WELCOME TO YOUR UNIVERSITY OF LEICESTER

We are very excited that you will be joining our University, or continuing your studies here, and we want to help and support you throughout your time with us. This guide provides information and advice about life here and the services and activities you can get involved with whilst you are with us.

If you have any questions, get in touch. Visit our website at www.le.ac.uk/welcome or email us at starting@le.ac.uk
Tips for life at University…

My suggestion would be that of taking advantage of your University experience in every aspect: be open, make friends, join the societies, be curious, ask questions, support people around you, study hard, party hard, fall in love, be creative and be active!

Francesca, Economics

University usually offers much more flexibility than school or full-time employment. Don’t be intimidated by this freedom. Instead, explore what is possible.

Eva, Philosophy

I didn’t stay in halls in my first year and I was worried about making friends. But the people I met in my first week at different campus events ended up being my great friends for the entire three years at Leicester!

Lauren, Law

Though my course taught me how to academically excel, and that too has been an extremely positive experience, being part of a student group enabled me to appreciate the skills I will require once I graduate and work.

Mashuda, Medical Physiology

Talk to everyone. It has always been my number one piece of advice for university students! You never know if they’ll become your best friend, teach you something incredible, open doors to a new activity, or introduce you to someone who changes your life.

Scarlett, Law
HAVE YOU GOT YOUR VISA?

You will need a Tier 4 visa to study in the UK if you are spending more than six months here and are from outside the European Union or European Economic Area. You can check if you need a visa at [www.gov.uk/check-uk-visa](http://www.gov.uk/check-uk-visa) and find out where to apply for a visa at [www.gov.uk/find-a-visa-application-centre](http://www.gov.uk/find-a-visa-application-centre)

It can take a long time to get a visa, so apply for one as soon as possible before the start of your course. The earliest you can apply for your visa is three months before your course starts.

**Your visa application is assessed on:**

- The university you wish to study at.
- Your chosen course and your ability to complete it.
- Your finances.
- What you want to do during and after your studies.

**Your application should contain:**

- Your confirmation of acceptance for studies (CAS) number from us.
- Original copies of your highest or most relevant academic qualification and of your English language ability, if required. These need to be the same as those listed on your confirmation of acceptance for studies (CAS) statement.
- Documents not in English need to be translated by an official translator or translation company. Each document must include confirmation from the translator that it is accurate, the date of translation, the full name and original signature of the translator, the contact details of the translator, and the qualifications of the translator.
• Bank or building society statements to show you can pay for the course and can afford to live in the UK. The statements must confirm that you have held the required money for a consecutive 28-day period (finishing on the date of the closing balance), ending no more than 31 days before your application. The account can only be in your name, the name(s) of your parent(s) or a legal guardian’s name. If the account is in the name(s) of your parent(s) you will also need to submit your birth certificate and a letter from your parent(s), stating they will be supporting you. You can find out more information at [www.gov.uk/government/publications/guidance-on-application-for-uk-visa-as-tier-4-student](http://www.gov.uk/government/publications/guidance-on-application-for-uk-visa-as-tier-4-student)

• If you are being sponsored: evidence of government or employer sponsorship on official paper. This needs to show your name, the name and contact details of your official sponsor, date of the letter, the length of the sponsorship, and the amount of money your sponsor is giving.

• For further information, see [www.gov.uk/tier-4-general-visa](http://www.gov.uk/tier-4-general-visa)

  The UK Council for International Student Affairs can also provide guidance on visa applications.

**VISA CHECKPOINT**

After you arrive, you need to attend a visa checkpoint, where we verify and copy your passport and visa.

You will also receive your biometric residence permit at the visa checkpoint if you have requested to collect it from the University. If you have arranged to collect it from a Post Office, you will need to get the biometric residence permit beforehand and bring it with you to the visa checkpoint.

We will contact you with details of when your visa checkpoint appointment is.
Your Student Services Centre brings together a range of key services to help make the most of your time at university.

Visit the Centre to access careers advice, health and wellbeing services, information about part-time work, fee and accommodation payments, new/replacement ID cards, visa and immigration support, finance, and much more.

Our experienced and helpful staff are available Monday to Friday in the Charles Wilson Building.
YOUR WELLBEING IS OUR PRIORITY

Look after your wellbeing to help you make the most of the academic and extra-curricular opportunities on offer. We have plenty of support and will be here to listen to you throughout your time with us.

MEET YOUR PEER MENTOR

If you’re an undergraduate, we’ll pair you with a peer mentor to welcome you into the University, to share experiences and provide informal advice. There’s no such thing as a silly question so you can ask away – whether it’s about the University, student life or the city around you. Sign up on the peer mentoring website from 17 August – https://peermentoring.su.le.ac.uk. Our Medical School will assign you a mentor through their internal scheme, if you are a medical student.

CONTACT THE ACCESSABILITY CENTRE

Our AccessAbility Centre offers support if you have a specific learning difficulty, disability or long term condition, including mental health, which you have to manage as you study. You need an official English translation of your report, or a letter from your doctor, which confirms your condition. You should contact us before you arrive so your support is in place from the start of term. Call us on 0116 252 5002, email accessible@le.ac.uk or visit www.le.ac.uk/accessability

TALK TO THE NIGHTLINE SERVICE

The Students’ Union student-run helpline is open between 8.00pm and 8.00am each night in term time. Call 0116 223 1230, email nightlife@le.ac.uk or visit leicester.nightline.ac.uk. You can also instant message a Nightline volunteer at leicester.nightline.ac.uk/im-service
EDUCATION UNIT
The Students’ Union offers free, confidential advice on academic issues, including mitigating circumstances, appeals, complaints, misconduct, suspending or withdrawing, changing course, and general course and exam queries.

The Education Unit is open between 10.00am and 4.00pm, Monday to Friday in the Percy Gee Building. You can get in touch by emailing educationunit@le.ac.uk or phoning 0116 223 1132. You can also come to their weekly drop ins on Facebook (TalktoEd) and Skype (ed_ucation1). For more information visit www.leicesterunion.com/support/education

REGISTER WITH A DOCTOR
If you are taking prescribed medication for a long term condition, you must bring 12 weeks supply of medication and a letter from your doctor. When you arrive, register with Victoria Park Health Centre - www.victoriaparkhealthcentre.co.uk - and make an appointment to see a doctor who will help to manage your condition whilst at University.

GET VACCINATED
To protect yourself and other students, you need to have received the following vaccines: five tetanus, diphtheria and polio vaccines, two measles, mumps and rubella vaccines and a meningitis vaccine. If you are unable to get these vaccines before travelling to Leicester they will be available here when you register with a doctor.
MENTAL WELLBEING
We can support you with your emotional and mental wellbeing, offering discreet and confidential one-to-one and group support.

Call us on 0116 223 1780 or email wellbeing@le.ac.uk

SPIRITUAL AND RELIGIOUS WELLBEING
Everyone is welcome at the chaplaincy at the Gatehouse (opposite Entrance 2, Mayor’s Walk). The team of chaplains can offer you support and encouragement, whatever your faith or if you don’t have one.

They have information about places of worship and contacts with Leicester’s various faith communities. Find out more at www.le.ac.uk/chaplaincy

GET ACTIVE
Whether you want to be more active or get involved in competitive sport we have something to suit you. It’s a great opportunity to meet new people, make friends and build your teamworking skills.

Our clubs range from football to ultimate frisbee, with fitness classes including yoga and spinning. Our state-of-the-art fitness facilities have a full range of equipment and there are spa and sauna areas to relax in after a long day. Find out more at www.le.ac.uk/sports
GIVE US YOUR VIEWS

TALK TO US

Got a question about your course? Course reps are student volunteers, elected for a year to represent the voice of students in a department. Your department administrators and lecturers can also answer queries.

The MyUoL app also has a feedback tile for you to rate your student experience and to share your comments. Search for MyUoL in the App and Play stores or visit www.le.ac.uk/myuol to access it.
MORE THAN JUST A DEGREE

Although studying and going to lectures will take up a lot of your time, university is also a chance to develop, make new friends and gain new skills.

GET AHEAD IN YOUR CAREER

Whether you have a clear career path in mind, or you’re still working things out, we can help get you to where you want to be. We’ll give you the opportunity to try new things, figure out what inspires you, identify your personal strengths and help with applications. Find out how you can develop your skills and abilities at www.le.ac.uk/careers

MAKE THE MOST OF OUR LINKS WITH PAST STUDENTS

You are not just a student at the University of Leicester: you are now a member of a community that includes 170,000 alumni - past students - from around the world. Alumni have much to offer you as you embark on your own Leicester journey.

So don’t wait until you graduate to get involved. Attend a career networking event and meet alumni working in professions you’re curious about. Join the University’s annual fund telephone campaign as a paid fundraising ambassador. Find an inspiring mentor to help you chart your study and career path.

The University’s alumni relations team can help you with all of this, and more. To find out how, visit www.le.ac.uk/alumni

GET INVOLVED IN CLUBS AND SOCIETIES

The Students’ Union is not just a place to grab a coffee or go for a night out. The Union works to represent students and is the place to join societies or go to for support. You can volunteer to help others and maybe even become a course rep or sabbatical officer. Find out more in the Students’ Union brochure in this pack or at www.leicesterunion.com
Top tips from past students about making the most of university

Don’t be afraid to try new clubs and societies. Many will offer ‘come and try’ sessions where you will have a chance to meet existing members and see what the group is all about. Who knows what new hobby you will discover?

Amy, Communications, Media and Society

Need something and don’t want to trudge into town? Try Queens Road and Clarendon Park Road first for a range of boutique shops, restaurants and artisan cafes.

Jack, History

Theatre, comedy, live music, jazz, performance, spoken word, art – if you like any of these, get down to Attenborough Arts Centre, the University’s own accessible and inclusive art gallery and performance space.

Daniel, History of Art
LANGUAGES AT LEICESTER

Enhance your career prospects, broaden your cultural horizons, improve your literacy skills, boost your memory, increase your attention span and even help to grow your brain through studying Languages at Leicester.

We offer 17 different languages including Arabic, British Sign Language, Chinese, German, Korean and Spanish to name just a few, at all levels.

Find out more about Languages at Leicester, including fees and term dates at: www.le.ac.uk/languages-at-leicester
EASY ACCESS SERVICES

With a busy academic and social life we know that you need access to University information and services quickly and easily. Our mobile app and cashless payment system do exactly that.

MYUOL MOBILE APP

Whether you want to check your timetable, find a PC, or access university news, it’s all in one place. We’d also love to hear about your experience and you can do that in the app too. Search for MyUoL in the App and Play stores or visit www.le.ac.uk/myuol

USE OUR CASHLESS PAYMENT SYSTEM

You can buy food and drink on campus using our contactless payment system: UPayChilli. Not only is this convenient but you can also earn loyalty points, top up as you go and keep track of what you spend.
FULFIL YOUR POTENTIAL

We know you’ve worked hard to get here and we have the study facilities to help you continue this hard work and succeed in your studies.

LIBRARY

The David Wilson Library is a first class study environment with wireless access throughout, open 24 hours a day during the week in term time with hundreds of computers, laptop loans, group study rooms, staff on hand to help and a café on site. Our digital library, contains over 800,000 eBooks, and 65,000 electronic journals. We have over one million printed volumes and extensive collections of rare books and archives, ranging from the 12th to the 21st centuries. We have created online guides to help you find information for your studies and you can book in for a one-to-one consultation. You can find out more at www.le.ac.uk/library

IT

Whilst studying here you will have a University IT account and email address. There are hundreds of computers and many printers available for you to use across campus. You can install Microsoft Office on your laptop or mobile device for free and use our eduroam wifi. Get IT help by visiting the help zone in the library or visiting www.le.ac.uk/it4students
PREPARE TO STUDY

You will find expert guidance on how to prepare to get the most from your studies when you visit https://preptostudy.le.ac.uk. Here you can access advice on what university study is all about, as well as resources to help you make a successful transition to higher education – including tips and insights from recent University of Leicester graduates. Themes covered include learning independently and managing your time, and you will also find further information about the kinds of teaching and assessment you can expect.

You also have access to a wide range of resources and services designed to help you succeed in your studies. To find out more, visit: www.le.ac.uk/succeedinyourstudies
YOUR ARRIVALS GUIDE

BEFORE YOU LEAVE HOME:
- Obtain any necessary student visa/entry clearance for study in the UK
- Check you have completed an online application for accommodation
- Pay a deposit for your accommodation, if you live in university managed accommodation
- Pay your tuition fees
- Complete online registration, including uploading a photo
- Find out more about Early Arrivals and International Welcome Week - www.le.ac.uk/international-welcome-week
- Check which date you are expected to arrive at the University
  - If you are coming to Early Arrivals and International Welcome Week - 16 or 17 September
  - Autumn term/semester 1 begins on 25 September, except for medical students and a small number of postgraduate courses which start earlier: check your offer letter
- Buy tickets and travel insurance
- Research banking in the UK and see if your bank can help you to arrange a UK bank account
- Obtain travellers’ cheques and British currency for use during the first few weeks (approximately £1,000)
- Obtain a letter from your doctor for any prescribed drugs you need to bring with you
- Research UK living costs plan to your budget
- If you are from an EU country you should get an EHIC card - check with your home country’s health authority about how to do this.

WHAT TO CARRY IN YOUR HAND LUGGAGE FOR THE JOURNEY TO LEICESTER:
- Passport with any necessary student visa and ID cards if applicable
- Travel/flight tickets
- British currency/travellers’ cheques
- Travel/personal insurance documents
- Evidence of your finances, such as bank statement, sponsor’s letter
- Leicester accommodation address, contact name and phone number
TRAVELLING TO THE UK

Do not book your flight until your place here is confirmed and you have obtained your visa or entry clearance if this is required. We are offering a free bus service from Heathrow Airport on 17 September if you are travelling alone and arriving for Early Arrivals and International Welcome Week. To find out more visit www.le.ac.uk/international-welcome-week

If you are travelling from Europe, flights go to Birmingham, East Midlands, Stansted and Luton airports, which have regular rail, coach or bus connections to Leicester.

WHAT TO BRING

• Do not bring too much – you will have to store your suitcase in your room throughout the year

• You can buy items like warm clothes, bedding, towels, household items and hairdryers after arrival cheaply in local supermarkets. If you are staying in University managed accommodation, you can buy bedding or kitchen items when you apply for accommodation that will be here for you when you arrive

• Comfortable clothes – students in the UK dress informally

• Bring a few reminders of home, such as photographs of family and friends

• Do not bring food. Bringing meat, milk and other animal products from outside the EU is banned by HM Revenue and Customs.

We advise that you arrange travel and health insurance. We recommend that you get separate insurance for your personal belongings once you arrive in the UK. If you are from an EU country, please see www.le.ac.uk/welfare for information on comprehensive sickness insurance.
FINANCE AND BUDGETING ADVICE

The UK can be an expensive place to live, so it is helpful to research some of the living costs before you arrive. If you need to apply for a visa, you will need to show evidence that you have enough money to support yourself and any dependants in the UK.

The table is based on if you live in self-catered halls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Approximate monthly costs per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation and bills</td>
<td>£500</td>
</tr>
<tr>
<td>Food (self-catering)</td>
<td>£300</td>
</tr>
<tr>
<td>Books and stationery</td>
<td>£10</td>
</tr>
<tr>
<td>Local travel (monthly bus pass)</td>
<td>£50</td>
</tr>
<tr>
<td>Personal expenses such as laundry, toiletries, postage and telephone</td>
<td>£30</td>
</tr>
<tr>
<td>Leisure and incidental expenses</td>
<td>£70</td>
</tr>
<tr>
<td>Sheets, towels, bedding, cooking utensils, plates, cutlery, etc</td>
<td>£10</td>
</tr>
<tr>
<td>Clothing and shoes</td>
<td>£30</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>£1,000</strong></td>
</tr>
</tbody>
</table>

This estimate of living costs is provided for guidance only. Figures quoted are estimates and cannot be guaranteed, as every individual will have different requirements and lifestyle.

You can also go to [www.studentcalculator.org.uk/international](http://www.studentcalculator.org.uk/international) to help you work out how to manage your money and budget for studying in the UK.

REGISTERING WITH THE POLICE

Your entry clearance visa in your passport or your biometric residence permit will tell you if you need to register with the police. If you arrive during Early Arrivals and International Welcome Week you can book an appointment for police registration. After this, appointments can be made at the Student Services Centre or you can register directly at the Nationality Office by emailing [nationality@leicestershire.pnn.police.uk](mailto:nationality@leicestershire.pnn.police.uk)

YOU SHOULD TAKE WITH YOU:

- Your passport
- Two passport sized photographs
- £34 registration fee (cash only)
- Your accommodation tenancy agreement
- A letter confirming that you are a student here
- Completed registration form
OPENING A BANK ACCOUNT

There are a number of banks near to campus, including Santander in the Students’ Union. Your current bank may have a relationship with a UK bank and can help with setting up an account.

We advise you to open a bank account which gives you a monthly paper statement. It is important to keep all your bank statements while you are in the UK and make sure you tell your bank if you change address.

Opening a bank account provides a safe place to keep your money, financial evidence for your visa application, and allows a business to pay you your salary, if you get a part time job.

TO OPEN A BANK ACCOUNT YOU NEED:

• Your passport/photo ID card

• A bank letter from the university (you can get this from the Student Services Centre) confirming your registration, your address in the UK and your overseas address. You can request this after you have completed the visa checkpoint.

It may take up to five weeks to open an account, so we recommend you have £1,000, separate from tuition and accommodation fees, in travellers’ cheques or a credit card.

USEFUL WEBSITES:

• www.santander.co.uk
• www.barclays.co.uk
• www.hsbc.com
• www.islamic-bank.com
• www.lloydsbank.com
• www.tsb.co.uk
• www.natwest.co.uk
• www.ukcisa.org
• www.bba.org.uk/publication/leaflets/international-students
YOUR STUDENT CHARTER

AS A UNIVERSITY WE WILL:

• Deliver excellent teaching and learning activities informed by leading research

• Provide the facilities and study spaces to support and enrich your learning experience within a campus environment that is safe and accessible

• Ensure that you receive the support that you need, both within and outside of your studies through engagement with academic and personal tutors and student support services

• Enhance your student experience by encouraging a culture of open conversations through which we will recognise and respond to feedback throughout the year

• Offer a wide variety of extra-curricular opportunities that will enhance your personal development and employability and enrich your student experience

AS A STUDENT I WILL:

• Plan and organise my commitments in advance, to ensure I maintain a work/life balance

• Take responsibility for managing my own learning development, by attending timetabled teaching sessions, meetings with personal tutors and supervisors, and maintaining regular self-study

• Submit assessed work by the appropriate deadline, and engage and reflect on the feedback provided (see the Feedback Charter)
• Be aware of and understand the University’s regulations

• Engage with University and Union services and support when appropriate

• Take advantage of University and Students’ Union academic and extra-curricular activities for social and developmental gain and to boost my employability

• Give feedback about my university experience, including through module surveys, the course representative system and the National Student Survey

• Behave respectfully to all staff and students in the physical and virtual environments, in accordance with the Students’ Union Zero Tolerance Policy

AS A STUDENTS’ UNION WE WILL:

• Welcome and support all students, to ensure that they are aware of their rights and responsibilities while studying at the University of Leicester

• Represent the interests of University of Leicester students at university and national level

• Empower students to deliver change via the Executive Officer and part time student representative elections, the course representative system, Union Council, and sports and societies

• Offer a wide variety of recreational, training and extra-curricular activities to boost employability and opportunities to socialise

• Provide a safe and welcoming environment at all times, including evening events

• Offer a range of commercial outlets at accessible price points

• Have a zero-tolerance approach to all kinds of harassment
If you’re arriving from abroad, here at Leicester we want to make you feel welcome in your home away from home. With a number of activities for you to attend, it’s a great way to help you settle in, meet new people and find your way around.

EVENTS INCLUDE:
Welcome event
Campus tours
Attenborough Arts tours
Finance and employment talks
Health and safety talks
Soup lunch and English tea party in the Chaplaincy
Welcome dinner

To find out more and to register for events visit: www.le.ac.uk/international-welcome-week
Event booking opens in August.
Don’t forget to also join us in Welcome Week.
WELCOME WEEK
25-29 SEPTEMBER

We know it can take time to settle into University life which is why Welcome Week helps you to find out more about your course, discover university and make new friends. You can also explore activities and services to get involved with outside of your studies.

EVENTS INCLUDE:
- Matriculation ceremony at De Montfort Hall for first year undergraduates
- Fabulous First Year fair
- Team Leicester and sports club fair
- Volunteering fair
- Societies showcase
- Students’ Union Fresh Fayre

To view Welcome Week information visit: www.le.ac.uk/welcome-week
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Licence number ED 100029495.
This brochure was published in June 2017. The University of Leicester endeavours to ensure that the content of its prospectus, programme specification, website content and all other materials are complete and accurate. On occasion it may be necessary to make some alterations to particular aspects of a course or module, and where these are minor, for example altering the lecture timetable or location, then we will ensure that you have as much notice as possible of the change to ensure that the disruption to your studies is minimised. However, in exceptional circumstances it may be necessary for the University to cancel or change a programme or part of the specification more substantially. For example, due to the unavailability of key teaching staff, changes or developments in knowledge or teaching methods, the way in which assessment is carried out, or where a course or part of it is over-subscribed to the extent that the quality of teaching would be affected to the detriment of students. In these circumstances, we will contact you as soon as possible and in any event will give you 25 days written notice before the relevant change is due to take place. Where this occurs, we will also and in consultation with you, offer you an alternative course or programme (as appropriate) or the opportunity to cancel your contract with the University and obtain a refund of any advance payments that you have made. Full Terms and Conditions and Senate Regulations governing our teaching programmes can be found here: www.le.ac.uk/offer-terms.

Admissions Office, University of Leicester, University Road, Leicester, LE1 7RH
Tel: +44 (0)116 252 5281 / 5381
Email: admissions@le.ac.uk
Website: www.le.ac.uk/welcome