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Your international student guide 2024/25

Contents

Introduction	3
<u>Before you travel to the UK</u>	
Before you travel	5
Find a place to live in Leicester	9
Plan your budget	11
What to bring	13
<u>When you arrive in the UK</u>	
Arriving at the airport	15
Checking into DMU accommodation	17
Arrivals checklist	19
Get connected	21
Your right to be in the UK (eVisas)	23
Explore Leicester	25
Register with a doctor (GP)	29
Open a UK bank account	31
International Welcome Week	33
Meet the International Student Support Team	35
<u>The first few weeks</u>	
De Montfort Students' Union	37
Student support services	39
The Centre for English Language Learning	45
Your student visa responsibilities	47
Working in the UK	49
Making friends	51
Exploring the UK	53
Staying safe	55
Mental health and wellbeing support	59
Disability support	61





Introduction

Welcome to De Montfort University Leicester (DMU), a proudly international community at the heart of an exciting and diverse city.

Our university is enriched by the friendship and ideas of students and staff from 140 nations, and our global outlook is a part of everything we do on campus and beyond.

Your time at DMU will be enhanced by the wealth of cultural, community and career opportunities available to you. Our DMU Global programme provides a wide range of opportunities for students, including overseas, campus and online experiences to enrich studies, broaden cultural horizons and develop key skills valued by employers.

Our modern campus is a vibrant and safe place to live and learn, and our great home city, Leicester, is friendly, welcoming and diverse. Leicester has been named the fourth most vibrant city in the UK, putting it ahead of the likes

of Bristol, Edinburgh, Leeds and London (Top Cities Vibrancy Report, 2022), as well as one of the top 15 best student cities in England (StudentCrowd 2023).

Leicester is the perfect base for exploring the rest of the UK, with great transport links to destinations such as London and Birmingham.

By studying at DMU, you'll experience teaching that is centred on you. Our innovative course structure, Block Teaching, means you study one module at a time instead of many at once. As a result, you can benefit from more time to engage with your learning, faster feedback and a better study-life balance.

Gaining your degree is a stepping stone to landing your dream job, and our award-winning Careers Team, which was named the best in the country in the 2024 targetjobs National Graduate Recruitment Awards, is there to open doors for you. Our careers commitment means you can access guaranteed work experience opportunities, flexible support tailored to your needs, placement years that count towards your degree and unlimited digital tools.

DMU has also been ranked in the Top 10 of British universities supporting student and graduate startups for the fourth year running.

We're proud of the strong sense of belonging and community that we have on campus, and it sits at the heart of everything we do. To help you get settled into life here before you arrive on campus, be sure to

look at the [Your DMU Community](#) web page to find ways to make connections with staff and students, and begin your journey to DMU.

Studying abroad is an exciting opportunity – a way to unlock your potential, develop your skills and achieve something new. DMU is dedicated to helping you become an empowered, responsible and active global graduate and citizen, with the skills and experience you need to succeed at university and beyond.

As you'll read in this guide, our expert international student support staff will help you make the most of your time with us.

Enjoy every moment at DMU. We look forward to meeting you soon.



Things to do before you travel

Please read through this list to check you've completed everything you need to do before you travel to the UK

Apply for a visa (if required)

The UK has strict immigration laws for visitors and students. International students will need to apply for a student visa and provide evidence of study to gain entry to the UK. If you are an EU student, you will also need to apply for a student visa, unless you have been successfully granted pre-settled or settled status under the EU Settlement Scheme. There's information on our website [here](#) about how to apply for your visa.

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

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

Book your airport pick-up

DMU provides a free airport pick-up service from London's Heathrow Airport on Monday 16 September to coincide with the start of International Welcome Week.

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

Guidance on travelling from the airport by public transport is [available online](#), including links to taxi providers and information about the National Express bus service.

Have your documents ready

You will need to bring your acceptance letter from DMU or your Confirmation of Acceptance for Studies (CAS) statement offering you a place on a full-time course.

Please also bring evidence and detail of financial support – this should be a bank statement or a letter from your sponsor.

Arrange insurance

Don't forget to book travel insurance to cover you and your luggage during your journey. We also recommend that you purchase contents insurance to cover valuables and personal possessions during your time in the UK. [Endsleigh](#) provides specialist insurance for students.

Key dates for students

Monday 16 September 2024
Airport pickup service

Tuesday 17 September 2024
International Welcome Week

Monday 23 September 2024
Faculty inductions begin

Monday 30 September 2024
Start of teaching

Plan your budget

Having a budget for your time in the UK helps you plan your spending and make sure you don't run out of money. Please see page 11 for more information on the cost of living and bringing money with you.

Your DMU pre-Induction

Your DMU pre-Induction is an online programme made up of different topics covering your faculty and programme, teaching and learning environment and the academic and support services available at DMU. You will receive an invitation by email to take part in induction.

International Welcome Week

Tuesday 17 to Friday 20 September 2024. You should aim to arrive in time to join this week of activities and information, which coincides with the start of in-person registration.

Check [here](#) for more information.

Pack your bags

The weather in the UK can be very changeable and it can be cold in the winter. Take a look at page 13 for more information on what to bring.





Find a place to live in Leicester

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

DMU accommodation

All of our student accommodation is within a short distance of our campus and the city centre, with Leicester's many attractions only minutes away. We have seven halls of residence to choose from, with a range of prices. All rooms are fully furnished and bedding packs are provided on arrival. All halls are secure, with security cameras and electronic door entry.

Making a booking is easy using our online self service system, where you can book a specific room. Find out more [here](#).

Accommodation Office

T: +44 (0)116 257 7577

E: accommodation@dmu.ac.uk

Please make sure that you have arranged and confirmed your accommodation before you arrive in Leicester. Halls of residence generally offer contracts for a whole term or whole year only, and not short-term stays. So if you arrive without pre-arranged accommodation, you may find that you need to pay to stay in a hotel for your first night.

Once you have selected your room, you are required to pay a £200 booking payment. This secures your provisional booking and you will then be sent an email explaining how to confirm.

More information, including contract lengths and prices, are detailed on our [website](#).

Address proximity policy

The university requires that your term-time accommodation is within 40 miles of the university campus (or within 30 miles if you are a DMU International College student). For more information about this, see the section on your student visa responsibilities on page 47.

Private accommodation

If you choose not to book accommodation through DMU, please make sure you check the total price for your accommodation and consider your options carefully before signing a contract.

De Montfort Students' Union (DSU) Advice

DSU Advice provide a [housing checklist resource](#) and advise of important considerations before students sign housing contracts. We recommend you get advice regarding your contract before signing anything.



Plan your budget

Before you arrive in the UK, it's really important that you ensure you have enough money to study and live for the duration of your course. If you're in the UK on a student visa, you'll need to have demonstrated as part of your visa application that you have sufficient funds to pay your fees, as well as living costs for your first nine months.

Cost of living

When applying for a visa to study at a university outside London, the [Home Office](#) requires you to show that you have £1,023 for each month of your course to cover your living costs. However, you may find that you need to spend more than this and the [British Council](#) suggest that a student outside London might spend up to £1,300 per month on living expenses. This would include accommodation, food, clothing, household bills, laundry, entertainment and socialising - but not travel to and from your home country, or your fees. Remember that the exact figure will depend on your own lifestyle, accommodation and priorities.

Guidance for students on the cost of living in the UK is also available from the consumer organisation [Which?](#) and [UKCISA](#).

Bringing money into the UK

There is no limit to the amount of money you can bring into the UK. However, if you bring money worth £10,000

or more (including money in other currencies) you must declare this to customs officers by filling in a form when you arrive. More information about this can be found [here](#).

You should also check whether your departure country has any restrictions on the amount of money that can be taken out of the country, or amounts that can be transferred to the UK.

Money laundering

Be aware that criminals can try to take advantage of international students by offering quick ways to make money. Be cautious of anyone asking to use your bank account to transfer money, or using non-regulated means of transferring money such as a hawala system or messaging services such as WeChat. If you have any questions, please contact International Student Support.

Access to funds and setting up a bank account when you arrive in the UK

To set up a bank account, banks will usually ask you to show proof that you're a student. This means you likely won't be able to open an account until you're registered on your course.

It could take several weeks to open your bank account, so you may not be able to transfer money from home as easily and quickly as you might expect.

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

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

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

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

While you may choose to work part-time during your studies, you should not expect to earn enough money to pay your fees and living costs. For more information on working in the UK, take a look at page 49.



What to bring

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

The weather in the UK can change quickly, and winters may be colder than you are used to. We recommend bringing clothes for both cold and warm weather, as well as rain. Don't forget that you can also buy warm clothes once you've arrived in the UK.

Remember to check the baggage allowance for your flight to the UK. Please also note that we operate a baggage limit for our Heathrow coach pick-up service, so you'll need to make sure you don't exceed our luggage limit of two medium sized (or one large) suitcases and one piece of cabin luggage.



Arriving at the airport

Before collecting your luggage, you will need to go through border control (immigration). Do not enter the UK as a visitor, as this may prevent you from being able to register on your course.

At the UK border

A UK Border Force officer will look at your passport and check your visa/entry clearance.

You should make sure that you have all these documents in your hand luggage, so you can access them easily. You may also be asked:

- Why you are coming to study in the UK
- What previous studies you have already undertaken in your home country.

- If you have family connections in the UK
- What your accommodation arrangements are. Remember university policy states your term time address must be within 40 miles of campus
- What you plan to do when you finish your course.

You should be able to answer these questions in English. It is not recommended you accept any offer to use a translator.

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

In the unlikely event that you have any problems at immigration, the office number of the DMU Immigration Compliance team is +44 (0)116 207 8780, or email immigrationcompliance@dmu.ac.uk

Airport information points

You will find information points at all terminals at Heathrow and Gatwick airports. Staff will be able to help you with onward travel to Leicester and advise you on travel times.

Overnight accommodation

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



Checking into DMU accommodation

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

If you are staying in halls of residence, it's important that you notify hall management of your expected date and time of arrival, so someone can be there to give you your keys when you arrive.

Arriving during office hours

When you arrive at DMU, we recommend checking in at your hall of residence first. Staff are generally available between 9am and 5pm

Arrival outside office hours

If you're arriving outside after 5pm or at the weekend, please notify your hall of residence.

If you have booked your accommodation through DMU on arrival please proceed directly to your hall:

Bede Hall

51 Western Boulevard
Leicester
LE2 7EQ
T: +44 (0)116 250 6593
Out-of-hours: +44 (0)116 257 7642
W3W: <https://w3w.co/union.shovels.flows>

Liberty Park

101 Raw Dykes Road
Leicester
LE2 7FP
T: +44 (0)116 255 4370
Out-of-hours: +44 (0)300 303 1611
W3W: <https://w3w.co/hello.silly.public>

New Wharf Hall

42-48 Western Boulevard
Leicester
LE2 7BU
T: +44 (0)116 250 6593
Out-of-hours: +44 (0)116 257 7642
W3W: <https://w3w.co/stages.smug.metals>

Newarke Point

8 Newarke Close
Leicester
LE2 7GZ
T: +44 (0)116 255 3967
Out-of-hours: +44 (0)300 303 1611
W3W: <https://w3w.co/meals.cakes.names>

The Glassworks

60 Newarke Street
Leicester
LE1 5AN
T: +44 (0)116 326 6150
Out-of-hours: +44 (0)116 326 6155
W3W: <https://w3w.co/marble.cave.levels>

Newarke Street

28 Oxford Street
Leicester
LE1 5XA
T: +44 (0)116 243 8370
Out-of-hours: +44 (0)116 243 8370/+44 (0)7480 843409
W3W: <https://w3w.co/outer.losses.flies>

Castle Court

Castle Court
33 Castle Street
Leicester
LE1 5WL
T: +44 (0)116 253 5700
Out-of-hours: +44 (0)300 303 1611
W3W: <https://w3w.co/limbs.thus.influencing>

Arrivals checklist

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

Explore Leicester

It's useful to look around and find your nearest supermarkets and food shops. See page 25 for information about Leicester.

Check in to your accommodation

Details about how to check in to your DMU accommodation can be found on page 17.

Contact your family and get connected

Information on how to connect to the internet or purchase a mobile phone can be found on page 21.

Pay your tuition and accommodation fees

Check our [tuition fee payment policies](#) or [contact us](#) if you need further information.

Making friends

Making friends for life is a key part of being at university. See page 51 for more information about socialising, clubs and opportunities to meet new people.

Attend an orientation session

Your faculty will arrange information sessions for new international students, covering key topics such as healthcare and campus safety.

Open a bank account

You'll need to enrol on your course before you can do this, as you usually need proof that you're a student first. See page 31 for more details about how to open a bank account.

Register on your course

You will receive information directly from us about your registration.

Register with a doctor (GP)

In your first couple of days in Leicester, we recommend registering with a doctor. Registration is free and will mean you're able to see a doctor more quickly and easily. See page 29 for more details about the UK's health service and how to register online.

Meet the International Student Support Team

Please see page 35 for information about the support services that are available to you while studying at DMU.

Apply for a National Insurance number

If you're planning to work in the UK during your studies, you will need a National Insurance number. More information about working can be found on page 49.

Get involved in International Welcome Week

This is your chance to learn more about your course and DMU as well as meet other students. See page 33 for more details.

Download a council tax exemption certificate

[Council tax](#) is charged to anyone living in the UK, including international students. Full-time students can claim exemption from council tax if they supply a certificate as evidence of student status. You can download and print and print your council tax exemption certificate yourself through the My Documents on your [MyDMU dashboard](#).

Free English classes

Through the [Centre for English Language Learning \(CELL\)](#), undergraduate, postgraduate and research students can all access two hours of academic English classes per week by enrolling in short English for Academic Success courses.



Get connected

Mobile phones

If you want to buy a mobile phone, there are a number of major mobile networks, including O2, Vodafone, EE and Virgin Media. There are two main ways of using a mobile phone: pre-paid mobile phones (often known as pay as you go) and phones supplied through a contract. We recommend shopping around to see which arrangement works best for you.

SIM cards and phone cards

You will need to purchase a SIM card if you have a pay as you go phone. Popular options are Lyca Mobile and Lebara which you can purchase online and in shops for a small cost. You can buy special international calling cards at local shops. These are sold by a range of companies, so it might be worth shopping around to find the card which offers the best deal and checking with other students from your home country.

DMU accommodation internet

All halls booked through DMU have internet access included in the price. Details of how to connect will be available on arrival.

WiFi on campus

There is a wireless network on campus which allows you to access email, the internet and other services. Once you have registered, speak to your faculty office to get connected.

To get you connected when you first arrive, students can usually access the university's guest WiFi service during the main arrivals period. The [International Student Support Team](#) can provide you with more information about this.



Your right to be in the UK (eVisas)

UK Visas and Immigration are replacing physical documents with an online record of your immigration status. This is known as an eVisa. Further information on eVisas can be found [here](#).

Your immigration status

The university needs to hold a record of your immigration status. This means that before you start your course – and at various points during your studies – the university may contact you to request evidence of your immigration status.

Once your visa application has been approved, you can share your immigration status information with third parties such as DMU, employers or landlords, by generating a share code using the online UKVI '[View and Prove](#)' [service](#). It is important that you provide your share code as soon as possible once asked to, as this makes your registration experience as easy as possible.



Explore Leicester

Shopping

DMU is just a short walk from the lively city centre, where you will find the Highcross shopping centre. Leicester's Lanes – a maze of quirky and Instagrammable streets – complements this with a wealth of independent shops.

Countryside and parks

Students can relax in Castle Gardens, a park located next to campus. You can take a walk along the Grand Union Canal, which runs through campus and the city. On the outskirts of the city is Bradgate Park, where you can spot deer or enjoy countryside walks.

Festivals and events

Leicester has a full calendar of festivals and events, such as the Leicester Comedy Festival, UK's longest-running comedy festival, the Caribbean Carnival, and the biggest Diwali celebrations outside of India.

A sporting city

Leicester is a city with sporting achievements to be proud of, and DMU shares that spirit. Home to Leicester City Football Club, rugby union's 2021/22 Premiership champions, Leicester Tigers, one of the UK's most successful women's hockey clubs, previous British Basketball League champions, Leicester Riders and Leicestershire County Cricket Club – sports fans will be spoiled for choice.



Culture

Arts and culture are renowned across the city. Students interested in film, theatre and performance can visit Leicester's Cultural Quarter, enjoy live performances at Curve theatre, or see a movie at the Phoenix or Showcase cinemas.

There are also a number of galleries and museums, including the King Richard III Visitor Centre and the National Space Centre, and on your travels you'll spot that Leicester is lined with colourful street art that brings the city to life.

Restaurants and cafés

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

Supermarkets

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

Leicester Market

Leicester has the largest outdoor covered market in Europe. It sells a wide range of fruit and vegetables from all over the world, offering great value and choice – ideal for any budget.

International food

Leicester has a wide variety of shops and small supermarkets specialising in different types of cuisine. Close to campus, Narborough Road has a wide selection of international supermarkets and restaurants and the nearby Belgrave Road is one of Leicester's main streets for Indian shops. [Learn more about Leicester's attractions.](#)

The International Student Support team regularly shares ideas of things to do in and around Leicester on our Instagram page, [@dmuiss](#). Follow us to keep up with what's going on.



Register with a doctor (GP)

National Health Service (NHS)

The NHS is the UK's state health service. If you are in the UK on a student visa you are likely to have paid the Immigration Health Surcharge which will allow you to access NHS treatment. Some NHS services are free, including most doctors' consultations. You may have to pay for some services, such as medication and dental treatment. You will need to be registered with a health centre close to your UK address before you can see a doctor. For more advice on NHS services for international students, please visit [UKCISA](#).

De Montfort Surgery

De Montfort Surgery is on campus and is an NHS general practitioners' surgery which provides medical care for students and local residents. If

you live within its catchment area you can now [register online](#).

General Practitioner (GP) registration

A GP is a community-based doctor. It is important to register with a GP while you are at DMU. You can find a list of GP practices near to [where you will be living](#). If you take regular medication, please bring at least two months' supply with you from your current doctor.

Health insurance

If you are not entitled to free NHS treatment, you should ensure you have adequate insurance to cover any medical costs. If you already have medical insurance in your home country, please check whether you can extend it to cover your time in the UK.

[Endsleigh](#) provides specific insurance cover for international

students and other health insurance policies can be found by searching online.

Even if you are entitled to free NHS treatment while in the UK, you may want to consider taking out insurance to cover additional costs such as:

- Lost fees if you're unable to complete your course
- The cost of returning home if a relative is ill.

Dentists

[NHS dentist finder](#) provides a list of local dentists who provide NHS treatment.

There is an emergency dentist in Leicester:

JDRM Dental Centre
10 Nelson Street,
Leicester,
LE1 7BA

T: +44 (0)116 295 1278

If you want to find out more about UK dentists and how they work, please contact International Student Support.

Opticians

Opticians (optometrists) are eyesight specialists who can check your eye health and vision. In the UK, eye care is commonly provided by opticians who operate from high street shops, such as Specsavers and Boots. You will normally have to pay for an eye test (around £20-25). If the test shows you need glasses or contact lenses, the optician will give you a prescription. The cost of frames or lenses varies considerably.



Open a UK bank account

When can I open a bank account?

You will usually need to register on your course before you can open an account, as the bank will need written confirmation from DMU that you are a full-time student.

What documents will I need to open a bank account?

Banks will normally ask for the following documents:

- Proof of identity: usually your passport and your student visa
- Proof of address: usually this will be a bank letter from DMU.

Once you have registered, you should be able to download a bank letter from the [MyDMU app](#) (check the My Documents tile).

What kind of bank account can I open?

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

Digital banks

Other options for managing your money might include mobile-only, app-based online banks such as Monzo or Revolut, which don't have traditional high street branches.

The university does not recommend any specific account or bank. Please make sure the account or app that you use is suitable for your needs and that you're aware of any payments or charges that might apply.



International Welcome Week

International Welcome Week is a great opportunity to adjust to your new city and get settled before you start your studies.

The programme runs from Tuesday 17 to Friday 20 September 2024. In addition to on-campus activities, the week of events will include practical advice on things such as healthcare, opening bank accounts, and study support. There'll also be campus tours and social events to help you meet other new

students, as well as information on how to get involved in student societies and sports.

You can find more information about [International Welcome Week](#) and sign up for updates and the full schedule once it's available.



Meet the International Student Support Team

The International Student Support Team provides assistance and advice, both on your arrival to the UK and throughout your time at DMU.

The team runs an airport coach pick-up service, as well as [Explore UK trips](#), Hub Social events and [i-Buddies](#) (international buddy scheme).

Once you've registered as a student, you can book an appointment with the International Student Support Team through [MyGateway](#).

Homesickness and culture shock

We hope that coming to live and study at DMU will be the start of an exciting time for you. Moving to a different country can bring with it new experiences, friendships and opportunities. It can also bring new challenges, and for some students it can take time to get used to a new environment, particularly if English isn't your first language.

You may experience a culture shock when you move from one culture to a new and unfamiliar one. It is something that can affect many students (both UK and international) and it's totally normal. You can read more about culture shock and some of the ways that you can help yourself [here](#).

You can contact the International Student Support Team for support and advice at any point during your time at DMU.

E: iss@dmu.ac.uk

W: dmu.ac.uk/internationalsupport

De Montfort Students' Union

De Montfort Students' Union (DSU) is here to empower you by looking out for your wellbeing, creating a sense of belonging and providing a range of opportunities for you to get involved in.

Voice

DSU is there to amplify your voice, making sure it's heard at all levels across the university. It represents your academic interests through its elected student officer team, listens to you and empowers you to make a difference.

It also looks after a fantastic team of course representatives, made up of elected DMU students who represent you at a course level, and hold regular student councils.

Opportunities

The Opportunities Team support over 100 student groups including societies and sport clubs. All of the groups are led by students, so if there's a society you want to join but it doesn't exist, you could start one!

As well as student groups, there are a range of volunteering opportunities you can get involved with on campus and in the local community.

All opportunities will provide you with the chance to meet other DMU students, make new friends and learn new skills.

Advice and wellbeing

DSU provides a system of support that's accessible to everyone. [DSU Advice](#) is a free, confidential and independent service for current DMU students. The service has a team of advisers who are able to help with a range of welfare and academic queries. In some cases we can also act as a companion at university meetings. If we can't help you, we can usually refer you to someone who can.

DSU can provide advice and support on your course, finance, immigration, housing and generally making sure you're feeling safe, well and happy. All advice and support is completely free and impartial.

Life

There is so much to get involved in while you study, from day trips to nights out. DSU's Campus Centre is a fantastic social space right in the heart of campus. The building is complete with a games room, spaces to relax and study, as well as a stationary and merchandise shop and a café.

Every penny of profit spent at your students' union is reinvested into making its services and events awesome and affordable.

Give it a Go

Still not sure what you want to get involved in? No worries, DSU has got you covered! The 'Give it a Go' programme offers a range of free or discounted activities for you to get involved in, with no commitment or membership fee required – all sessions are one-off experiences! From taster sessions and trips, to volunteering and enhancement workshops, there's something for everyone.

W: demontfortsu.com

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

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

ig Instagram: [@demontfortsu](https://www.instagram.com/demontfortsu)

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



Student support services

DMU Money Advice

The Money Advice Team provides advice and guidance on issues relating to student funding and welfare, including tuition fees, scholarships, funding, bursaries and the processes for these. The team also provides advice and guidance on budgeting and money management.

If you want to discuss your situation in more detail, you can book appointments to review your finances or speak to an adviser about money management or budgeting. Find more financial advice [here](#).

Study skills

Before you get to the UK, you may want to prepare for academic life and find out what it's like to study here. Websites like [Prepare for Success](#) can show you what to expect with a web learning tool, and activity based resources to help you understand the different aspects. Once you've arrived

at DMU, the [Centre for Learning and Study Support \(CLaSS\)](#) provides resources, materials and workshops to help you develop your learning skills. There's more information from UKCISA about UK study skills.

Wellbeing support

The Wellbeing Team offers a range of services to promote emotional wellbeing, including counselling and Healthy DMU masterclasses. Lots of DMU students access counselling each year to address a range of issues, such as managing stress or anxiety and confidence building. Counselling can only be accessed if you are in the UK.

Mental health

The Mental Health Team provides guidance, appropriate support and practical advice to students whose mental health conditions might otherwise affect their studies.

You can also find more information from [UKCISA](#) about mental health support in the UK.

If you have a mental health condition, you can contact the team at wellbeing@dmu.ac.uk

See page 59 for more information about wellbeing and mental health support.

The UK jobs market

As a DMU student, you have access to our online programme, UK Career Ready. It provides a great overview and insight into the different areas involved in getting your career started in the UK. Find out more about the programme [here](#).



English for academic success at the Centre for English Language Learning (CELL)

During your time here, you can get free English language sessions to enhance both your academic and general English during term time.

The first hour is for academic skills such as academic writing style, referencing, summarising and academic speaking. Self-study videos support these sessions. The second hour, the English Café, focuses on general speaking topics, pronunciation and culture. Find out more information [here](#).

We also provide one-to-one bookable sessions which offer English language advice for your individual assignments.

Healthy DMU

Healthy DMU is our university-wide approach to health and wellbeing. We're dedicated to creating an environment that focuses on your health and wellbeing to help you to live a healthy, happy and productive life. To support this, we provide you with resources that support your development and studies, and help you to succeed and achieve your potential.

The online Healthy DMU Hub provides information on a range of wellbeing boosting activities, many of which are great fun, and may be things you've never considered.

Wellbeing events take place during term time and you can find out more about our activities [here](#).

Careers and job search

The DMU Careers Team offers students an exceptional programme of career support and industry experience, including:

- Flexible and personalised career support tailored to your needs, including placement years which count towards your degree on specific courses
- A range of work experience opportunities, including specialist job boards
- A range of specialist sessions and workshops
- Unlimited access to digital tools including LinkedIn Learning courses, practice interviews, self-assessments, and instant personalised CV feedback through the Careers Team Skills Hub
- Lifelong careers support after graduation.

The Careers Team provide support, advice and guidance throughout your time at DMU and beyond. Our dedicated team offers one-to-one sessions and professional networking events to students and graduates, who all get automatic access to [MyGateway](#) – our online careers portal.

Disability advice and support

The Disability, Advice and Support Team welcomes students with a wide range of disabilities, medical conditions and Specific Learning Differences (SpLDs). If you have a disability please contact the team by calling +44 (0)116 257 7593 to discuss your needs. We will require supportive evidence of your disability.

See page 61 for more information.



OpenFaith

DMU recognises that faith and spirituality can be an important part of our identity.

Faith can support a sense of community on campus and help us to face the challenges of life. DMU [OpenFaith](#) allows students of all faiths and none to explore spirituality and treat others with mutual respect.

DMU students have access to a variety of events and spaces including the prayer rooms, chapel and Breathing Space. Students can also access support through

[volunteer faith](#) advisers who can offer one-to-one support, regardless of your faith and beliefs.

Muslim prayer rooms

Muslim prayer rooms are located in the Portland Building on campus (in rooms PO 00.30 to 31). Imam Mohammed Laher is the Muslim faith adviser at DMU, providing pastoral care, spiritual support and leading weekday congregational prayers. Mohammed Laher can be contacted via email at muslimchaplain@dmu.ac.uk.

Christian chapel

Our chapel is located in Portland Building (in room PO 00.13) and is open for quiet prayer and reflection. Our Christian faith adviser Father Johannes Arens can be contacted via email at johannes.aren@dmu.ac.uk.

DSU faith societies

The De Montfort Students' Union (DSU) offer a wide range of student faith groups which students can join at any time. Search for a society [here](#) or find out more about starting a new group by emailing dsuopportunities@dmu.ac.uk. You can [book](#) the chapel, Sharing Space and Breathing Space for faith-related activity.



The Centre for English Language Learning (CELL)

CELL has been accredited since 2008 by the British Council for the quality of its English Language teaching, and was awarded nine 'Areas of Strength' in the most recent inspection in 2021, including for teaching and course design. Visit the [CELL](#) homepage to find out more.

Study English before you enrol

Over the years, we've successfully prepared thousands of students from all over the world improve their ability to understand the English language. Our intensive [pre-sessional English](#) courses allow you to study English with the objective of reaching the language requirements necessary to enrol on your chosen undergraduate or postgraduate course.

English for academic success

As a DMU student, you can access CELL's free self-study materials and join a free one hour group session for academic English, followed by an hour of English Café chat. Sessions are designed to fit around your timetables. You will be able to book a place

once you receive your timetable by visiting the English for Academic Success [webpage](#).

Joining an English for Academic Success course also gives you priority access to one-to-one bookings for your individual assignments, such as essays and reports.

We have special courses specifically for PhD and research students.



Your student visa responsibilities

As the holder of a student visa, you must comply with the conditions attached to your visa and cooperate with the university in fulfilling its sponsor licence duties.

Pay your fees

Students who do not pay their fees in line with the tuition fees policy will be withdrawn from their course. DMU is obliged to report any students who have not paid their fees to UK Visas and Immigration agency. This would put your immigration status at risk and may result in the cancellation of your visa.

Attendance

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

Employment

Many students choose to take on part-time work during their studies. As an international student, you may be permitted to undertake work. However, you must ensure that the work you do does not breach the terms of your visa.

Students who are in the UK on a student visa and studying at degree level or above are permitted to work a maximum of 20 hours per week during term time. Should you breach the terms of your visa through work, you are putting your place on your course and your immigration status in the UK at risk. The university is obliged to report any students that may be breaching the terms of their visa. You will not be able to increase the amount of time your visa permits you to work.

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

Term time address

As the holder of a student visa, your main reason to be in the UK is to study the course you have been sponsored by the university to do. Therefore, the university expects student visa holders to choose a term time address that is close enough that your journey to campus will not be too long or expensive for you to be able to attend classes. We expect our Student visa holders to have a term time address within 40 miles of campus, or within 30 miles if you are a DMU International College student. Students that declare an address outside of this radius will need a credible reason and evidence that it will not impact their studies.

Working in the UK



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

Can I work while I'm studying?

If you are in the UK on a student visa for more than six months, then you will usually be able to work part-time while you are studying. Check your immigration document for your entry clearance restrictions. If you are coming to the UK for six months or more and you have not been given permission to work, please contact visaadvice@dmu.ac.uk for assistance.

What kind of work can I do?

If your student visa allows you to work, you will normally be able to work for up to 20 hours a week

during term time and full-time (usually between 35-40 hours per week) during the holidays.

Before working full-time, check the official university holiday dates. You must not work more than this. If you do you will be committing a criminal offence. This could have serious consequences, including a possible fine, imprisonment or removal from the UK.

The [National Minimum Wage](#) for 18-20 year olds in the UK is £8.60 per hour worked, although some students may earn more than this. We suggest that you don't work more than 10-12 hours per week while studying.

You cannot undertake self-employed work on a student visa. Many jobs that involve driving – such as courier or delivery jobs – are self-employed. Check carefully before undertaking such work. The UKCISA also provide [useful guidance](#) for students on working in the UK whilst studying.

National Insurance number

A National Insurance (NI) number is your own personal reference number for the UK tax system.

You do not need to have an NI number before starting work, although many employers prefer students to already have one. Once you get a job you will need to have one in place.

Please check [here](#) for more information and details on how to apply.

Finding a job

Many students want to find a job alongside their studies. While having a part-time job can be good to gain experience and earn some extra money, it's important that your studies always come first. The International Student Support Team can advise you on finding a job in Leicester, and the Careers Team can give you CV and interview tips.



Making friends

Although you've come to DMU to study, it's also important to find time to rest, relax and make friends, too.

Volunteering

Many students say [volunteering](#) has changed their perspectives on life and also increased their employability.

Public Engagement at DMU supports students through a range of volunteering initiatives that make a difference, locally and globally. DMU's wide range of partnerships with local community organisations, charities and key civic stakeholders provide opportunities for you to get involved.

It can also be a great way to meet new people, learn new skills and practice your English. To find out more about volunteer opportunities, please follow [@DMUEngage](#) on Instagram or email engage@dmu.ac.uk

Hub Social

Hub Social features games, activities and light refreshments and the chance to meet and chat with other students. This informal drop-in event takes place in The Breathing Space and usually runs monthly during term time. We email students each month with all the details.

i-Buddies

Our [buddy scheme](#), which runs in the autumn term, matches you with a current DMU student. They can help you make new friends, show you the city and help you to settle into your new life in Leicester.

Societies

There's an activity to suit everyone's interests among [DSU's societies](#).

There are currently upwards of 100 to choose from. You'll find everything from culture and faith groups to hobbies and interests. They offer a great opportunity to make friends and meet like-minded people.

The DSU also holds regular social events. A full schedule of what's on can be found [here](#).

Physical activity and sport

DMUsport helps you stay physically active and look after your mental health.

You do not have to be a 'sporty' person to get involved. We have thousands of students taking a break from studies and learning new sports every year.

DMU has state-of-the-art sport facilities for all your fitness and sporting needs. These include the Queen Elizabeth II Diamond Jubilee Leisure Centre, the Watershed facility and grass and artificial pitches at Beaumont Park for outdoor sports.

Find out more about sport at DMU and our facilities [here](#).

Social sport

We're committed to providing every opportunity for students to maintain a fit and active lifestyle, whatever their ability or confidence level.

Our [DMUactive programme](#) offers a wide range of activities. These free, student-led sessions are a perfect opportunity for anyone looking to meet new people, learn a new skill, or just have some fun.

If you are looking for something slightly more competitive, then DMUsport run a number of [social leagues](#) in a range of sports just for DMU students.

Sports clubs

Whether you're considering a new sport, want to continue regular training, or are looking to represent DMU in a competition, our [sports clubs](#) are friendly and ready to welcome you.

If competing is of interest to you, our sports clubs also provide opportunities in a range of different competitions and leagues locally and nationally. We ensure that there are opportunities for those competing for the very first time, right up to experienced athletes.



Exploring the UK

Explore UK Programme

The [Explore UK programme](#) usually runs a different trip each month to towns, cities and cultural attractions. In the past there have been visits to Oxford, Cambridge, Liverpool, York, Stonehenge and London. The programme tries to introduce new destinations every year and it's a great way to see the country and make new friends at the same time.

Travelling around the UK

Leicester is situated in the heart of England and is a great location if you're planning to do some sightseeing in the UK.

Rail

Leicester railway station is less than a mile from campus. Rail is usually one of the fastest ways to travel around the UK. Leicester is 99 miles (159km) from London and just over an hour by train. It is usually cheaper to travel outside peak times or at weekends. [Student railcards](#) cost £30 for a year (or £70 for three years) and will save you a third on the cost of rail tickets.

Coaches

Travelling by coach (bus) is usually much cheaper than train, although you will find that journeys take longer. [National Express](#) operates a national coach service and has an enquiry and booking office at St Margaret's Leicester bus station.

A [young person's coach card](#) is available for people under 26 and costs £15 per year and saves you up to 30 per cent on tickets.

Driving

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



Staying safe

Leicester was awarded the prestigious Purple Flag accreditation which recognises the city as a vibrant destination for dining, entertainment and culture, while promoting the safety and wellbeing of visitors and local residents. However, we recommend following these basic precautions to look after yourself and your belongings:

- Always lock your doors and windows if you are going out, whether you are in private accommodation or halls of residence. Never leave your room unlocked, even for a short time
- Do not keep cash in your room, or carry large amounts of money

with you – keep it in your bank account. If you need to exchange money you should only use reputable providers and banks

- Do not leave valuables on display, particularly if you're walking in the street or in a park by yourself, including mobile phones, tablets and laptops
- Do not leave valuables unattended in public, even at university or in common areas such as computer suites or the library
- When walking at night, avoid poorly lit areas and be aware of your surroundings and other people around you. If you're coming home late at night, try to come home with others, if you can

- When on a night out take only the amount of cash you need, rather than your bank card, but do not take an excessive amount. If drinking, never leave your drink unattended.

Cycling at DMU

If you use a bicycle, use the strongest kind of lock available, such as a D-shaped bike lock – these are available for free from the Estates reception desk during working hours. The university offers a wide range of spaces to store your bike on campus. Find out more [here](#).

Phone fraud

International students can be specifically targeted by criminals pretending to be officials from legitimate organisations, demanding large sums of money. Often they will scare students by threatening to force them to leave the UK if they don't comply. This type of [fraud](#) can sound very professional and convincing however it will not be genuine. Always refuse to pay initially and then seek help and advice from International Student Support, Security or the police.



DMU security

The [DMU Security Team](#) is available 24 hours a day, 365 days a year. The team, based in the Estates Building, patrols campus and also operates a CCTV system. If you have any questions or concerns about your safety or, would like to report an incident, call us on +44 (0)116 257 7642 or email security@dmu.ac.uk.

Police

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

There is a DMU Police Officer who is based on campus in the Estates Building.

Contact your Policing Team by calling these numbers:

Non-emergency: 101
Emergency: 999

If you need to report a crime or incident to them you can [report it online](#).

W: leics.police.uk

The British Council also provide a useful guide to [Staying Safe in the UK](#).

Identification

You do not need to carry your passport or immigration documents with you when you go out, although you may find it useful to carry some sort of identification. Remember that your passport is a very important document – keep it safe.

It is a good idea to keep photocopies of your passport, and other important documents separately, in case of loss.

We suggest purchasing an extra form of ID to carry around with you, such as a [Totum student discount card](#). These can be used in bars and shops.

The Mandala Project

Any DMU student affected by sexual assault or domestic abuse can contact [The Mandala Project](#) in confidence to discuss their options for reporting and support. Call +44 (0)116 207 8309 or email the mandalaproject@dmu.ac.uk to find out more.

No Space for Hate

[No Space for Hate](#) advisers can offer support to any DMU student affected by hate or harassment. Call +44 (0)116 207 8309 Monday to Friday between 9am and 5pm or email nsfh@dmu.ac.uk to find out more.

You can tell the university about something which has happened anonymously [here](#).

If you need urgent help please call 999 without delay.



Mental health and wellbeing support

Arriving to start a new course at a new university can be a major life change for students, and whilst it can seem exciting, it can also bring stresses and challenges, particularly if English isn't your first language. You may feel far away from friends and family, and UK culture can seem unfamiliar which may make you feel homesick, anxious or lonely.

Approaches to wellbeing and mental health in the UK may be different from what you are used to in your own country. You'll find a wide range of support available to help you, both when you first arrive as well as throughout your stay at DMU. We encourage you to contact us if you think you may need some help and advice, or if you just want to chat about how you're feeling.

You'll also find more information on page 35 about homesickness and culture shock and links to information about some of the ways that you may be able to help yourself.

Mental health support

Please contact us for advice and support as early as possible with any mental health issues you might be facing. [The Mental Health Team](#) supports students with existing mental health conditions and, as well as offering advice and guidance, may be able to arrange additional support, for example:

- Assessment of whether practical adjustments could be made to teaching, coursework hand-in times or exams, to reduce the impact that a mental health condition might have on your studies at university

- Support when discussing your needs with teaching staff, if required
- Practical goal setting and suggestions of how to address issues you may be experiencing
- Support accessing the National Health Service (NHS)
- Signposting to counselling services.

Please note that international students will not be eligible to access funding for personal care or be able to apply for welfare benefits funded by the UK Government.

Counselling

The Wellbeing Team offers [counselling](#), which is an opportunity to talk, in confidence, with someone who is impartial and separate from your faculty and teaching staff. We do not solve your problems for you. Our aim is to help you find and activate your own resources to resolve your difficulties.

The majority of students attending counselling say that it helped them get back on track with their studies. Many students also say that it has been an important factor in helping them to stay on their course.

Further information

You can find [more information and resources](#) online, including access to the [Healthy DMU Hub](#), which offers quick access to booking appointments, activities and hints and tips about staying well.

To access mental health support or counselling, initial Single Point of Access (SPA) appointments are available either in person or online and can be booked via MyGateway. These are helpful to establish how the university can best support your wellbeing.

Contact us
wellbeing@dmu.ac.uk or
call +44 (0)116 366 4442.



Disability support

Our Disability Advice and Support Team can help you make the most of your time in Leicester and remove barriers to learning.

There's a great range of support available to you and we can help ensure you're able to access all relevant and appropriate assistance.

In addition to academic support, you'll need to think about the informal support you usually receive from friends and family, and about who will provide this for you when you come to Leicester.

International disabled students are not entitled to UK government funding for academic support, but at DMU we'll do what we can to help you. Please send information and evidence of your disability to the Disability Advice and Support Team via disability@dmu.ac.uk so we can understand your needs.

Before you start

The more information you share with us, the better we can assist you. It's important that you have a discussion with a member of our support team – this is to ensure that we have a clear picture of the type of support you are going to need when you study with us.

We can work with the accommodation office if you need adapted accommodation, too.

Types of support

Academic support (where appropriate)

- Handouts and lecture presentations in advance
- DMU Replay (the name of our service for creating classroom recordings) is available for all students in academic-led sessions
- Access to campus-based computers with assistive technology (including text-to-speech, mindmapping and magnification software)
- Equipment loan
- Adapted accommodation
- Individual exam arrangements
- Extended library loans
- Library lift keys.

Non-medical helpers

There are different types of non-medical helpers who can assist you, including:

- Mobility support
- Library support workers
- Group study strategy sessions
- Specialist mentors
- Sign language interpreters
- Transcription i.e. braille.

Personal care

Unfortunately, we can't help you with personal care, including washing, cooking and dressing.

If you need this type of support, we can put you in touch with agencies in the local area that can provide this type of service. But the cost will need to be factored in to your own expenses.

Contact us at disability@dmu.ac.uk or call +44 (0)116 257 7595.

We look forward to welcoming you to DMU.

Income (Finance Team-incoming payments)

T: +44 (0)116 207 8810
E: income@dmu.ac.uk

Money advice

T: +44 (0)116 257 7595
E: sfw@dmu.ac.uk

International Student Support

T: +44 (0)116 257 7595
E: iss@dmu.ac.uk
 [@dmuiss](https://www.instagram.com/dmuiss)

Accommodation Office

T: +44 (0)116 257 7513
E: accommodation@dmu.ac.uk

Immigration Compliance

T: 0116 207 8780
E: immigrationcompliance@dmu.ac.uk

Visa advice

E: visaadvice@dmu.ac.uk

Doctoral College

T: +44 (0)116 250 6309
E: researchstudents@dmu.ac.uk

Admissions


T: +44(0)116 207 8443
E: admissions@dmu.ac.uk


Centre for English Language Learning


T: +44 (0)116 250 6571/257 7258
E: englishlanguage@dmu.ac.uk


Get to know us

Hear the latest from the DMU community on our social media channels. When you apply, you can join our '2024: Applying to DMU' Facebook group to ask us any questions and connect with other DMU applicants looking to study at the same time.

 [@dmuleicester](https://www.facebook.com/dmuleicester)


 [@dmuleicester](https://twitter.com/dmuleicester)

 [@dmuleicester](https://www.instagram.com/dmuleicester)

 [@dmuleicester](https://www.tiktok.com/@dmuleicester)

 [De Montfort University](https://www.youtube.com/DeMontfortUniversity)

 [De Montfort University](https://www.linkedin.com/company/DeMontfortUniversity)

 +44 (0)7970 655 800

Student Gateway

Ground Floor

Gateway House

Leicester

T: +44 (0)116 257 7595

dmu.ac.uk/students