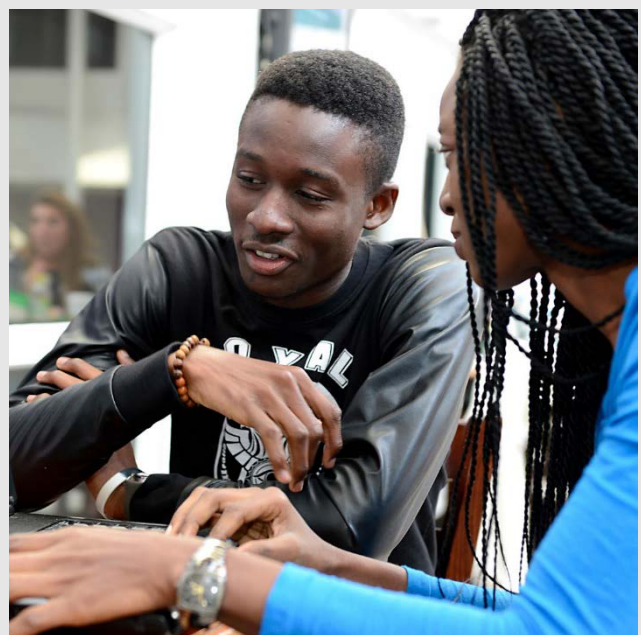


# Exchange Student Handbook 2023/24

Pre-departure and arrival information for incoming Semester 1 and Full Year exchange students



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## Welcome to Loughborough!

We are delighted that you have chosen Loughborough University for your study exchange. We strongly believe in the benefits of international education and hope that you have an enjoyable and rewarding experience.

As one of the leading universities in the United Kingdom (UK), Loughborough is ranked in the top 10 in each of the most recent national league tables. It has international reputation for excellence in research, teaching, enterprise and sport. In 2020, Loughborough achieved a five star plus rating in the QS Stars scheme, putting it among the best in the world. In 2023, for the seventh year running, it was awarded the title of Best University in the World for Sports-Related Subjects in the QS World University Ranking by Subject.

The University has the largest single-site green campus in the country, covering more than 438 acres and providing a home to academic buildings, student accommodation and outstanding sporting facilities. During your time at Loughborough, we would encourage you to take full advantage of the many opportunities available. The Loughborough Students' Union (LSU) has more than 80 clubs and societies for different hobbies and interests, nationalities and faith groups. You can also get involved in a wide range of other activities organised by groups, such as Rag (the biggest student fundraising organisation in the country) and Action (the volunteering section of the LSU).

The town of Loughborough is located at the heart of England in the county of Leicestershire. Main line road and rail networks link Loughborough directly with the rest of the country and the town itself is served by excellent bus services. London is one-and-a-half hours away by train, Birmingham one hour, and Manchester and Leeds around two hours. There are regular scheduled flights from UK, European and international destinations to East Midlands Airport, which is approximately seven miles away.

Studying abroad can be one of the most rewarding elements of a degree programme, and we sincerely hope that you have a fulfilling exchange here at Loughborough.

On behalf of the staff and students of the University, we would like to offer you a very warm welcome.

The Exchanges Team

# PRE-DEPARTURE INFORMATION

## 1. Calendar for the Academic Year 2023/24

The academic year runs from the start of session in October to the end of session in the following July. It is made up of three terms (Autumn, Spring and Summer) or two semesters (from October to February and February to June). Exchange students normally attend for either Semester One or Semester Two, but some spend a Full Year at Loughborough University.

**Semester One:** 2 October 2023 - 2 February 2024

**Semester Two:** 5 February - 19 June 2024

Semester One examinations take place in January/February, and Semester Two examinations take place in May/June. Examination dates and times are dependent on the School/Department in which you are registered. See [www.lboro.ac.uk/students/handbook/exams/university-exams/](http://www.lboro.ac.uk/students/handbook/exams/university-exams/) for further information.

## 2. Entry and Visa Information

### EU, EEA and Swiss nationals

EU, EEA and Swiss nationals, who have already established a right of residence in the UK prior to 31 December 2020, may rely on this to return to the UK. Similarly, **Irish citizens** continue to hold rights to enter and live in the UK under Common Travel Area arrangements.

### EU, EEA and Swiss nationals in the UK for less than six months

EU, EEA and Swiss nationals coming to study in the UK for less than six months can do this as a Visitor. As a non-visa national you do not need prior entry clearance and can currently enter the UK with your passport.

Please note that, from 1 October 2021 onwards, national ID cards were no longer accepted, and you should ensure you have a valid passport. Visitor permission cannot be extended in the UK and cannot be switched to another kind of visa (including a Student visa). For the purposes of obtaining visitor permission for study, the University will provide a letter confirming study details.

### EU, EEA and Swiss nationals in the UK for more than six months

EU, EEA and Swiss nationals coming to study in the UK for more than six months must obtain entry clearance by applying for Student visa permission. For the purposes of your

application, the University will issue a Confirmation of Acceptance for Studies (CAS).

### International students (i.e. non-EU, non-EEA and non-Swiss nationals) in the UK for less than six months

International students (i.e. non-EU, non-EEA and non-Swiss nationals) coming to study in the UK for less than six months can apply for immigration permission as a Visitor. Visa nationals should apply for permission before travel, non-visa nationals can apply for visitor permission on arrival in the UK. Visitor permission cannot be extended in the UK and cannot be switched to another kind of visa (including a Student visa). For the purposes of obtaining visitor permission for study, the University will provide a letter confirming study details.

### International students (i.e. non-EU, non-EEA and non-Swiss nationals) in the UK for more than six months

International students (i.e. non-EU, non-EEA and non-Swiss nationals) coming to study in the UK for more than six months must apply for a Student visa. For the purposes of your visa application, the University will issue a Confirmation of Acceptance for Studies (CAS).

### Academic Technology Approval Scheme (ATAS)

In order to take postgraduate study in some technology subjects, you may need to have ATAS clearance. The Central Study Exchanges Team and/or the host School/department at the University will advise you about this if it applies to you.

If so, you are responsible for applying for ATAS clearance and, in the case of you needing to apply for a Student visa to study with the University (for exchanges of more

than 6 months), the ATAs application must take place before the University will provide you with a CAS letter. For further information, see

<https://www.lboro.ac.uk/study/apply/support/atas/atas-short-term/>.

It can sometimes take up to a month or longer for an initial decision, therefore you should apply in good time before your visa application. For additional information see the Foreign and Commonwealth Office website at [www.gov.uk/guidance/academic-technology-approval-scheme](http://www.gov.uk/guidance/academic-technology-approval-scheme).

## 3. Travel and Medical Insurance

### Travel insurance

You are strongly advised to take out adequate travel insurance to cover your journey, including cover for personal possessions, medical expenses and repatriation.

### National Health Service

The National Health Service (NHS) is the UK's health service. It is funded by the state and provides the majority of healthcare to UK residents. If you are an exchange student studying in the UK, you will be able to have access to NHS healthcare in accordance with the guidelines below.

### EU, EEA and Swiss nationals in the UK for less than six months

EU, EEA and Swiss nationals coming to study in the UK for less than six months are not eligible for free healthcare under the NHS and will have to pay the full cost of medical treatment. However, if you are an EU, EEA or Swiss national with a European Health Insurance Card (EHIC), you will be exempt from some medical costs, therefore it is important that you apply for an EHIC in your own country and bring it with you.

### EU, EEA and Swiss nationals in the UK for more than six months

EU, EEA and Swiss nationals coming to study in the UK for more than six months must apply for a Student visa. As part of the visa application process, you will have to pay the Immigration Health Surcharge, which is based on the maximum length of visa that could be granted, i.e. for each year and each part year between 6-12 months.

Further information can be found at the following link: <https://www.gov.uk/healthcare-immigration-application>.

### International students (i.e. non-EU, non-EEA and non-Swiss nationals in the UK for less than six months

International students (i.e. non-EU, non-EEA and non-Swiss nationals) coming to study in the UK for less than six months as a Visitor cannot receive treatment on the National Health Service (unless it is an emergency).

### International students (i.e. non-EU, non-EEA and non-Swiss nationals in the UK for more than six months

International students (i.e. non-EU, non-EEA and non-Swiss nationals) coming to study in the UK for more than six months must apply for a Student visa. As part of the visa application process, you will have to pay the Immigration Health Surcharge, which is based on the maximum length of visa that could be granted, i.e. for each year and each part year between 6-12 months.

For further information: <https://www.gov.uk/healthcare-immigration-application>.

### Disabled students

Loughborough University is committed to the promotion of equal opportunities and welcomes applications from students with disabilities, including long-term health conditions, mental health difficulties, autistic spectrum conditions and dyslexia. On the incoming application form for exchange students, you are asked to disclose whether you have a disability and to give your consent

to your personal details being shared with the Counselling and Disability Service. You are also encouraged to make direct contact with either the Disability Support Team (email [studentinclusion@lboro.ac.uk](mailto:studentinclusion@lboro.ac.uk)) or the Mental Health Support Team (email [studentwellbeing@lboro.ac.uk](mailto:studentwellbeing@lboro.ac.uk)) if you have any queries or concerns prior to your arrival.

For further information about the University's Counselling and Disability Service, see [www.lboro.ac.uk/services/cds/disability/](http://www.lboro.ac.uk/services/cds/disability/).

## 4. Accommodation

### Booking accommodation

The information below relates to finding accommodation on our **Loughborough Campus**:

All applications for accommodation in University Halls of Residence are submitted online. Once your application to study has been approved, you will receive a letter of acceptance from the Central Study Exchanges team and this will have your student ID number on it as well as guidance on applying for on-campus accommodation if you wish to do so.

The University's Student Accommodation Centre (SAC) handles the entire process of accommodation applications.

For further information on the Student Accommodation Centre, see [www.lboro.ac.uk/services/accommodation/prospective-students/erasmusandstudyabroad/](http://www.lboro.ac.uk/services/accommodation/prospective-students/erasmusandstudyabroad/).

For **Semester 1 and Full Year** exchanges commencing in October 2023, applications for accommodation can be made online from when you receive your acceptance letter. There is a 'deadline' of the end of July 2023 to submit an application, after that time you can still submit an application but other students who submitted earlier would be prioritised.

Accommodation offers will not be sent out until the end of August/beginning of September 2023.

**Please note that on-campus accommodation is limited.** The Student Accommodation Centre allocates rooms on a first-come, first-served basis until the maximum capacity has been reached. This means that there is no guarantee that you will be allocated a room in University Halls of Residence, however we do promise to help you secure University allocated accommodation either on campus or by referral to an off campus approved provider.

The staff in the Student Accommodation Centre will be able to provide you with advice and guidance on securing accommodation in

either private halls or houses. You can view the wide range of private accommodation off campus, but conveniently located in Loughborough, at [www.lboro.ac.uk/services/campus-living/accommodation/offcampus/](http://www.lboro.ac.uk/services/campus-living/accommodation/offcampus/).

If you have any enquiries about accommodation either on or off campus, you should contact the Student Accommodation Centre directly by e-mail [sac@lboro.ac.uk](mailto:sac@lboro.ac.uk) or by telephone +44 (0)1509 274488.

Up-to-date information about applying for accommodation can be found at [www.lboro.ac.uk/services/accommodation/announcements/](http://www.lboro.ac.uk/services/accommodation/announcements/).

**If your study exchange is taking place at our London campus**, colleagues from Student Services at the London campus can provide you with initial information and advice on sourcing accommodation in the local area. Please contact [londonstudentservices@lboro.ac.uk](mailto:londonstudentservices@lboro.ac.uk).

### Accommodation license agreement

Your accommodation license agreement is legally binding. If you are late arriving at your accommodation or wish to move out early, you will still be required to pay for your room for the full period of your license. Further information is in the License Terms and Conditions 2023/24 document available at <https://www.lboro.ac.uk/services/accommodation/fees/>

### Living costs

Loughborough is not an expensive town to live in by UK standards, but students MUST consider the cost of accommodation, food, study materials, local travel and other general living expenses. It is estimated that, when students budget for the duration of their studies, they should allow approximately £1,100 - £1,300 per month, but personal expenditure will vary from student to student depending on lifestyle.

## 5. English Language

### English language requirements

It is important that you have a good level of English so that you are able to understand and participate in your studies without difficulty.

If you are an EU/EEA/Swiss national, it is advised that your proficiency in English language should be at least at the level of CEFR Level B2 (independent user).

If you are a non-EU/non-EEA/non-Swiss national requiring a **Student visa** to study in the UK, you will need to provide certified evidence that your English language competency meets the University's requirements.

For an approved list of English language qualifications, which are acceptable for admission purposes, please see [www.lboro.ac.uk/international/apply/english-language-requirements/](http://www.lboro.ac.uk/international/apply/english-language-requirements/).

### Pre-sessional English language courses

The Academic Language Support Service offers a range of high-quality support to students wishing to study at Loughborough. This includes pre-sessional courses for international students who have not yet reached the required level of English for their chosen studies. For further details, see [www.lboro.ac.uk/services/alss/pre-sessional-courses/](http://www.lboro.ac.uk/services/alss/pre-sessional-courses/).

## ARRIVAL IN THE UK

## 6. Immigration and Customs

### Immigration

When you arrive at an airport in the UK, you will have to go through immigration control where a Border Force Officer will check your passport, 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 or entry certificate if appropriate);
- correspondence confirming acceptance onto your Loughborough University degree programme;
- health certificate (if appropriate).

### Customs

After immigration, you will pass through customs control and, at UK airports, there are three exits: a green channel if you are travelling from outside the EEA and have nothing to declare; a red channel if you are travelling from outside the EEA and have goods to declare; and a blue channel if you have arrived from another airport within the EEA.

There are restrictions on the amount of tobacco, alcohol and gifts you can bring to the UK, therefore it is important that you are aware of the duty free limit. Never bring in counterfeit goods, illegal drugs, weapons or obscene material.

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 medication.

Further information about customs control is available at <https://www.gov.uk/uk-border-control>.

## 7. Travelling to Loughborough

### Arrival airports

Most students tend to fly to the UK into one of the major London airports, normally Heathrow, as flights available from almost anywhere in the world. There are, however, some direct flights to Birmingham International and East Midlands (Nottingham-Leicester-Derby) from some countries. These airports are closer to Loughborough than the London airports.

East Midlands Airport  
[www.eastmidlandsairport.com](http://www.eastmidlandsairport.com)

Birmingham Airport  
[www.birminghamairport.co.uk](http://www.birminghamairport.co.uk)

London Heathrow Airport  
[www.heathrowairport.com](http://www.heathrowairport.com)

London Gatwick Airport  
[www.gatwickairport.com](http://www.gatwickairport.com)

London Luton Airport  
[www.london-luton.co.uk](http://www.london-luton.co.uk)

Please remember when you are packing a suitcase that you will have to carry your bags around the airport 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 that you will need either at the University or in Loughborough town centre when you arrive.

### Travelling from the airport to Loughborough

There are a number of ways to get to Loughborough from each airport, with widely varying times and costs, however it is recommended that you look at the options for travelling either by coach or rail.

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

National Express  
[www.nationalexpress.com](http://www.nationalexpress.com)

National Rail  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

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

Travelling by taxi from international airports to Loughborough can be extremely expensive, therefore it is not an option that we recommend. If, however, you would prefer to travel by taxi, it is possible to pre-book with several taxi firms who operate out of Loughborough. For further details see [www.lboro.ac.uk/international/offer-holders/getting-here/](http://www.lboro.ac.uk/international/offer-holders/getting-here/).

### FREE airport coach service from London Heathrow Airport

A free coach service is arranged by the University to provide transport from London Heathrow Airport to the campus for new international students on certain days before the start of the academic year. However, in order to be able to use this service, you MUST book online ([www.lboro.ac.uk/heathrow](http://www.lboro.ac.uk/heathrow)) or telephone the University's International Office (+44 (0)1509 22220) at least 14 days before your flight.

### Temporary accommodation in London

If you are due to arrive in London too late for a coach or train service, it may be less expensive to spend the night in London and travel to Loughborough the following day (rather than take a taxi). The airport's Information Desk should be able to provide guidance on bed and breakfast accommodation. You can also book accommodation (four to six weeks in advance) by contacting the following organisations:

International Students' House  
[www.ish.org.uk](http://www.ish.org.uk)

London Tourist Board  
[www.visitlondon.com](http://www.visitlondon.com)

### University campus bus service

There is a regular bus service (Sprint) which operates between Loughborough railway station, the town centre and the University campus. The prices of tickets are subject to change, therefore it is recommended that you check the website at the following link [www.kinchbus.co.uk/services/sprint](http://www.kinchbus.co.uk/services/sprint).



## 8. Documentation on Arrival at Loughborough

### Registering with the University

Approximately six weeks prior to the start of your programme of study, you will be sent an email inviting you to complete online registration. It is important that you complete this process BEFORE your arrival in order that the University can produce your student ID card and have it ready for you to collect. Your student ID card will provide access to University buildings, including the library, halls of residence and the Loughborough Students' Union. You will also need it to prove your student status, so it is important that you look after it! Details about online registration and collecting your student ID card are at [www.lboro.ac.uk/welcome](http://www.lboro.ac.uk/welcome).

Registration within your respective School/Department typically takes place as part of the induction event. This is an important part of your programme which will provide you with relevant materials including your timetable, programme structure and regulations. It is also your first opportunity to meet fellow students.

Please note that you MUST complete the registration process within the first two weeks of the semester otherwise your student record will be cancelled.

### Learning agreements

At Loughborough, the timetable is released near to the start of the semester, so it is possible that we shall not be able to confirm if there is a 'fit' for all the modules you chose until the first week of your studies. We do, however, allow all students a period of two weeks after the start of the semester in to finalise their module choices BEFORE the

Student Office confirms the final details. If you are required to change your module choices due to timetable clashes, you will need to make the appropriate changes on your learning agreement and seek the approval of your home University and your respective School/Departmental Exchange Co-ordinator at Loughborough. You must also ensure that the Exchanges Office has been provided with a copy of your revised Learning Agreement.

### Attendance certificates

Some partner institutions require evidence from the host University (i.e. Loughborough) that their students have arrived and are in attendance. There is no need to bring any such documentation to the Exchanges Office, as it will be quicker and more convenient for you to get the documentation signed by your respective School/Departmental Exchange Co-ordinator (see [www.lboro.ac.uk/study/overseas-exchange/incoming/applying/exchange-coordinators/](http://www.lboro.ac.uk/study/overseas-exchange/incoming/applying/exchange-coordinators/)).

### Registering with the Police

Some students have to register with the local Police Force within 7 days of their arrival in the UK, or if their circumstances have changed at all, e.g. change of address, change of course, new visa, etc. The visa sticker in your passport or UKVI decision letter should confirm if you need to register. At busy times of the year, the University arranges for the Police to come onto campus and register students here, however, if this does not coincide with your arrival at Loughborough, you will need to visit the office in Leicester. Further details can be found at [www.lboro.ac.uk/services/isas/visa-advice/police-registration/](http://www.lboro.ac.uk/services/isas/visa-advice/police-registration/).

## 9. Induction

### University induction and welcome event

All new exchange students arriving in Autumn 2023 for a Semester One or Full Year study exchange will be invited to attend an institutional induction and welcome event.

The event, which will be held soon after your arrival in the week commencing 2 October 2023, consists of an induction presentation which will provide an opportunity for you to meet your fellow students including full-time

undergraduate students from European and international locations.

For more information, please visit [www.lboro.ac.uk/students/welcome/international/inductions/](http://www.lboro.ac.uk/students/welcome/international/inductions/)

Please note that it is not essential for students, who have undertaken a pre-sessional English language programme, to attend this event because much of the information will have already been presented to you.

### School/Department induction

In addition to the above, Schools/Departments normally run separate induction programmes, and it is important that you attend in order to learn more about studying your chosen discipline at Loughborough.

# THE UNIVERSITY

## 10. Studying at Loughborough

### Examinations and assessments

Whatever your programme of study, it will involve some form of assessment. For most programmes, assessment is conducted through a mixture of exams, coursework and assessed tutorials/ tests. Being prepared for assessment is vital to success. Effective learning and revision are important, but it is equally as important to be aware of what is expected of you during assessment. It is recommended, therefore, that you read the section on examinations and assessments in the Student Handbook (see below).

If you complete your course at Loughborough but fail to gain the necessary credits/grades required by your home institution, you might be required to re-sit any modules (or any components of modules). If this is the case, you should re-register via your host School/Department as a fee-paying temporary student. You will, however, be required to pay a re-assessment fee, as a second attempt registration period does not form part of the study exchange programme. See <https://www.lboro.ac.uk/students/handbook/exams/exams-information/reassessment/> for further information about re-assessment fees.

### European Credit Transfer System

The European Credit Transfer System (ECTS) provides 60 credits per full year of study or 30 credits per semester. Credits are only awarded when the programme, i.e. all required examinations and/or assessments has been completed. At the end of the study period, you will receive from your School/Department an official transcript listing all modules taken and credits/grades achieved.

### Independent study

You will be expected to do some independent study, which is an integral part of UK academic culture. Independent study is intended to help you to develop your critical analysis and problem-solving skills and your research skills. It also allows you to investigate a topic in more detail and develop your own ideas.

### LEARN

Learn provides learning resources for modules and programmes, created by academic staff. Examples of resources include outlines of lecture notes, lecture slides, additional reading, discussion forums, online assessment, coursework submission, feedback forms, virtual classrooms, podcasts, quizzes and more.

It is also a gateway to other services, such as ReVIEW lecture capture and module feedback.

<https://learn.lboro.ac.uk/>

### Learning environments

The University Library offers students a range of learning environments, group study rooms and bookable booths, but it can be busy during the 24/7 opening period. There are, therefore, a number of alternative spaces on the campus, which can be used for informal study. For further details, see <https://www.lboro.ac.uk/services/learning-environments/learning/>.

## Learning support

The University Library (see below) offers a range of 'Get the Know-How' courses and online resources which are designed to help students enhance their academic and information literacy skills, e.g. essay writing, report writing, reading efficiently, taking effective notes, presentation skills, working in groups, etc. For further details, see <https://www.lboro.ac.uk/services/library/students/learningsupport/>.

There is also a range of study advice and planning sheets which are aimed at improving specific study skills and helping students to keep on top of things, e.g. critical thinking, citing and referencing Harvard style, developing mathematical skills, revision and exam skills, task sheets, weekly planners, etc. For further details, see [www.lboro.ac.uk/services/library/students/learningsupport/adviceandplanningsheets/](http://www.lboro.ac.uk/services/library/students/learningsupport/adviceandplanningsheets/).

## My Lboro App

The University has an App that will provide you with a lot of helpful information and you are encouraged to download the App in advance of your arrival on campus.

The app includes your timetable, emails, key dates and study support as well as a wealth of content on topics ranging from the Library and IT advice to health and wellbeing. The is also a campus map on the App.

The app is available to download from both the App Store and Google Play.

<https://itunes.apple.com/us/app/loughborough-university/id1281976901?ls=1&mt=8>

[https://play.google.com/store/apps/details?id=com.ombiel.campusm.loughborough&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.ombiel.campusm.loughborough&hl=en_GB)



Using the App to record attendance of classes:

All students studying at the University use the myLboro app to record their attendance.

Find out more about how it works and what you need to do to check-in at your timetabled in-person classes.

<https://www.lboro.ac.uk/students/app/attendance-check-in/>

## Student Handbook

The Student Handbook is a guide to the fundamentals of studying at Loughborough University. It is not intended to be a comprehensive guide to everything you need to know, but, rather, to summarise important information, e.g. the rules that you will need to follow whilst registered as a student. These include academic conduct in respect of exams, assessment and administrative processes and also your behaviour and conduct whether on campus or off campus. See [www.lboro.ac.uk/students/handbook/](http://www.lboro.ac.uk/students/handbook/).

## Teaching methods

These vary depending on the subject you study, but most will include teaching methods such as lectures, seminars and tutorials. Some courses may also have practical classes and workshops, and some may have training in a working environment.

## University Library

The Library covers 9,161 square metres over four floors with 1,375 study places, including 200 workstations. It has over 500,000 books, 90,000 bound serials and access to approximately 30,000 e- journals. The Library also provides students with a range of services and resources which aid them with their studies. For more information, see [www.lboro.ac.uk/services/library/students/](http://www.lboro.ac.uk/services/library/students/).

# 11. Support Services

## Centre for Faith and Spirituality

The University's Centre for Faith and Spirituality provides a place where students and staff are welcome to reflect, explore and express faith and spirituality. It is a place to pray, to meditate and to meet others. It also offers help with spiritual, ethical and moral concerns. Chaplains of various faiths are available to anyone irrespective of their

religious or spiritual beliefs. For further information about the Centre's facilities and event see [www.lboro.ac.uk/services/cfs/](http://www.lboro.ac.uk/services/cfs/).

## IT Services

Students will find all they need to know about IT Services, from getting connected to the campus Wi-Fi to downloading software on personal devices, on a dedicated website - see [www.lboro.ac.uk/services/it/students/](http://www.lboro.ac.uk/services/it/students/).

The IT Services Helpdesk is open from 08:45 – 17:00 hours, Monday to Friday. Email any queries to [ITServices@lboro.ac.uk](mailto:ITServices@lboro.ac.uk).

Alternatively, IT Services run a PC Clinic in the University Library, but you must email [ITServices@lboro.ac.uk](mailto:ITServices@lboro.ac.uk) to book an appointment.

## Medical Centre

The Medical Centre is a regular GP surgery which is located centrally on campus, providing NHS services to registered patients (both students and staff). It offers a variety of clinics and services, including several online functions, however you can only register as a patient if you are studying in the UK for a full academic year.

If you are studying at Loughborough for one semester only and you become unwell, it is recommended that, in the first instance, you seek the advice of the University's pharmacist, who has premises located outside the Students' Union. If the pharmacist assesses your symptoms as urgent and/or requiring immediate treatment, you will be able to book an emergency appointment at the Medical Centre.

Alternatively, you could visit the NHS Urgent Care Centre in Loughborough Hospital which is situated on Epinal Way (very close to the University campus). Please be advised, however, that there is often a substantial waiting time.

## Nightline

A confidential and anonymous listening service providing support for students, by students, via phone and email. Open term-time between 20:00 and 08:00 hours on Mondays, Wednesdays and Fridays. Telephone +44 (0)1509 227650 or email [listening@loughborough.nightline.ac.uk](mailto:listening@loughborough.nightline.ac.uk).

## Student Advice and Support Service

The Student Advice and Support Service provides students with guidance on a range of issues relating to finance (e.g. loans, grants, welfare benefits and debts) and housing (e.g. contracts, deposits and the rights of tenants).

There is also a dedicated website which provides advice to international students on matters such as visas and living in the UK. The Student Advice and Support Service is located in the Bridgeman Building at the centre of the campus and is open from 09:00 - 17:00 hours, Monday to Friday.

Email any queries to [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk) or telephone +44 (0)1509 222058.

## Student Wellbeing and Inclusivity

Student Wellbeing and Inclusivity (SWAI) provides a range of support, advice and guidance to students in order to help them build on their strengths and achieve their potential. Services include disability support, mental health support, counselling (see below), wellbeing and inclusivity. SWAI is located in the Bridgeman Building at the centre of the campus and is open from 09:00 - 17:00 hours, Monday to Friday.

Email any queries to [studentwellbeing@lboro.ac.uk](mailto:studentwellbeing@lboro.ac.uk) or telephone +44 (0)1509 228338.

## University Counselling Service

This service is available and free to the whole University community. The counsellors are all professionally trained and experienced in dealing with issues such as anxiety, depression, bereavement, family concerns, study-related problems and adjusting to a new way of life. It is quite normal for someone who moves from a familiar culture to one which is unfamiliar to experience 'culture shock.' You can contact the Counselling Service on email [StudentServices@lboro.ac.uk](mailto:StudentServices@lboro.ac.uk) or telephone +44 (0)1509 222765.

## 12. Loughborough Students' Union

Loughborough Students' Union (LSU) is one of the very best in the country and has won many awards over the years, most recently Best for Societies and Sports in the Whatuni Students Choice Awards 2020. It is an organisation which is run to ensure that students have the best experience possible whilst studying at Loughborough, and it is unique amongst British universities in that its premises are owned by the students themselves. It is managed on a day-to-day basis by the LSU Executive, with scrutiny from the Union Council. You can find further details about the Students' Union at [www.lsu.co.uk](http://www.lsu.co.uk).

The Students' Union Building is located on the north-eastern corner of the campus and consists of two floors. You will find a selection of shops, food outlets and other services, such as a dental practice, pharmacy, optician, hairdressing, beauty salon, cash points and banking facilities. At night, the Students' Union provides a range of entertainment which includes club nights, live events, quizzes, bingo, sports and fitness.

Once you become a student on any programme at Loughborough, you automatically become a member of the Students' Union, which offers a diverse programme of entertainment and activities as well as providing you with practical and peer support. For example, Student Voice (email [lsuadvice@lsu.co.uk](mailto:lsuadvice@lsu.co.uk)) is a confidential and non-judgmental service which can help you with a range of issues, including academic misconduct, appealing results and impaired performance claims.

### International Students' Network

The Students' Union has a strong belief in supporting international students and, as

such, has its own International Students' Network, which will represent and support you throughout your time at Loughborough. They will encourage you to get involved in, and engage with, a variety of activities and social events which are organised during the course of the academic year. You can find further information and their social media links at <https://lsu.co.uk/welfare-diversity/international-students-network>

### Peer mentoring scheme

The Students' Union manages a peer mentoring scheme for all incoming exchange students. The scheme operates on an opt-out basis, and those of you who opt-in (i.e. mentees) will be allocated mentors who will be there to provide advice and guidance with a view to helping you adjust to studying and living in the UK. As part of this scheme, there is an 'Ask a Student Service' ([www.lsu.co.uk/askastudent](http://www.lsu.co.uk/askastudent)) which allows current, prospective and pre-arrival students to ask a peer mentor a question about anything related to Loughborough, e.g. societies, international integration or where to buy a warm coat!

As the Students' Union is a separate organisation to the University, we require your permission to pass on your contact details so that you can participate in the peer mentoring scheme. Please ensure, therefore, that you complete the relevant section of the Incoming Exchange Student Application Form.

## 13. Sport and Recreational Facilities

Loughborough University is internationally renowned for excellence in sport and has the best sporting facilities in the UK which are used by elite athletes, students, staff and the general public alike.

Indoor facilities include a 50m swimming pool, an athletics centre, a cricket performance centre, netball and badminton courts, a gymnastics centre, a martial arts studio and several multi-purpose sports halls. Outdoor facilities include an athletics stadium, a football stadium, artificial and grass pitches, tennis courts, a beach park, a ball park and a games park.

There is more information about the sport and recreational facilities, including membership, booking details and prices at <http://www.loughboroughsport.com/>.

# USEFUL INFORMATION

## 14. Living in the UK

### Bank accounts

It can take up to 5 working days to open a bank account, therefore it is advisable to bring some cash so that you can meet any immediate expenses during your first couple of weeks. To open a bank 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 student status by contacting Student Enquiries via email [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk) or telephone +44 (0)1509 222491.

Most banks are normally open daily between 09:30 – 17:30 hours, Monday to Friday inclusive, although some may open later on one day each week and/or on Saturday mornings. You will find several cashpoints across the University campus.

### Cash

The pound sterling is the official currency of the UK.

If you are planning to carry a small amount of cash whilst you are travelling to the UK, please ensure that you have some low denomination notes, such as £5 or £10. Try to avoid £50 notes if possible.

Please note that, since November 2021, the retail outlets and dining halls on the campus have been cashless, therefore you must be prepared to pay by card.

### Climate

The UK climate is temperate with warm damp Summers and cool wet Winters, however it is also unpredictable and the temperature can vary considerably within one day. In Summer, temperatures vary between 19-23 degrees centigrade, with daylight of around 16 hours per day. The warmest months are usually July and August. In Winter, temperatures vary between 0-10 degrees centigrade, with the daylight hours shortening to around 8 hours per day. The shortest day of the year is 21 December. January and February tend to be the coldest months.

### Clothing

Styles of dress vary in the UK, but you can wear informal clothes on the campus during the day. For formal occasions, you might be expected to dress more formally. You might wish to bring your national dress, as there are international events which will provide you with an opportunity to wear it. Taking into consideration the UK's climate, it is recommended that you bring appropriate clothing, such as waterproof coats, sweaters and socks. Some items might be cheaper to buy when you arrive in the UK, but it depends on where you are travelling from and the exchange rate at the time.

### Electrical equipment

The standard electricity supply in the UK is 220/240 volts, 50 cycles AC, and the standard socket is designed to take a 13-amp square three-pin plug. If you are bringing your own electrical equipment, which requires a two-pin socket or plug, you will need to buy an international voltage or plug adaptor.

### Financial fraud and scams

Scams are a fact of life these days and have increased due to the internet and the use of social media. Students are just as likely to be targeted by scammers as any other group in society, and international students tend to be more at risk because they can find themselves in unfamiliar situations. Some of the more common scams are as follows:

- Paying rent or a deposit for a house you have not actually visited. Pay nothing until you have seen the property and had your contract checked.
- The friend in need abroad. Check whether your friend is actually abroad and never send money without speaking first of all to the person who says they need it.
- Computer virus. If someone rings you and asks if they can check your computer for a virus, put the phone down. If you are worried about it, contact IT Services.
- Immigration officials. No one from the UK Home Office will ever ring you and ask for money over the phone. If you get this call, contact Student Advice and Support. They

have a dedicated telephone line to UKVI and can check all immigration matters for you.

- Secret shopper. If you are offered money to pay a cheque into an account, then draw out funds (keeping some for yourself), it is probably a scam. Do not get involved in this.

### Laws

There are a number of laws in the UK which might be different from your home country, for example, with regard to the use of alcohol and tobacco. It is, therefore, recommended that you take a look at the section entitled 'Crime, Justice and the Law' on the UK Government's website: <https://www.gov.uk/browse/justice>.

### Mobile phones

There are many specialist mobile phone shops in Loughborough where you are able to purchase a 'pay as you go' or contract phone. Depending on the length of your stay, a 'pay as you go' phone may be a better purchase, but please note that the price of international calls will vary significantly depending on your network provider. If you plan to bring your mobile phone with you, it is recommended that you check PRIOR to leaving your home country that you will be able to use it in the UK. Your network provider might also be able to provide you with the best options regarding the cost of making and receiving international calls.

### Personal safety

Although Loughborough is a relatively safe town, you should still take all the necessary steps to ensure your own personal safety. The University's Security Office has produced an online presentation on personal safety which includes a section specifically for international students. It can be found on the website at [www.lboro.ac.uk/services/security/presentation/](http://www.lboro.ac.uk/services/security/presentation/).

### Shopping

Loughborough is an attractive and safe market town with a street market on Thursdays and Saturdays. It has several large supermarkets, such as Aldi, Lidl, Morrisons, Sainsbury's and Tesco, a number of international supermarkets and a variety of smaller food shops. Items for sale are marked with a price, and you will be expected to pay that – it is not possible to bargain over prices in UK shops.

As Loughborough is at the heart of England in the East Midlands, it is well serviced by road, rail and air if you feel like shopping elsewhere. There are three large cities in close proximity (Leicester, Nottingham and Derby), and there are regular trains operating between Loughborough and London, with the journey taking approximately 90 minutes.

## 15. Contact Details

### Emergencies

If an emergency needing the police, fire or ambulance should arise outside the University, you should dial 999 on the nearest phone. If you are on University premises, you should dial 888. The University's Security Officers are on duty 24 hours per day.

### Exchange Co-ordinators

Each School/Department has an Exchange Co-ordinator, who has academic expertise in your chosen subject and will be able to offer you advice on what you can study and which modules you can take. You are advised to contact your respective Exchange Co-ordinator directly if you have any queries

regarding your application form and learning agreement. Contact details are at [www.lboro.ac.uk/study/overseas-exchange/exchange-coordinators/](http://www.lboro.ac.uk/study/overseas-exchange/exchange-coordinators/).

### Exchanges Team

The Exchanges Team is responsible for managing and co-ordinating exchange activities across the University, working closely with the Exchange Co-ordinators. You will find the team in the Programme Quality and Teaching Partnerships Office in the Academic Registry, which is located in the Rutland Building (near to the Students' Union Building). However, it is recommended that before visiting, you make an appointment by emailing [Exchanges@lboro.ac.uk](mailto:Exchanges@lboro.ac.uk).