



# Loughborough University

## Exchange Student Handbook 2017/18

Pre-departure and arrival information for incoming exchange students





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## **Welcome to Loughborough!**

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

Loughborough is one of the leading universities in the United Kingdom (UK), with an international reputation for excellence in research, teaching, enterprise and sport. Amongst its many achievements, Loughborough has been awarded five stars in the independent QS Stars university rating scheme, putting it among the best in the world, and was named the best in the country for its student experience in the 2016 THE Student Experience Survey. It was also named University of the Year for Sport in The Times and The Sunday Times Good University Guide 2017.

Loughborough 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 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 2017/18

The academic year runs from the start of session in August 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.

**Semester One:** 2 October 2017 - 2 February 2018 (Christmas vacation 18 December 2017 - 5 January 2018)

**Semester Two:** 5 February - 20 June 2018 (Easter vacation 19 March – 13 April 2018)

Semester One examinations take place in January/February, and Semester Two examinations take place in May/June. Details of all examination dates and times are dependent on the School/Department in which you are registered.

Further information can be found at <http://www.lboro.ac.uk/admin/ar/student/exams/dates/index.htm>.

## 2. Entry and Visa Information

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- **Exchange students from Europe**

The process for the UK to leave the EU is likely to take at least two years, therefore there will be no impact on incoming exchange students during this period of time.

EEA (European Economic Area) and Swiss nationals do not need any form of entry clearance to come to the UK. You may enter the UK by showing your passport or national ID card. You will have a general right to reside in the UK for up to three months, but may stay longer for the duration of your studies. If you intend to bring family who are not EEA nationals, they will normally require a family permit before travelling. Further information can be found at <https://www.gov.uk/browse/visas-immigration/family-visas>.

- **Non-EU/non-Swiss exchange students in the UK for more than six months**

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 non-EU/non-Swiss students aged 18 or over, who are coming to study for over six months, must obtain entry clearance (sometimes called a 'visa') as a Tier 4 (General) student. Further information can be found at <http://www.lboro.ac.uk/services/isas/visa-advice/outsideuk/>.

You will find the specific requirements for applying for Tier 4 (General) student visas at <https://www.gov.uk/tier-4-general-visa>. The immigration rules and Tier 4 policy guidance are frequently revised, therefore you must rely on the up-to-date version at the time of applying. There is no discretion within the points-based system.

As part of your visa application, you will require a Confirmation of Acceptance for Studies (CAS). You will be sent your CAS when you have completed your application process, submitted your academic documents and your English language qualification and your place at Loughborough has been confirmed. Your CAS will contain a unique CAS number, which you will use to apply for your Tier 4 visa, and will indicate what supporting documents you need to submit as part of your visa application. You must apply for your visa using the CAS number provided by Loughborough, as this will ensure that you have the correct sponsor number on your visa. If you arrive at the University and attempt to register with a different sponsor number on your visa, under UK Visas and Immigration regulations the University will not be allowed to register you onto the course, and you will be sent home.

- **Non-EU international exchange students in the UK for less than six months**

Non-EU/non-Swiss exchange students wishing to stay in the UK for less than six months can apply for an entry clearance as a short-term study visitor. Non-visa nationals can also apply for this kind of visa on arrival in the UK if they meet the requirements of the immigration rules. Short-term study visas cannot be extended in the UK and cannot be switched to another kind of visa (including Tier 4 student visas). Short-term study visitors are not allowed to work in the UK. You should, therefore, consider very carefully if it will be suitable for your needs before applying for this kind of visa. More details can be found at <https://www.gov.uk/study-visit-visa>.

- **Academic Technology Approval Scheme (ATAS)**

In order to take postgraduate study in some technology subjects, you may require ATAS clearance. Your offer letter and CAS will confirm whether ATAS clearance is required. If so, you must apply and include a copy of your ATAS certificate in your visa application. Further information is available at <http://www.lboro.ac.uk/study/apply/research/atas/>.

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. Additional information can be found on the Foreign and Commonwealth Office website at <https://www.gov.uk/guidance/academic-technology-approval-scheme>.

### 3. Travel and Medical Insurance

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- **Travel insurance**

You are 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.

*Healthcare for students in the UK for less than six months:* If you are a student staying in the UK for less than six months, you are not eligible for free healthcare under the NHS and will have to pay the full cost of medical treatment UNLESS you are an EEA national. EEA nationals are able to use the NHS in the same way as UK residents, however you MUST apply for a European Health Insurance Card (EHIC) in your own country and bring it with you. Please note that the EHIC is free, therefore it is recommended that you avoid any websites which charge you!

*Healthcare for students in the UK for more than six months:* If you enter the country on a Tier 4 visa and plan to study in the UK for more than six months, you will have either paid the Immigration Health Surcharge (IHS) already or will be covered for healthcare because you applied for a visa before the introduction of the IHS. This entitles you to use NHS services, such as General Practice (GP) and hospitals, most of which will be free at the point of use. However, you will have to pay for some services, such as prescriptions, dental treatment and optical treatment.

**IMPORTANT NOTE – Meningitis ACWY Vaccination:** As a precautionary measure, all students between 17-25 years of age are advised to have the Meningitis ACWY vaccination BEFORE coming to Loughborough. See <http://www.nhs.uk/Conditions/vaccinations/Pages/men-acwy-vaccine.aspx> for further details.

- **Disabled students**

Loughborough University is committed to the promotion of equal opportunities and welcomes applications from disabled students. If you have a disability, you are strongly recommended to contact the Counselling

and Disability Service BEFORE accepting the offer of a place to study at the University to discuss any support services that may be required. The Counselling and Disability Service provides advice, guidance and support to students with a wide range of disabilities and medical conditions. Further information can be found at <http://www.lboro.ac.uk/services/cds/disability/>.

Please note that incoming Erasmus+ students are not entitled to a grant from the UK government to cover any support costs and that you are expected to make every effort to secure funding in your own country to cover your requirements.

## 4. Accommodation

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- **Booking your accommodation**

All applications for accommodation in University halls of residence are submitted online. Once your application to study has been approved by your School/Department, you will receive an email from the Student Accommodation Centre explaining how to apply for your accommodation. The Student Accommodation Centre is part of Campus Living and is responsible for allocating and managing accommodation, including the catering, housekeeping and facilities associated with the halls of residence. For information about the type of accommodation available to exchange students, please refer to <http://www.lboro.ac.uk/services/campus-living/accommodation/howtoapplyforyourroom/>.

If we are unable to offer you a place in Halls of Residence, the Accommodation Team will help you to secure University approved accommodation in either private halls or houses. You can apply for a private hall or view the wide range of private accommodation off campus, but conveniently located in Loughborough, at <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 222258/222253. Opening hours are 9.00 am – 5.00 pm Monday to Thursday and 9.30 am – 4.30 pm on Friday.

- **Paying your accommodation fees**

Accommodation fees are charged at the start of each academic term, but they can also be settled in advance. Students, who have accepted a place in the University's Halls of Residence, must pay a room deposit before a tenancy agreement can be processed and the application accepted. At the end of the contract date and after vacating the room, it will be checked by the Student Accommodation Centre. If you have adhered to the terms of the agreement, the room deposit will normally be refunded approximately six weeks after departure. If there are deductions required, then the net amount will be refunded (note that refund values of £10 or less will not be returned). In order to facilitate refunds, it is requested that you have a valid UK bank account and that the account details are entered as part of your student record. This bank account should remain open until all refunds have been processed and any rejected refunds will be the responsibility of the student.

The simplest and preferred way of paying accommodation fees is via the online self-service payment facility, where you may choose to pay using either a debit or credit card (NB: credit card transactions will incur a 1.2% service charge). Online payment is encouraged as you have assurance that all information is held in a safe and secure environment which is fully PCI DSS compliant. You will just need to have your card details to hand together with your name, date of birth and Student ID number. A direct link to the portal is available at <https://epay.lboro.ac.uk/open/>.

Payment can also be made by bank transfer, cheque, banker's draft (drawn in Sterling on a UK bank account), debit or credit card. If you wish to pay in person you may do so by visiting the Student Finance Reception at the front of the Rutland Building or you can pay by credit or debit card over the telephone by calling +44 (0)1509 223538.

Bank transfers can be made to Barclays Bank Plc, Bishop Meadow Road Branch, Loughborough, Leicestershire, LE11 5RB, United Kingdom.

Bank sort code: 20 52 69  
Account number: 50682047  
IBAN: GB73 BARC 2052 6950 6820 47  
SWIFTBIC: BARCGB22

If you are paying by post, please send the payment (not cash) to Finance Shared Services, Rutland Building Loughborough University, Loughborough, Leicestershire, LE11 3TU, United Kingdom.

Please note that if accommodation fees are not paid by the due date, the University will apply a default surcharge of 5% on overdue accounts.

- **Full year students**

For full year students coming to Loughborough in September 2017, we shall have limited accommodation in both catered and self-catered halls. When your application to the University has been approved and you have received an email from the Student Accommodation Centre, you can reserve a room online from 1 June to 31 July 2017. From 1 August 2017, the room reservation option will close. You will still have the opportunity to submit preferences for accommodation, but offers will be made subject to availability.

Please note that preferences do NOT guarantee a room type or location. Our Accommodation Team will use them as a guide to allocate you a room depending on availability. Further information can be found at <http://www.lboro.ac.uk/accommodation/prospectivestudents/fullyearerasmusorexchangestudents/>.

- **Single semester students**

For first semester students coming to Loughborough in September 2017, we will have limited accommodation in both catered and self-catered halls. When your application to the University has been approved and you have received an email from the Student Accommodation Centre, you can reserve a room online from 1 June to 31 July 2017. From 1 August 2017, the room reservation option will close. You will still have the opportunity to submit preferences for accommodation, but offers will be made subject to availability.

Please note that preferences do NOT guarantee a room type or location. Our Accommodation Team will use them as a guide to allocate you a room depending on availability. Further information can be found at <http://www.lboro.ac.uk/accommodation/prospectivestudents/fullyearerasmusorexchangestudents/>.

Accommodation in halls is not guaranteed, however the Accommodation Team can help you to secure University approved accommodation. Any applications received after 1 August 2017 will only be considered subject to availability.

For second semester students coming to Loughborough in February 2018, we shall have accommodation available in both our catered and self-catered halls, for which you will be able to apply from November 2017 onwards. Please check the following website for further details nearer the time <http://www.lboro.ac.uk/accommodation/prospectivestudents/1semestererasmusorexchangestudents/>.

Accommodation offers will be sent out by email in December 2017/January 2018.

- **Accommodation licence agreement**

Your accommodation licence 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 as stated in your licence. Further information can be found at <http://www.lboro.ac.uk/services/campus-living/accommodation/>.

- **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 £750-950 per month, but personal expenditure will vary from student to student depending on lifestyle.



## 5. English Language

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- **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 exchange student from Europe, it is advised that your proficiency in English is at least at the level of CEFR Level B2 (independent user).

If you are a non-EU/non-Swiss exchange student requiring a Tier 4 student visa to study in the UK (<https://www.gov.uk/tier-4-general-visa>), you will need to submit evidence that you meet the University's English language requirements (<http://www.lboro.ac.uk/international/englang/index.htm>).

- **Pre-sessional English language courses**

The English 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 degree programme. Further details can be found at <http://www.lboro.ac.uk/services/elss/pre-sessional/about/>.

## ARRIVAL IN THE UK

## 6. Immigration

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When you arrive at an airport in the UK, your passport (or identity card for EEA and Swiss students) will be checked at Border Control. You must have your passport or identity card ready (ie remove it from a holder or wallet if you use one) and remove your sunglasses if you are wearing them.

If you are from an EEA country or Switzerland, you can use the EU/EAA channel to get your passport or identity card checked; this is usually faster than the other channels. You can use the automatic ePassport gates at some airports if your passport has a 'chip' on it. These gates use facial recognition technology to check your identify against the photo in your passport.

If you are from a non-EEA country, your airline will give you a landing card, which must be completed before you arrive at Border Control. Your passport and landing card (and visa if you require one) will be checked, and you will usually be asked why you are coming to the UK.

It is recommended that you keep your passport, identity card and/or visa in your hand luggage, together with any correspondence confirming your acceptance onto a programme at Loughborough.

## 7. Travelling to Loughborough

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- **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.

Heathrow Airport, London	Tel: 0844 335 1801	<a href="http://www.heathrowairport.com">www.heathrowairport.com</a>
Gatwick Airport, London	Tel: 0844 892 0322	<a href="http://www.gatwickairport.com">www.gatwickairport.com</a>
Stansted Airport, London	Tel: 0844 335 1803	<a href="http://www.stanstedairport.com">www.stanstedairport.com</a>
Birmingham Airport	Tel: 0871 222 0072	<a href="http://www.birminghamairport.co.uk">www.birminghamairport.co.uk</a>
East Midlands Airport	Tel: 0871 919 9000	<a href="http://www.eastmidlandsairport.com">www.eastmidlandsairport.com</a>

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 at the University 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.

National Express Coaches	<a href="http://www.nationalexpress.com">www.nationalexpress.com</a>
Eurolines	<a href="http://www.eurolines.co.uk">www.eurolines.co.uk</a>
National Rail	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
East Midlands Trains	<a href="http://www.eastmidlandstrains.co.uk">www.eastmidlandstrains.co.uk</a>
The Train Line	<a href="http://www.thetrainline.co.uk">www.thetrainline.co.uk</a>

Travelling by taxi from international airports to Loughborough can be extremely expensive, therefore it is not an option that we recommend. A taxi from Heathrow to Loughborough could cost around £150. If, however, you would prefer to travel by taxi, it is possible to pre-book with several taxi firms who operate out of Loughborough. Further details can be found at <http://www.lboro.ac.uk/international/offer-holders/getting-here/>.

- **FREE airport coach service from Heathrow Airport**

A free coach service is arranged by the University to provide transport from Heathrow Airport to the campus for new international students at the start of the academic year. If you wish to book a seat, you must complete the online booking form at least fourteen days before your flight, otherwise you are not guaranteed a seat. Further details can be found at <http://www.lboro.ac.uk/international/offer-holders/getting-here/heathrow-coach-service/>.

The coach departs from Terminal 3, at 11.00 am on the following dates\*:

<b>Tuesday 11 July 2017</b>	Recommended for students attending the 10 week pre-session course
<b>Tuesday 8 August 2017</b>	Recommended for students attending the 6 week pre-session course
<b>Wednesday 27 September 2017</b>	Recommended for new undergraduate and postgraduate students
<b>Thursday 28 September 2017</b>	Recommended for new undergraduate and postgraduate students
<b>Saturday 30 September 2017</b>	Recommended for new postgraduate students, <b>not</b> undergraduate

Please note these dates are subject to change, therefore it is recommended that you check for updates on the website.

- **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	<a href="http://www.ish.org.uk">www.ish.org.uk</a>
British Tourist Authority	<a href="http://www.visitbritain.com">www.visitbritain.com</a>
London Tourist Board	<a href="http://www.visitlondon.com">www.visitlondon.com</a>

- **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 for the most up-to-date information at <https://www.kinchbus.co.uk/services/sprint>.

## **8. Documentation on Arrival at Loughborough**

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- **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 ID card and have it ready for you to collect. Your ID card will provide access to University buildings, including the library, halls of residence and the LSU. You will also need it to prove your student status, therefore it is important that you look after it!

Further details about the online registration process and collecting your ID card can be found at <http://www.lboro.ac.uk/welcome>.

In addition to registering centrally, you must also register for your programme of study within your respective School/Department. Each School/Department has its own specific registration sessions for both undergraduate and postgraduate students, therefore it is important that you check which sessions are applicable to you at <http://www.lboro.ac.uk/students/welcome/newstudents-welcome/induction/>.

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.

- **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, eg change of address, change of course, new visa, etc. The stamp in your passport should tell you 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 co-incide with your arrival at Loughborough, you will need to visit the office in Leicester. Further details on how to register with the Police can be found at <http://www.lboro.ac.uk/services/isas/police/registration/>.

- **Learning agreements**

At Loughborough, the timetable is released near to the start of the semester, therefore it is possible that the University has not been able to confirm if there is a 'fit' for all the modules you have chosen 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 which to finalise their module choices BEFORE the final details are confirmed with the Student Records Office.

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 (ie 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 <http://www.lboro.ac.uk/international/erasmus/incoming-student-erasmus/exchange-co-ordinators/>).

## 9. Orientation

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- **Induction and welcome sessions**

All new European and international exchange students are invited to attend induction and welcome meetings at the start of each semester. These events have been scheduled as follows:

**Monday 2 October 2017:** Induction, welcome talk and buffet reception for full-year and Semester 1 exchange students, as well as undergraduate full-time international students. For more information, please visit <http://www.lboro.ac.uk/international/offer-holders/arrived/inductions/>.

**Wednesday 7 February 2018:** Induction, welcome talk and buffet reception for Semester 2 exchange students. Further information will be emailed directly to all Semester 2 exchange students.

Please note that it is not essential for students, who have attended a pre-sessional English language programme, to attend these induction sessions because much of the information will have been covered already as part of your international induction.

## THE UNIVERSITY

## 10. Studying at Loughborough

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- **Examinations and assessments**

Whatever your programme of study, it will involve some form of assessment. For the majority of 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 is 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).

- **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, ie 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.

- **Learning environments**

The University Library (see below) 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 information study. Further details can be found at <http://www.lboro.ac.uk/services/corporate/learning/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, eg essay writing, report writing, reading efficiently, taking effective notes, presentation skills, working in groups, etc. Further details can be found at <http://www.lboro.ac.uk/services/library/students/learningsupport/topics/>.

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, eg critical thinking, citing and referencing Harvard style, developing mathematical skills, revision and exam skills, task sheets, weekly planners, etc. Further details can be found at <http://www.lboro.ac.uk/services/library/students/learningsupport/adviceandplanningsheets/>.

- **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, eg 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. See <http://www.lboro.ac.uk/students/welcome/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 provides students with a range of services and resources which aid them with their studies. More information can be found at <http://www.lboro.ac.uk/services/library/students/>.

## 11. Loughborough Students' Union

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Loughborough Students' Union (LSU) was awarded the Best Students' Union at the 2016 What Uni Student Choice Awards. 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.

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 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.

The Students' Union has a strong belief in supporting ERASMUS+ and international students and encourages you to get involved and engage with the activities and social events organised by the Global Development Officer, who can be emailed on [globaldevelopment@lsu.co.uk](mailto:globaldevelopment@lsu.co.uk). Additionally, the Students' Union holds an International Day in the Autumn Term.

North-Eastern corner of the campus and consists of two floors. You will find a selection of shops, food outlets and other services in the Students' Union Building, 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.

Further details about the Students' Union can be found at <http://lsu.co.uk>.



## 12. Sport and Recreational Facilities

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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.

More information about the sport and recreational facilities, including booking details and prices can be found at <http://loughboroughsport.com/my-lifestyle/>.

## USEFUL INFORMATION

### 13. Living in the UK

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- **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 – usually dresses for women and suits for men. 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.

- **Electricity**

The standard electricity supply in the UK is 220/240 volts, 50 cycles AC, and most sockets take a 13-amp three-square pin plug. If you are bringing your own electrical equipment with you, it is recommended that you find out if it can be used safely on this voltage and whether you will need an adaptor plug.

- **Laws**

There are a number of laws in the UK which might be different from your home country, especially with regard to the use of alcohol and tobacco. Information on laws related to alcohol can be found at <http://www.drinkaware.co.uk/check-the-facts/alcohol-and-the-law/>. Guidance on the use of tobacco, e-cigarettes and smoking can be found at <https://www.gov.uk/government/publications/new-rules-about-tobacco-e-cigarettes-and-smoking-1-october-2015/>.

- **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. The presentation can be viewed at <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, Morrisons, Sainsbury's and Tesco, a number of international supermarkets and a variety of smaller food shops. Most large shops are open on Sundays.

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.

## 14. Contact Details

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- **Emergencies**

If an emergency needing the police, fire or ambulance should arise outside the University, you should dial 999 on the nearest phone. This is a free service. If you are on University premises, dial 888 on the nearest internal phone.

The University's Security Officers are on duty 24 hours per day and can be contacted at the University Gatehouse on email [gatehouse@lboro.ac.uk](mailto:gatehouse@lboro.ac.uk) or telephone +44 (0)1509 222141.

- **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 can be found at <http://www.lboro.ac.uk/international/erasmus/incoming-student-erasmus/exchange-co-ordinators/>.

- **Exchanges Team**

The Exchanges Team is responsible for managing and co-ordinating exchange activities across the University, working closely with the School/Departmental Exchange Co-ordinators. The team comprises four members of staff from the Programme Quality and Teaching Partnerships Office in the Academic Registry, which is located within Rutland Building on the University campus.

Contact details can be found at <http://www.lboro.ac.uk/international/erasmus/incoming-student-erasmus/contact-us/>.

- **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. Further information about the Centre's facilities and event can be found at <http://www.lboro.ac.uk/services/cfs/>.

- **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.

- **Student Advice and Support Service**

The Student Advice and Support Service provides students with guidance on a range of issues relating to finance (eg loans, grants, welfare benefits and debts) and housing (eg 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 Services is located in the Bridgeman Building the centre of the campus and is open from 9.00 am – 5.00 pm Monday to Friday. Any queries should be emailed to [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk) or, alternatively, telephone +44 (0)1509 222058.

- **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 [ucs@lboro.ac.uk](mailto:ucs@lboro.ac.uk) or telephone (01509) 222148.