

MADE  
FROM  
MORE



Your International  
**Student guide 2023/24**



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# 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 natural part of everything we do on campus and beyond.

Your time at DMU will be greatly enhanced by international opportunities linked to your studies, and by the wealth of cultural, community and career opportunities available to you. Our DMU Global international experience programme provides a wide range of exciting overseas, on-campus and online experiences for students, and aims 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 new course structure 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 is here 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 third 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.



# Pre-departure checklist

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 also developed guidelines for you that set out the immigration responsibilities of you and the university. 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 18 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 with you 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 Postgraduate Students

**Monday 29 January 2024**  
Airport pickup service

**Tuesday 30 January 2024**  
International Welcome Week begins

**Monday 5 February 2024**  
Faculty inductions begin

**Monday 12 February 2024**  
Start of PG teaching

## Plan your budget

It's helpful to work out how you will organise your finances while you're studying in the UK. 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, your teaching and learning environment and the academic and support services available. You will receive an invitation by email to take part in induction.

## International Welcome Week

You should aim to arrive in time to join this week of activities and information for international students, which coincides with the start of in-person registration for international students.

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.



# Arrange your accommodation

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 modern student accommodation is within a short distance of our campus and the city centre, with Leicester's many attractions only minutes away. International students can choose from nine different halls of residence. All rooms are fully furnished and bedding packs are provided for international students on arrival. All halls are secure, with security cameras and electronic door entry.

For more detailed information on the halls and processes please click [here](#).

You can make a provisional room booking online once you have accepted your offer. You must complete the university [online](#) booking process to confirm your room booking.

## 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 43.

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](#).

## Accommodation Office

**T:** +44 (0)116 257 7577

**E:** [accommodation@dmu.ac.uk](mailto:accommodation@dmu.ac.uk)

## 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.

You should view properties carefully using our [checklist](#) to make sure the accommodation is suitable. We strongly advise you to read all contractual documentation fully before signing.

Never sign a contract or other documents without reading and understanding what you are agreeing to.

## De Montfort Students' Union (DSU) Advice

DSU Advice provide a [housing checklist resource](#) and advise of important considerations before students sign housing contracts. The service can also provide students with appropriate local housing support service signposting information. We recommend you get advice regarding your contract before signing anything.

## Sulets

Sulets is a lettings agency jointly run by De Montfort Students' Union and the University of Leicester. The staff at Sulets can help you find high-quality, affordable, private rented accommodation close to DMU.

**T:** +44 (0)116 257 6303

**W:** [sulets.com](http://sulets.com)

# Plan your budget

**Before you arrive in the UK, it's really important that you ensure you have sufficient funding in place 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 £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 available from the British Council, from the consumer organisation [Which?](#), as well as from [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 euros 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.

## How much money should I bring with me?

Most banks usually need to see proof that you are a registered student, therefore you will normally not be able to open your bank account in the UK until you have 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 to sufficient funds 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 45.



## What to **bring**

**Packing can seem difficult, particularly if you're coming to the UK for a long time. We advise trying 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 for rain. Don't forget that you can also buy more 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) suitcase 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](mailto: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

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 that arrangements can be made for you to collect your keys.

If you are staying in DMU-sourced accommodation, you will receive a free bedding pack.

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

## 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.

On arrival please proceed as follows, depending on which hall you have booked:

## Bede Hall, New Wharf Hall and Waterway Gardens

It's essential that you email [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk) to inform them of your arrival time and date. On arrival, please go directly to your hall, and if there isn't a member of staff available please call DMU security on +44 (0)116 257 7642.

## The Grange, Newarke Point, Castle Court and Liberty Park

Please go directly to your hall. After 8pm contact +44 (0)300 303 1611 to ask for security to give you your keys.

## The Glassworks

Please go directly to The Glassworks. After 5pm contact +44 (0)116 326 6155 to ask for security to give you your keys.

## Newarke Street

Please go directly to Newarke Street, and if there isn't a member of staff available please call them on 07480 843 409.



# 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.

## Go through border control

See page 15 for more information about what to expect and how to prepare.

## 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 fees and accommodation fees

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

## Explore Leicester

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

## Get your Biometric Residence Permit (if applicable)

See page 23 for more information.

## Register on your course

You should receive information directly from us about your registration.

## 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 29 for more details about how to open a bank account.

## Register with a doctor (GP)

When you first arrive on campus, 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 27 for more details about the UK's health service and how to register online.

## Get involved in International Welcome Week

See page 31 for more details.

## Meet the International Student Support team

Please see page 33 for information about the support services that are available to international students 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 45.

## Download a council tax exemption certificate

[Council tax](#) is a fee that is charged to everyone, including international students. Full-time students can claim exemption from council tax if able to supply a certificate as evidence of student status. You can now download and print your own council tax exemption certificate through the My Documents tile on your [MyDMU dashboard](#).

## Sign up for English classes

Through the [Centre for English Language Learning \(CELL\)](#), undergraduate, postgraduate and research students can all access one hour of academic English per week, one hour of English Café chat and weekly self-study videos.

## Making friends

See page 47 for more information about socialising, clubs and opportunities to meet new people.



# 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; you can purchase these online and in shops for a small cost. You can buy special international calling cards at local shops. These are produced 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 internet**

Internet access is included in all DMU-sourced halls of residence and can be booked through the DMU accommodation team. Details of how to connect will be available when you arrive at your hall.

## **WiFi on campus**

There is a wireless network on campus which allows you to connect to the university network so you can 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 Biometric Residence Permit (BRP)

If you have a Student visa for six months or more, you will usually be issued with a 30-day entry visa (sometimes called a travel vignette or entry clearance visa) that allows you to enter the UK when you first arrive. Once you are at DMU, we will contact you with details of how you can collect your Biometric Residence Permit (BRP).

## At the UK border

At the time of applying for your visa, you will usually be given the choice to either collect your BRP from DMU or at a Post Office in the city. We recommend selecting the option to collect your BRP at the university, as this will be much easier for you.

For most students, your BRP will be your visa for the duration of your stay in the UK and you will need this to travel in and out of the country in the future. If you have chosen collection from the university, we will contact you when it arrives and provide you with instructions on how to collect it.

Once you have your BRP, you should carefully check all the details on it are correct. You must report any errors to UK Visas and Immigration within 28 days of receiving the document. If you think you have an error on your BRP, please contact the DMU Visa Advice team at [visaadvice@dmu.ac.uk](mailto:visaadvice@dmu.ac.uk), who will be able to assist you. In the UK, you are not required to have your BRP with you at all times and so we recommend that you keep your BRP somewhere safe at home.



# Explore **Leicester**

## **Shopping**

DMU is just a short walk from the lively city centre, where you will find the £350 million Highcross shopping centre, including Apple and John Lewis stores. Leicester's Lanes – a maze of quirky and Instagrammable streets – complements this with a wealth of independent options.

## **Countryside and parks**

Students can relax in Castle Gardens, a park located next to campus. You can take a walk along the Leicester Line of 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 renowned for having 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 centres for Indian shops. [Learn more about Leicester's attractions.](#)





# 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.

## 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.

## De Montfort Surgery

De Montfort Surgery is on campus and is an NHS general practitioners' surgery which provides medical care for students and some local residents. If you live within its catchment area you can now [register online](#).

## 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

For more advice on NHS services for international students, please visit [UKCISA](#).

# 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

All new international students should join International Welcome Week; it's a great opportunity to adjust to a new city and get settled in before you start your studies.

The programme runs from Tuesday 19th to Friday 22nd September. 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](#) online 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 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, too, 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](mailto:iss@dmu.ac.uk)

**W:** [dmu.ac.uk/internationalsupport](https://dmu.ac.uk/internationalsupport)



# De Montfort Students' Union

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

## Voice

As your students' union, 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 these student groups, there are a range of volunteering opportunities you can get involved with on campus and in the local community.

All of these 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 given 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 back 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](http://demontfortsu.com)

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

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

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

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



# Student support services

## 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 for international students.
- A range of specialist sessions and workshops for international students.
- 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.

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

As a DMU student, you have access during term time to free English language sessions to enhance both your academic and general English.

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. [Click here to book.](#)

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



## 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. Click [here](#) to find out more.

## Study skills

[Prepare for success](#) is an interactive web-learning tool with activity-based resources to help you find out about different aspects of academic life in the UK, and the skills needed for effective study. 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 inclusion 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](mailto:wellbeing@dmu.ac.uk)

See page 53 for more information about wellbeing and mental health support.

## Disability advice and support

The Disability, Advice and Support Team welcomes students with a wide range of disabilities, medical conditions and Specific Learning Differences. 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 55 for more detailed information.



## 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 brings together information on a whole 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](#).

## 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](mailto:dsuopportunities@dmu.ac.uk). Student societies can book the Chapel, Sharing and Breathing Space for faith-related activity via email at [healthyDMU@dmu.ac.uk](mailto:healthyDMU@dmu.ac.uk)

## 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 to engage with others with mutual respect.

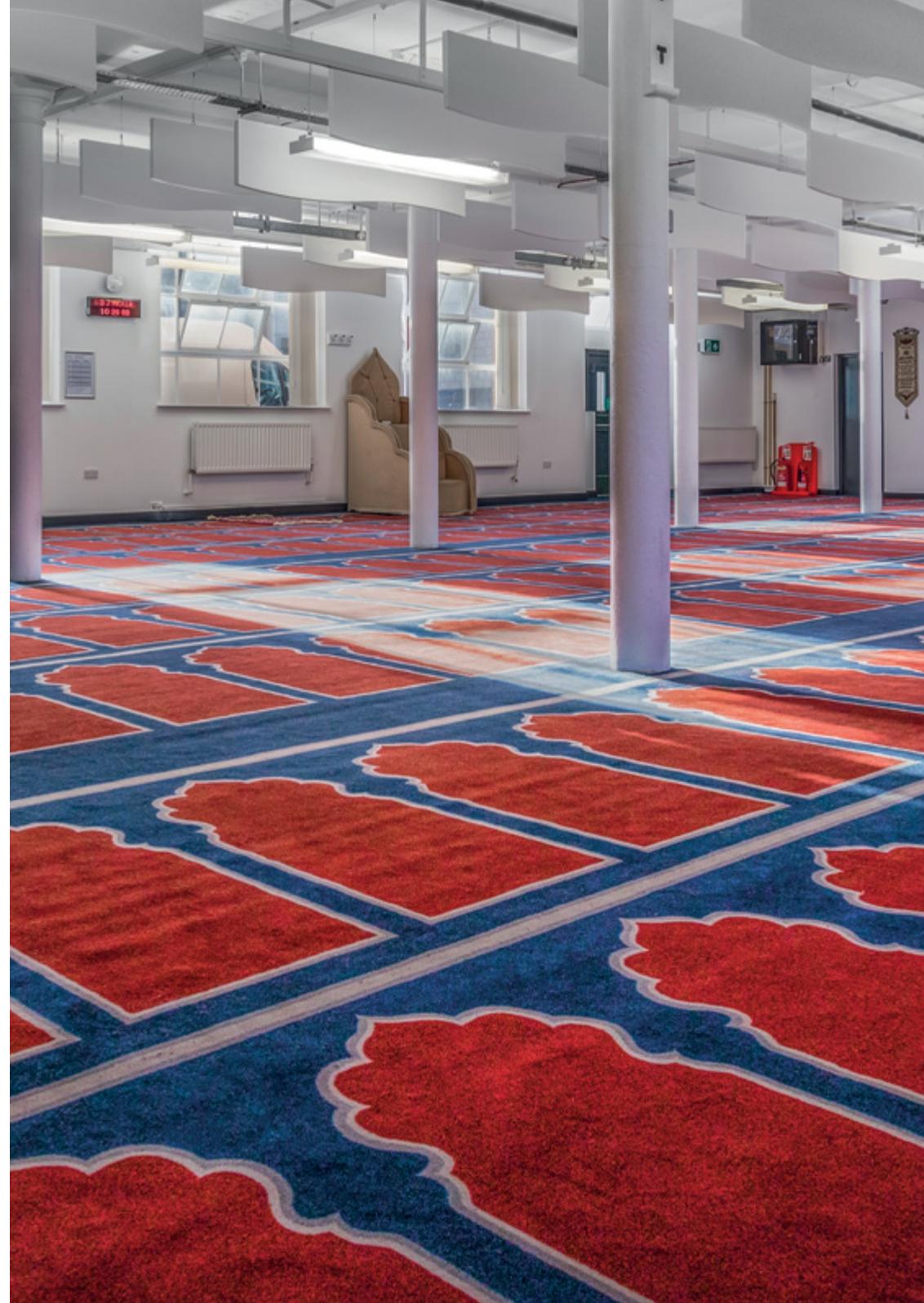
DMU students have access to a variety of events and spaces including the prayer rooms, chapel and Breathing Space. Students can also access support through [volunteer faith](#) advisers who can offer one-to-one support, regardless of your faith and beliefs.

## Muslim prayer rooms

Muslim prayer rooms are located in the Portland Building on campus (PO 00.30-31). 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](mailto:muslimchaplain@dmu.ac.uk).

## Christian chapel

Our chapel is located in Portland building (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](mailto:johannes.aren@dmu.ac.uk).



# 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.

## Pre-sessional English courses

Over the years, we've successfully prepared thousands of students from all over the world with our intensive pre-sessional courses, who have then gone on to study their DMU degree. We produce our own in-house materials in 2020 we were awarded a prestigious [Green Gown commendation](#) for the quality of those materials, supporting the United Nations Sustainable Development Goals.

## In-sessional English for Academic Success (EfAS)

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 main degree timetables. You will be able to book a place once you receive your timetable by visiting the EfAS [webpage](#).

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

We also have separate provision for PhD and research students.





# Your Student visa responsibilities

As the holder of a Student visa, you will need to 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 the UK Visas and Immigration agency, which 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 a 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 for the university that your journey to the campus will not be too long or too expensive for you to be able to attend all of your classes. We expect our Student visa holders to have a term time address within 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 from campus will need to be able to evidence a credible reason for this location and that it will not impact their ability to attend class.

# 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](mailto: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, otherwise you will be committing a criminal offence. This could have serious consequences, including a possible fine, imprisonment or removal from the UK.

The [current National Minimum Wage](#) for 18-20 year olds in the UK is £7.49 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.

UK Council for International Student Affairs (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 an NI number, and once you get a job you will need to have one.

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 perhaps practice your English. Visit [De Montfort Student Union \(DSU\)](#) to get started and look for volunteer opportunities.

## Hub Social

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

## i-Buddies

Our [buddy scheme](#) matches you with a current DMU student who can help you to 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 societies 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 Student Union also holds regular social events; a full schedule of what's on can be found [here](#).

## Physical activity and sport

DMUsport delivers a range of opportunities to help students stay physically active and look after their mental health.

You do not have to be a 'sporty' person to get involved, with 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 in your chosen sport, or are looking to represent DMU in 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 is an opportunity 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 centres. 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](#) currently 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 is usually much cheaper than the train, although you will find that journeys take longer. [National Express](#) operates a national coach service and has an enquiry and booking office at Leicester's bus station.

A [young person's coach card](#) is available for people under 26 and costs £12.50 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 recently 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.

## **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 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 have been the target of [fraud attempts](#) when they start at universities. Students have typically been contacted by people claiming to be officials from the UK or their own country and large sums of money have been demanded to resolve problems that could force them to leave the UK. This type of fraud can sound very professional and convincing however it will almost certainly 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 you can contact security at any time. We recommend saving the number in your phone +44 (0)116 257 7642.

## 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](http://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 Biometric Residence

Permit (BRP) with you when you go out, although you may find it useful to carry some sort of identification. Remember that both your passport and BRP are very important documents – keep them safe. It is a good idea to keep photocopies of your passport, BRP and other 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 0116 207 8309 or email the [mandalaproject@dmu.ac.uk](mailto: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 0116 207 8309 when DMU is open or email [nsfh@dmu.ac.uk](mailto:nsfh@dmu.ac.uk) to find out more.

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

If you need urgent assistance 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 (from both the UK and from overseas), 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 from friends and family at home, UK culture can seem strange and unfamiliar and you might 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 and 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 33 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](#) support 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 usually 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 can give you the opportunity to talk in confidence with someone who is impartial and separate from your faculty and teaching staff. We do not aim to 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 has 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.

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



# Disability support

Our disability advice and support team can support you to 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 the relevant and appropriate sources of assistance.

DMU does not discriminate against people with disabilities. Please remember to send any supporting evidence you have to us, as this will also help us to understand your needs.

International disabled students are not entitled to UK government funding for academic support.

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.

## 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 teams – 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

We are unable to provide you with any personal care.

We cannot provide help with washing, cooking or dressing.

If you need this support, we can supply you 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](mailto:disability@dmu.ac.uk) or call +44 (0)116 257 7595.

We look forward to welcoming you to DMU.

### **Income (Finance Team)**

T: +44 (0)116 207 8810

E: [income@dmu.ac.uk](mailto:income@dmu.ac.uk)

### **Money Advice**

T: +44 (0)116 257 7595

E: [sfw@dmu.ac.uk](mailto:sfw@dmu.ac.uk)

### **International Student Support**

T: +44 (0)116 257 7595

E: [iss@dmu.ac.uk](mailto:iss@dmu.ac.uk)

### **Accommodation Office**

T: +44 (0)116 257 7513

E: [accommodation@dmu.ac.uk](mailto:accommodation@dmu.ac.uk)

### **Immigration Compliance**

T: 0116 207 8780

E: [immigrationcompliance@dmu.ac.uk](mailto:immigrationcompliance@dmu.ac.uk)

### **Visa Advice**

E: [visaadvice@dmu.ac.uk](mailto:visaadvice@dmu.ac.uk)

### **Doctoral College**

T: +44 (0)116 250 6309

E: [researchstudents@dmu.ac.uk](mailto:researchstudents@dmu.ac.uk)

### **Admissions**

T: +44(0)116 207 8443

E: [admissions@dmu.ac.uk](mailto:admissions@dmu.ac.uk)

### **Centre for English Language Learning**

T: +44 (0)116 250 6571/257 7258

E: [englishlanguage@dmu.ac.uk](mailto: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 '2023: Applying to DMU' Facebook group to ask us any questions and connect with other DMU applicants looking to study at the same time.

 [@dmuleicester](#)

 [@dmuleicester](#)

 [@dmuleicester](#)

 [@dmuleicester](#)

 [De Montfort University](#)

 [De Montfort University](#)

 [+44 \(0\)7970 655 800](tel:+44(0)7970655800)

### **Student Gateway**

**Ground Floor**

**Gateway House**

**Leicester**

**T: +44 (0)116 257 7595**

**[dmu.ac.uk/students](https://dmu.ac.uk/students)**