend to reach the UK by flying into one of the major London airports, and we offer a free coach pick up from Heathrow on certain days before the beginning of the academic year. The coach will bring you and your luggage directly to the campus.

To use our free airport coach service you must book online here: [www.lboro.ac.uk/heathrow](http://www.lboro.ac.uk/heathrow) at least 14 days before your flight or call the International Office on +44 (0)1509 222201.

## Not flying into Heathrow?

Birmingham Airport and East Midlands Airport are located closer to Loughborough, or you may be flying into Gatwick (located in London). We do not operate a pick-up service from these airports, so please organise your onward travel to Loughborough in advance. See page 12 for more information.



## TOP TIP

You are advised to take out adequate **travel insurance** to cover your journey, including the cost of medical expenses and personal possessions.



# Checklist

## Before you leave home

Please remember when you're packing your suitcase that you will have to carry your bags around the airports and to your accommodation building. A key rule is, if you cannot carry it, do not pack it!

You will be able to buy most things you need after arriving in Loughborough. We recommend that you do not bring more than one suitcase and one carry-on bag.

## Personal items

- ✓ **Clothes** (don't forget a warm jumper)
- ✓ **Toiletries** for your first few days
- ✓ **Medicines** and a **first-aid kit**
- ✓ **English dictionary**
- ✓ **Photos** of friends and family
- ✓ **National** or **traditional dress** for formal occasions and activities

## Prohibited items

There are certain goods that are prohibited or restricted in the UK. For information on these please see the border control information here: [www.gov.uk/uk-border-control](http://www.gov.uk/uk-border-control)

## Don't forget your important documents

- Your **valid passport** (or recognised travel document/card)
- **Entry visa certificate**
- Photocopies of your UK visa and your passport's personal details page
- **Unconditional offer letter** from Loughborough University
- **Documentary evidence of financial support** for fees and maintenance
- If your fees and living expenses have been paid in advance into the University's bank account, **a letter from the person who has made the transfer** authorising the University to refund to you the amount allocated for your living expenses
- **TB test certificate or other medical certificates**, if necessary
- Enough **cash/travellers cheques** to support yourself until you can open a bank account in the UK
- **Travel insurance documents.**



## TOP TIPS

Leave behind valuable items such as **jewellery**. If you require them, make sure they are insured and stored securely at all times.

**Keep copies of travellers cheque numbers, insurance policy numbers and your passport number** in a separate and safe place in case they are lost or stolen. Also leave the numbers with friends and family.







## On arrival in the UK

### Immigration

When you arrive you will have to go through immigration control where a Border Force Officer will check your passport (or national identity card for EEA and Swiss students), scan your fingerprints and date stamp your visa. The Border Force Officer may ask your purpose for coming to the UK and try to determine if you can speak English without the aid of an interpreter. It is recommended that you have the following documents available in your hand luggage in case they are needed:

- valid passport (with visa as required)
- admissions correspondence confirming acceptance on to your programme
- evidence that you can pay your fees and support yourself for the duration of your course (letter from sponsor/funder or bank statements)
- health certificate (if appropriate).

### Customs

It is illegal to bring certain items into the UK from outside the EU, while restrictions apply on other items. If you are arriving from outside the EU and are bringing more than £10,000 (or the equivalent in another currency), you are required to declare this on arrival. If you have to bring any medication which has been prescribed by a doctor for your personal use, you are advised to bring documentary proof from your doctor of the nature of the drugs. More information on customs control is available here: [www.gov.uk/duty-free-goods](http://www.gov.uk/duty-free-goods)

### Lost luggage

If any of your luggage is lost in transit, report it to the staff of the airline you have travelled with as soon as possible. If you lose any of your belongings at the airport, rail or coach station, ask a member of staff for help in finding the lost property office to see if it has been handed in. If you think it may have been stolen, report it to the police as soon as possible.

# Travelling to Loughborough

## Travelling from the airport to Loughborough

There are a number of ways to get to Loughborough:  
[www.lboro.ac.uk/getting-here](http://www.lboro.ac.uk/getting-here)

## Free coach pick up from Heathrow

We offer a free coach pick up from Heathrow on certain days before the beginning of the academic year. To use this service you must book in advance: [www.lboro.ac.uk/heathrow](http://www.lboro.ac.uk/heathrow) or call the International Office on +44 (0)1509 222201.

## By coach or bus

**National Express Coaches:** +44 (0)8717 818 181 (from the UK only) or see [www.nationalexpress.com](http://www.nationalexpress.com)

**Eurolines** (agents for National Express)  
[www.eurolines.co.uk](http://www.eurolines.co.uk)

**Skylink** (East Midlands Airport only)  
[www.trentbarton.co.uk/skylinknottingham](http://www.trentbarton.co.uk/skylinknottingham)

When you arrive in Loughborough take the local Sprint bus to campus.

## By train

**National Rail:** +44 (0)8457 484950 (from UK only) or see [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**East Midlands Trains:** [www.eastmidlandstrains.co.uk](http://www.eastmidlandstrains.co.uk)

**Trainline:** [www.thetrainline.co.uk](http://www.thetrainline.co.uk)

When you arrive at Loughborough train station, it is a short journey by taxi to the University. It will take approximately 10 minutes to reach campus and will cost about £7. Alternatively, you may travel from the station to the University on the local Sprint bus.

## By taxi

Travelling from the international airports to Loughborough University by taxi can be very expensive. We would recommend you either travel by train or coach from these airports. If you would rather travel via taxi we suggest pre-booking, which often saves money.

## Staying over in London

If you are due to arrive in London too late for any bus or train service, it may be less expensive to spend the night in London and travel to Loughborough the following day instead. You can book accommodation in advance.

**International Students' House:** [www.ish.org.uk](http://www.ish.org.uk)  
**The British Tourist Authority:** [www.visitbritain.com](http://www.visitbritain.com)  
**London Tourist Board:** [www.visitlondon.com](http://www.visitlondon.com)







# Arriving at Loughborough

*Welcome to the Loughborough family! We're delighted to have you here, and we want to help you settle in as quickly as possible. Before you head out and explore your new home though, there are a few things to do:*

## Register with the University

Approximately six weeks before the start of your programme of study at Loughborough, you will be sent an email inviting you to complete your online registration. You will be guided through a series of screens and asked to upload a photograph of yourself. It is important that you complete this process before your arrival, so that we can produce your university ID card and have it ready for you to collect at the International Student Registration event. **You will need to bring your passport and visa to this event.**

Further information related to registration can be found at [www.lboro.ac.uk/welcome](http://www.lboro.ac.uk/welcome)

In addition to registering centrally, you may also be required to register with your academic department. Each department/programme has a specific registration session and you will be informed of the date, time and venue upon arrival.

## Pay your fees

Tuition fees can be paid in one sum by the fourth week of the first term. The preferred method of fee payment is via our secure, online portal which can be found on the Student Finance web page. Payment of fees can also be made by bank cheque or banker's draft, made payable to Loughborough University. We also accept payment by credit/debit card (Visa/Mastercard/Eurocard/Switch/Delta).

## Payment in instalments

Instead of paying your fees in one sum, you may pay them in three equal termly instalments from October to May by direct debit from a UK bank account. If you wish to pay by this method, then a direct debit form can be downloaded from the Student Finance web page below.

## Paying through a sponsor

You should provide the University with proof of your sponsorship in advance of your arrival in Loughborough. The best way to do this is by sending a copy to the Admissions Office. This should be an official letter stating who your sponsor is and how much they are sponsoring you for. The full fee can be paid at the start of the academic year and, if the University has received proof of your sponsorship, your sponsor will be invoiced for your fees. If your sponsor is unable to pay your fees, you will become liable for the payment.

Statements will be sent for tuition fees (for self-funding students) to your term-time student e-mail address at the beginning of each term. There are many different ways to pay your fees. If you have been awarded a bursary or scholarship by the University, this will be deducted from your tuition fees when you are invoiced. These details can be found on the Student Finance website.

[www.lboro.ac.uk/international/finance](http://www.lboro.ac.uk/international/finance)

## Open a bank account

It can take up to five working days to open a bank account, so it is advisable to have some sterling in cash and travellers cheques on arrival to meet immediate expenses during your first weeks in the UK. To open an account you will need to provide documents showing proof of identification, your UK and home addresses and your student status. You can obtain a letter confirming your registration at the University from the International Student Registration event or Student Enquiries:

T: +44 (0)1509 222491 E: [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk)

## Register with the Medical Centre

Search for and complete the "New Patient Registration" form from [www.lborounimedicalcentre.co.uk](http://www.lborounimedicalcentre.co.uk) and send it to the Medical Centre (either by post, or by handing it in when you arrive). If you are currently taking medication, please bring one month's supply of medicine with you when you leave home.

## Register with the police

Certain nationalities who come to the UK for over six months will be required to register with the local police. This may be confirmed on your initial visa UKVI decision letter and/or Biometric Residence Permit (BRP) issued in the UK. If this applies, you must register to comply with visa requirements. The Student Advice and Support Service provides information on police registration and may be contacted direct for individual advice:

[www.lboro.ac.uk/police-registration](http://www.lboro.ac.uk/police-registration)



## MAKE SAVINGS ON UK TRAVEL

If you think you will travel regularly within the UK, then you may benefit from purchasing a **16-25 Railcard** which entitles you to travel by rail anywhere in Britain at a discount (restrictions apply between 4.30am and 10am excluding July and August). To buy a rail card you will need to provide proof of your age (eg passport) and a passport-size photograph. Find out more: [www.16-25railcard.co.uk](http://www.16-25railcard.co.uk)

You can take advantage of low cost city breaks throughout the UK on the Megabus. You can book low cost coach travel to many UK cities with a further 10% discount for students available. <http://uk.megabus.com>

**Student Coach Cards** are available for full-time students and allow you to buy National Express coach tickets at a reduction of 33% for some tickets. Find out more: [www.nationalexpress.com/en/offers/coachcards/young-person](http://www.nationalexpress.com/en/offers/coachcards/young-person)



# Your induction

## Induction and welcome

All new international, European and exchange students are invited to attend an induction and welcome meeting organised by the International Office. This event is an excellent opportunity to meet other students from your home country and from across the world. You can also meet members of the International Office and Student Services, who will be available to answer any questions you may have.

Details of the induction sessions are available on our website: [www.lboro.ac.uk/international/inductions](http://www.lboro.ac.uk/international/inductions)

Your academic departments will run their own individual induction sessions, which you must attend. There is also a separate induction programme for postgraduate research students, which will include international sessions.

## Student support

The Student Advice and Support Service has advisers who can help you with a range of issues including immigration, extending your visa, police registration, travelling abroad, work, and information on other support services in the University. They will also be able to give advice on various student issues including housing, finance, employment, academic issues, consumer rights, and Council Tax.

[www.lboro.ac.uk/isas](http://www.lboro.ac.uk/isas)

## International Student Welcome Week

The Welcome Week, also known as Freshers' Week, is designed to introduce you to the fantastic lifestyle at Loughborough University and provide you with all the essential information and support that you will need to start your studies.

Welcome Week offers an action-packed week with many activities, ranging from a visit to local landmark Beacon Hill to the amazing Freshers' Ball at the Loughborough Students' Union (LSU)! We also offer 'Alcohol-free Freshers' Week, which is open to any student who wants to meet and socialise with other new Loughborough students who do not drink alcohol. There will be plenty of sporting, social and cultural activities organised by your hall and the Students' Union to help you settle in and make new friends.

## Academic Language Support Service

No one is born speaking or writing academic English! Everyone needs to learn it to succeed on an academic programme.

ALSS is here to help you whatever your situation: home student, international student, native speaker of English, non-native speaker of English, undergraduate or postgraduate. We believe all students can achieve their full potential with some timely additional support.

[www.lboro.ac.uk/alss](http://www.lboro.ac.uk/alss)





## Counselling Service

Our experienced counsellors are all professionally trained and the service, is entirely confidential. It is quite normal for someone who moves from a familiar culture to one which is unfamiliar to experience 'culture shock'. Some helpful advice on how to recognise and cope with the causes and effects of culture shock can be found on the UKCISA website: [www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock](http://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock) and on our Counselling Service website: [www.lboro.ac.uk/disabilities/counselling/students](http://www.lboro.ac.uk/disabilities/counselling/students)

## Faith and spirituality

Followers of any religious group are free to practise their own beliefs and the world's main religions are all represented within the University community. The University Chaplains can give advice on places of worship off-campus and on other spiritual matters. On campus there is a non-denominational chapel and a Muslim prayer room, and there is provision in Loughborough for Christians, Muslims, Sikhs, Buddhists and Hindus.

Find out more: [www.lboro.ac.uk/cfs](http://www.lboro.ac.uk/cfs)

## Students' Union

The Students' Union offers a diverse programme of skills development and employment opportunities, alongside entertainment and activities to really help you get involved in university life. When you arrive at Loughborough, there will be various welcome activities to help you to get to know the English culture, including trips to popular tourist destinations, sporting activities, parties and an annual International Day.

Some of the international societies that the Students' Union supports, to name just a few, include: the African-Caribbean Society, China Society, Hellenic Society, Indian Society, Iranian Society, Singapore Society, Malaysia Society and the Brunei Society.

Find out more: [www.lsu.co.uk/getinvolved/societies/soclist](http://www.lsu.co.uk/getinvolved/societies/soclist)

## Students with disabilities

The campus is fully accessible, to meet the needs of students with disabilities. There is lift access to all floors, height adjustable desks and disabled toilets available throughout the building.

To discuss your requirements in more detail, please contact our **Disability Service**:

T: +44 (0)1509 222770

E: [disability@lboro.ac.uk](mailto:disability@lboro.ac.uk)



# UK – A to Z

## Banks

Most banks are normally open daily between 09.30-17.30 hrs, Monday to Friday. In addition, some banks open later on one day each week and/or on Saturday mornings.

## Bus

There is a regular bus service (Sprint) which operates between Loughborough railway station, the town centre and the University campus. The cost of a journey from the University into the town centre is approximately £2.10, it is the same cost to the train station too. If you will be taking the bus regularly you can buy discounted tickets for 10 or 28 trips, or an unlimited bus card (Kinchkard) which costs £299 per academic year.

## Cash

Notes are in denominations of £50, £20, £10 and £5 while coins are available in £2, £1, 50p, 20p, 10p, 5p, 2p and 1p. Try to avoid £50 notes if possible and do not carry large amounts of cash.

## Child care

Our Students' Union runs a day nursery on campus. Please contact the nursery at the earliest opportunity to enquire about places.

T: +44 (0)1509 234126 E: [nursery@lsu.co.uk](mailto:nursery@lsu.co.uk)  
[www.lsu.co.uk/nursery](http://www.lsu.co.uk/nursery)

## Clothing

During the day for your classes you may dress informally. However, you would be expected to dress appropriately for formal occasions – usually women wear dresses and men wear suits. Depending on where you are travelling from, you may need to buy items of clothing suited to the British climate, such as a warm and waterproof coat, pyjamas, sweaters and socks. Such items may be more easily available to buy in Britain when you arrive.

## Council Tax

Council Tax is a type of tax charged on residential properties but most students are exempt from paying this.

[www.gov.uk/council-tax](http://www.gov.uk/council-tax)

## Cycling

Make sure that your bicycle is in a good condition and has working lights – a white one at the front and a red one at the back. It is illegal to cycle at night without lights. They can be purchased from one of the cycle shops in the town centre at very little cost.

Do not ride on the pavement unless it is a designated cycle path. This will be shown by a blue sign with a bicycle on it. There may also be markings on the pavement showing a bicycle.

If you are cycling on the road, make sure that you follow the flow of the traffic – cycle on the left-hand side and always wear a cycle helmet. Make yourself as visible as possible when cycling by wearing reflective and fluorescent clothing. For further information on cycling please refer to: [www.gov.uk/highway-code](http://www.gov.uk/highway-code)

## Driving

Before driving any vehicle in the UK you should check that you meet all of the legal requirements which apply to the driver and the vehicle. You also need to ensure that you are aware of the correct licensing and taxation procedures, which may be very different from your home country.

Students from outside the European Economic Area (EEA) who hold a non-European Union (EU) driving licence or an International Driving Permit may drive in the UK for up to 12 months. Students with a driving licence from an EU country may drive in the UK for as long as their licence is valid. It is advisable to take a few driving lessons after you arrive, as this will assist you with the driving rules and regulations in the UK. Detailed information about using a vehicle can be found on the Driver and Licensing Agency (DVLA) website: [www.gov.uk/dvla](http://www.gov.uk/dvla)

In the UK, vehicles are driven on the left-hand side of the road.





## Electrical equipment

The standard electricity supply in the UK is 230V AC, and sockets are designed to take a 13-amp, square, three-pin plug. If you intend to use a two-pin plug, you will need to buy an adapter. These can be bought before you arrive or in the UK.

## Laundry

If you do not have a washing machine or drying facility where you are living, you can take your washing to a laundrette where there are coin-operated washing machines and dryers.

## Medical insurance

If you are not an EEA/Swiss national and are coming to the UK for less than six months, you may not have access to full National Health Services (NHS) and should take out medical insurance for the duration of your stay.

## Part-time work

After you have enrolled on your course in the UK, you can register with Loughborough Student Employment to find local part-time and vacation work. Most students on a tier 4 visa are allowed to work up to 20 hours per week.

Information about jobs that are currently available can be seen on the Loughborough Student Employment Exchange website: [www.lboro.ac.uk/work-study](http://www.lboro.ac.uk/work-study)

## Queuing

British people love to queue! Well, not really, but we do so in order to ensure fairness – if you go to the beginning of a queue, you will cause offence to other shoppers.

## Schools

Children from age 5-16 must go to school (or receive comparable education at home) and are expected to attend regularly and arrive punctually. Attendance at state schools is free of charge. Our Student Support Centre (SSC) runs a school liaison scheme for all international students who wish to place their children in a nearby school.

More details can be found by contacting the Student Support and Advice Centre T: +44 (0)1509 222765

E: [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk)  
[www.lboro.ac.uk/sass](http://www.lboro.ac.uk/sass)

## Shopping

Loughborough has a popular street market on Thursdays and Saturdays for groceries, clothing and other items, and a bustling high street with a variety of shops. Large supermarkets and smaller groceries stocking international goods can be found in the town centre. Items for sale are marked with a price and you will be expected to pay that – it is not possible to bargain over prices at UK shops.

## Spelling

It is important to decide on a way to spell your name using the English alphabet, and always stick to that spelling. If there are differences in spelling across your documentation, this may cause you difficulties in opening a bank account or booking travel tickets, etc.

## Telephone

If you have brought your mobile phone with you, we recommend purchasing a UK SIM card. The rate will vary depending on the network provider but will start from £5 for minutes and text bundles.

## Walking

Always use the pavement. If there isn't a pavement, then it is safest to walk on the right-hand side of the road, towards any oncoming traffic. When crossing the road, always use a designated crossing where there is one and look both ways.

## Weather

The weather in the UK is varied and changeable, with warm summers and cool winters. In summer, temperatures tend to vary between about 19 and 23°C, with around 16 hours of daylight. In winter, the temperature generally varies between 0 and 10°C, though it can drop below 0°C at night, and the daylight hours shorten to around 8 hours.



# Useful contacts



## ADMISSION ENQUIRIES

For enquiries relating to your application.

### Undergraduate Admissions Office

T: +44 (0)1509 223522 E: [admissions@lboro.ac.uk](mailto:admissions@lboro.ac.uk)

### Postgraduate Taught Admissions Office

T: +44 (0)1509 222496 E: [pgtaught@lboro.ac.uk](mailto:pgtaught@lboro.ac.uk)

### Doctoral College Office

T: +44 (0)1509 228292 E: [pgresearch@lboro.ac.uk](mailto:pgresearch@lboro.ac.uk)

## GENERAL POSTGRADUATE ENQUIRIES

For enquiries regarding to any aspect of postgraduate study.

### Postgraduate Enquiries

T: +44 (0)1509 222834 E: [pgenquiries@lboro.ac.uk](mailto:pgenquiries@lboro.ac.uk)



## UK AIRPORTS

### Heathrow Airport (London)

T: +44 (0)8443 351801 [www.heathrow.com](http://www.heathrow.com)

### Gatwick Airport (London)

T: +44 (0)8448 920322 [www.gatwickairport.com](http://www.gatwickairport.com)



## ADMISSION ENQUIRIES

### Student enquiries

For enquiries relation to university administration; registration and programme of studies.

T: +44 (0)1509 222491/222472 E: [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk)

### Accommodation enquiries

To help you find a place to live.

T: +44 (0)1509 274488 E: [sac@lboro.ac.uk](mailto:sac@lboro.ac.uk)  
[www.lboro.ac.uk/accommodation](http://www.lboro.ac.uk/accommodation)

### Student Advice and Support

Offering confidential and impartial advice.

T: +44 (0)1509 222058 E: [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk)  
[www.lboro.ac.uk/sass](http://www.lboro.ac.uk/sass)

### Academic Language Support

Preparation for academic study, English language pre-sessional courses.

T: +44 (0)1509 228325 E: [alss@lboro.ac.uk](mailto:alss@lboro.ac.uk)  
[www.lboro.ac.uk/alss](http://www.lboro.ac.uk/alss)

### Student Finance

Financial enquiries and fee payment information.

T: +44 (0)1509 223538 E: [student-finance@lboro.ac.uk](mailto:student-finance@lboro.ac.uk)  
[www.lboro.ac.uk/finance](http://www.lboro.ac.uk/finance)

### Stansted Airport (London)

T: +44 (0)8443 351803 [www.stanstedairport.com](http://www.stanstedairport.com)

### Birmingham Airport

T: +44 (0)8712 220072 [www.birminghamairport.co.uk](http://www.birminghamairport.co.uk)

### East Midlands Airport

T: +44 (0)8712 710711 [www.eastmidlandsairport.com](http://www.eastmidlandsairport.com)

### International Office

Loughborough University  
Leicestershire LE11 3TU UK  
T: +44 (0)1509 222201

E: [international-office@lboro.ac.uk](mailto:international-office@lboro.ac.uk)

[www.lboro.ac.uk/international/offer-holders](http://www.lboro.ac.uk/international/offer-holders)



@lborouniversity



/lborouniversity



/lborouniversity



/lborouniversity



lborouniversity



lborouniversity



lborouniversity