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Welcome to Loughborough!

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

Loughborough is a leading University in the United Kingdom (UK), boasting internationally acclaimed research, outstanding teaching quality and unrivalled sporting achievements. We have been voted England’s Best Student Experience for six consecutive years in the Times Higher Education’s league table, and we have been consistently ranked among the UK’s top institutions for student satisfaction in the National Student Survey.

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

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

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

The Exchanges Office
PRE-DEPARTURE INFORMATION

1. Calendar for the academic year 2015/16

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

**Semester One:** 28 September 2015 - 29 January 2016 (Christmas vacation 14 December 2015 - 1 January 2016)

**Semester Two:** 1 February 2016 - 15 June 2016 (Easter vacation 21 March - 15 April 2016)

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

Further information can be found at [http://www.lboro.ac.uk/admin/ar/student/exams/dates/index.htm](http://www.lboro.ac.uk/admin/ar/student/exams/dates/index.htm).

2. Immigration, entry and visa information

- **Exchange students from Europe**

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

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

  Unless you are a British citizen or an EEA or Swiss national, or you already hold immigration permission that allows you to live and study in the UK, you will most likely need to obtain immigration permission before travelling to the UK to study. All non-EU/non-Swiss students aged 18 or over, who are coming to study for over six months, must obtain entry clearance (sometimes called a ‘visa’) as a Tier 4 (General) student. Further information can be found at [http://www.lboro.ac.uk/services/isas/visa-advice/outsideuk/](http://www.lboro.ac.uk/services/isas/visa-advice/outsideuk/).

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

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

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

• Academic Technology Approval Scheme (ATAS)

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

Further information for taught postgraduate students (eg Masters programmes) is available at http://www.lboro.ac.uk/study/apply/postgraduate/atas/.

It can sometimes take up to a month or longer for an initial decision, therefore you should apply in good time before your visa application. Additional information can be found on the Foreign and Commonwealth Office website at http://gov.uk/ac-tech-app-scheme.

3. Accommodation

• Booking your accommodation

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

If we are unable to offer you a place in Halls of Residence, the Accommodation Team will help you to secure University approved accommodation in either private halls or houses. You can apply for a private hall or view the wide range of private accommodation off campus, but conveniently located in Loughborough, at http://www.lboro.ac.uk/services/campus-living/accommodation/offcampus/.

If you have any enquiries about accommodation either on or off campus, you should contact the Student Accommodation Centre directly by e-mail sac@lboro.ac.uk or by telephone +44(0)1509 222258/222253.

• Paying your accommodation fees

Accommodation fees can be paid in advance or can be paid in three instalments at the beginning of each term. You can pay your fees by debit or credit card before arriving in Britain by paying online on the University’s website at http://www.lboro.ac.uk/admin/financial/pages/student.htm.

You can also pay by cheque (made payable to "Loughborough University" and drawn on a UK bank account) or by transfer direct into our bank account:
Account name: Loughborough University
Account no: 50682047
Bank Name: Barclays Bank plc, Bishop Meadow Road, Loughborough, LE11 5RB
Branch sort code: 20-52-69

You can also pay by credit or debit card by contacting the Finance Office on telephone +44 (0)1509 223538. All fees are payable in £ Sterling only and any costs of payment by bank transfer (eg handling charges or conversion costs) must be borne by the student. Payments should be mailed to the Income Section, Finance Office, Rutland Building, Loughborough University, Loughborough, LE11 3TU, United Kingdom.

- **Full year students**

For full year Erasmus+ students coming to Loughborough in September 2015, we shall have limited accommodation in both catered and self-catered halls. When your application to the University has been approved and you have received an email from the Student Accommodation Centre, you can reserve a room online from 1 June to 31 July 2015. From 1 August 2015, the room reservation option will close. You will still have the opportunity to submit preferences for accommodation, but offers will be made subject to availability.

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

- **Single semester students**

For first semester Erasmus+ students coming to Loughborough in September 2014, we will have limited accommodation in both catered and self-catered halls. When your application to the University has been approved and you have received an email from the Student Accommodation Centre, you can reserve a room online from 1 June to 31 July 2015. From 1 August 2015, the room reservation option will close. You will still have the opportunity to submit preferences for accommodation, but offers will be made subject to availability.

Please note that preferences do NOT guarantee a room type or location. Our Accommodation Team will use them as a guide to allocate you a room depending on availability. Further information can be found at [http://www.lboro.ac.uk/accommodation/prospectivestudents/1semestererasmusorexchangestudents/](http://www.lboro.ac.uk/accommodation/prospectivestudents/1semestererasmusorexchangestudents/).

Accommodation in halls is not guaranteed, however the Accommodation Team can help you to secure University approved accommodation. Any applications received after 1 August 2015 will only be considered subject to availability.

For second semester Erasmus+ students coming to Loughborough in February 2016, we shall have accommodation available in both our catered and self-catered halls, for which you will be able to apply from November 2015 onwards. Please check the following website for further details nearer the time [http://www.lboro.ac.uk/accommodation/prospectivestudents/1semestererasmusorexchangestudents/](http://www.lboro.ac.uk/accommodation/prospectivestudents/1semestererasmusorexchangestudents/).

Accommodation offers will be sent out by email in December 2015/January 2016.

- **Accommodation licence agreement**

Your accommodation licence agreement is legally binding. If you are late arriving at your accommodation or wish to move out early, you will still be required to pay for your room as stated in your licence.

**Late Applicants**: If there is not sufficient time to send your details to you before you travel to the UK, you will be given assistance by the Student Accommodation Centre when you arrive at the University. The Accommodation Team will be able to help you in finding suitable accommodation, although it may not be your first choice.
• **Living costs**

Loughborough is not an expensive town to live in by UK standards, but students MUST consider the cost of accommodation, food, study materials, local travel and other general living expenses. It is estimated that, when students budget for the duration of their studies, they should allow approximately £750-950 per month, but personal expenditure will vary from student to student depending on lifestyle.

Please note that incoming exchange students do not pay tuition fees.

4. **English language**

• **English language requirements**

It is important that you have a good level of English so that you are able to understand and participate in your studies without difficulty. It is, therefore, ADVISED that your proficiency in English is at least at the level of CEFR Level B2 (independent user).

• **Pre-sessional English language courses**

If you feel your English is not up to the above standard, it is STRONGLY RECOMMENDED that you attend a minimum of five weeks on the pre-sessional English language course. Full details of our pre-sessional English Language course can be found at [http://www.lboro.ac.uk/services/elss/](http://www.lboro.ac.uk/services/elss/).

5. **Orientation**

• **Induction and welcome session**

All new European and international exchange students are invited to attend induction and welcome meetings at the start of each semester. The event in Semester One is organised by the International Office and the English Language Study Unit and takes place in the first week of the Autumn Term (see details below). A useful information pack is provided to all those attending, however students who have already participated in the pre-sessional English language programme are asked NOT to attend because the international induction information has already been covered.

**Monday 28 September 2015:** Induction, welcome talk and buffet reception for full-year and Semester 1 exchange students, as well as undergraduate full-time international students. For more information, please visit [http://www.lboro.ac.uk/international/offerholders/induction/index.htm](http://www.lboro.ac.uk/international/offerholders/induction/index.htm).

An induction and welcome meeting is organised by the Exchanges Office for European and international students arriving at the start of Semester 2.

**Wednesday 3 February 2016:** Details will be confirmed by email to all Semester 2 students.

• **International student welcome week**

In addition to the induction and welcome session detailed above, the Student Advice and Support Service host an International Student Welcome Week prior to the beginning of the academic year. It is a series of information sessions and cultural activities that take place prior to the Autumn Term, which allows new international students to access help and advice on a range of subjects. This year’s programme runs from Wednesday 23 to Sunday 27 September 2015.
The welcome week offers a social programme enabling you to settle in and meet other students before the main term starts. It does not provide English language teaching, but incorporates general information and practical advice, for example:

- Registering with a doctor and dentist
- Opening a bank account
- Finding accommodation
- Living in Loughborough
- Personal safety and insurance
- Looking for part-time work
- Visas and immigration
- Adapting to a new academic culture
- Dealing with culture shock
- Strategies for integrating and making friends
- Developing time management skills
- Social events

The welcome week is free, but students are asked to book so that the University can ensure it has adequate resources available. Further information, including a full programme guide, can be found at http://www.lboro.ac.uk/services/isas/events/welcomeweek/. It is recommended that you check the website for up-to-date information or you can contact the Student Advice and Support Centre by e-mail advice@lboro.ac.uk or telephone +44 (0)1509 222058.

ARRIVAL IN THE UK

6. Immigration

When you arrive, you will have to go through immigration control, and an Immigration Officer will check your passport (or national identity card for EEA and Swiss students). Your fingerprints will be scanned and your visa should be date-stamped by the Immigration Officer. Even if you already have your visa, the Immigration Officer may still check your purpose for coming to the UK and that you can speak English without the aid of an interpreter. It is recommended that you have keep your passport (with visa or entry certificate as required) in your hand luggage, together with any admissions correspondence confirming your acceptance onto a programme at Loughborough.

7. Travelling to Loughborough

- Arrival airports

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

Heathrow Airport, London      Tel: 0844 335 1801     www.heathrowairport.com
Gatwick Airport, London       Tel: 0844 892 0322     www.gatwickairport.com
Stansted Airport, London      Tel: 0844 335 1803     www.stanstedairport.com
Birmingham Airport            Tel: 0871 222 0072     www.birminghamairport.co.uk
East Midlands Airport         Tel: 0871 919 9000     www.eastmidlandsairport.com
Please remember when you are packing a suitcase that you will have to carry your bags around the airport and to your accommodation building. A key rule is, if you cannot carry it, do not pack it! You will be able to buy most things that you will need at the University when you arrive.

- **Travelling from the airport to Loughborough**

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

National Express Coaches  www.nationalexpress.com
Eurolines  www.eurolines.co.uk
National Rail  www.nationalrail.co.uk
East Midlands Trains  www.eastmidlandstrains.co.uk
The Train Line  www.thetrainline.co.uk

Travelling from international airports to Loughborough can be extremely expensive, therefore it is not an option that we recommend. A taxi from Heathrow to Loughborough could cost as much as £200. If, however, you would prefer to travel by taxi, it is possible to pre-book with several taxi firms who operate out of Loughborough. Further details can be found at [http://international/offerholders/transport/index.htm](http://international/offerholders/transport/index.htm).

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

A free coach service is arranged by the University to provide transport from Heathrow to the campus for new international students at the start of the academic year. If you wish to book a seat, you must complete the online booking form at least fourteen days before your flight, otherwise you are not guaranteed a seat. Further details can be found at [www.lboro.ac.uk/admin/ar/international/predeparture/coach/index.htm](http://www.lboro.ac.uk/admin/ar/international/predeparture/coach/index.htm).

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

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<th>Date</th>
<th>Details</th>
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<tr>
<td>Wednesday 8 July 2015</td>
<td>Recommended for students attending the 10 week pre-sessional course</td>
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<tr>
<td>Wednesday 12 August 2015</td>
<td>Recommended for students attending the 5 week pre-sessional course</td>
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<tr>
<td>Monday 7 September 2015</td>
<td>Recommended for students attending the 2 week pre-sessional course</td>
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<tr>
<td>Wednesday 23 September 2015</td>
<td>Recommended for new undergraduate and postgraduate students</td>
</tr>
<tr>
<td>Thursday 24 September 2015</td>
<td>Recommended for new undergraduate and postgraduate students</td>
</tr>
<tr>
<td>Saturday 26 September 2015</td>
<td>Recommended for new postgraduate students, not undergraduate</td>
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(*Please note these dates are subject to change and you should always check for updates on the website.)

- **Temporary accommodation in London**

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

International Students’ House  www.ish.org.uk
British Tourist Authority  www.visitbritain.com
London Tourist Board  www.visitlondon.com

- **University campus bus service**

There is a regular bus service (Sprint) which operates between Loughborough railway station, the town centre and the University campus. The prices of tickets are subject to change, therefore it is recommended that you check the website for the most up-to-date information: [https://www.kinchbus.co.uk/services/sprint](https://www.kinchbus.co.uk/services/sprint).
8. Documentation on arrival at Loughborough

- Registering with the University

Approximately six weeks prior to the start of your programme of study, you will be sent an email inviting you to complete online registration. It is important that you complete this process BEFORE your arrival in order that the University can produce your ID card and have it ready for you to collect. Your ID card will provide access to University buildings, including the library, halls of residence and the LSU. You will also need it to prove your student status, therefore it is important that you look after it!

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

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

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

- Registering with the Police

Some students have to register with the local Police Force within 7 days of their arrival in the UK, or if their circumstances have changed at all, eg change of address, change of course, new visa, etc. The stamp in your passport should tell you if you need to register. At busy times of the year, the University arranges for the Police to come onto campus and register students here, however, if this does not co-incide with your arrival at Loughborough, you will need to visit the office in Leicester. Further details on how to register with the Police can be found at http://www.lboro.ac.uk/services/isas/policeregistration/.

- Learning agreements

At Loughborough, the timetable is released near to the start of the semester, therefore it is possible that the University has not been able to confirm if there is a ‘fit’ for all the modules you have chosen until the first week of your studies. We do, however, allow all students a period of two weeks after the start of the semester, in which to finalise their module choices BEFORE the final details are confirmed with the Student Records Office.

If you are required to change your module choices due to timetable clashes, you will need to make the appropriate changes on your learning agreement and seek the approval of your home University and your respective School/Department Exchange Co-ordinator at Loughborough.

- Attendance certificates

Some partner institutions require evidence from the host University (ie Loughborough) that their students have arrived and are in attendance. There is no need to bring any such documentation to the Exchanges Office, as it will be quicker and more convenient for you to get the documentation signed by your respective School/Department Exchange Co-ordinator. The contact details for the School/Department Exchange Co-ordinators can be found at http://www.lboro.ac.uk/international/exchange/outgoing/coordinators/index.htm.
9. Studying at Loughborough

- Examinations and assessments

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

- European Credit Transfer System

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

- Independent study

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

- University library

The library covers 9,161 square metres over four floors with 1,375 study places, including 200 workstations. It has over 500,000 books, 90,000 bound serials and access to approximately 30,000 e-journals. The library provides students with a range of services and resources which aid them with their studies. More information can be found at http://www.lboro.ac.uk/services/library/for/students/.

- Student Handbook

The Student Handbook is a guide to the fundamentals of studying at Loughborough University. It is not intended to be a comprehensive guide to everything you need to know, but, rather, to summarise important information, eg the rules that you will need to follow whilst registered as a student. The Student Handbook can be found at http://www.lboro.ac.uk/students/welcome/handbook/regulationsandbehaviour/.

- Study skills

There are a range of study advice sheets available to students, which provide practical support and advice on improving and enhancing study skills in particular areas, eg essay writing, reading efficiently, taking notes, etc. The advice sheets can be downloaded from http://www.lboro.ac.uk/services/library/skills/advice/.

- Teaching methods

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

Loughborough University was crowned University of the Year at the 2015 Whatuni Student Choice Awards. The awards, which were voted for exclusively by more than 20,000 UK students, celebrate excellence in universities, with Loughborough also being voted the winner of the best students’ union and accommodation categories.

Once you become a student on any programme at Loughborough, you automatically become a member of the students’ union, which offers a diverse programme of entertainment and activities as well as providing you with practical support. For example, Student Voice is a confidential and non-judgmental service which can help you with a range of issues, including academic misconduct, appealing results, disciplinary allegations, impaired performance claims or if you want to make a complaint against the University.

The students’ union has a strong belief in supporting international students and encourages you to get involved and engage with the activities organised by the Global Development Officer, who can be emailed on globaldevelopment@lsu.co.uk.

Further details about the students’ union can be found at http://lsu.co.uk.

GENERAL INFORMATION

11. Travel and medical insurance

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

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

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

- **Healthcare for students in the UK for more than six months**
  
  Students who are enrolled on a continuous period of study of six months or longer are entitled to free medical treatment from the NHS. Some services are free to everyone irrespective of nationality, but some have to be paid for, eg dental or optical treatment and prescriptions. Dental and optical treatment can be expensive so you are advised to arrange your own medical insurance to cover yourself while in the UK. EEA nationals should ensure that they have an EHIC (see above) which will entitle them to full NHS treatment on the same basis as students who are studying for six months or more.
• Medical Centre

The University's Medical Centre is a regular General Practice (GP) surgery which is located centrally on campus, providing NHS services to registered patients (both students and staff). It offers a variety of clinics and services, including several online functions. Please note, however, that you will need to register as a new patient when you arrive at the University. Further details on registration, opening times, emergency appointments, etc, can be found on the website at http://www.lborounimedicalcentre.co.uk/new-patients.aspx?i=1.

• Disabled students

Loughborough University is committed to the promotion of equal opportunities and welcomes applications from disabled students. If you have a disability, you are strongly recommended to contact the Counselling and Disability Service BEFORE accepting the offer of a place to study at the University to discuss any support services that may be required. The Counselling and Disability Service provides advice, guidance and support to students with a wide range of disabilities and medical conditions. Further information can be found at http://www.lboro.ac.uk/services/cds/disability/.

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

12. Useful information

• Climate

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

• Clothing

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

• Electricity

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

• Laws

The laws in the UK may be different from those in your home country, especially with regard to the use of tobacco and alcohol. You can find an essential guide to UK laws http://www.bbc.co.uk/crime/law.
• Mobile phones

There are many specialist mobile phone shops in Loughborough where you are able to purchase a ‘pay as you go’ or contract phone. Depending on the length of your stay, a ‘pay as you go’ phone may be a better purchase, but please note that the price of international calls will vary significantly depending on your network provider.

If you plan to bring your mobile phone with you, it is recommended that you check PRIOR to leaving your home country that you will be able to use it in the UK. Your network provider might also be able to provide you with the best options regarding the cost of making and receiving international calls.

• Personal safety

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

• Shopping

Loughborough is an attractive and safe market town with a street market on Thursdays and Saturdays. It has several large supermarkets, such as Aldi, Morrisons, Sainsbury’s and Tesco, a number of international supermarkets and a variety of smaller food shops. Most large shops are open on Sundays.

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

• Spiritual provision

The University’s Centre for Faith and Spirituality provides a place where students and staff are welcome to reflect, explore and express faith and spirituality. It is a place to pray, to meditate and to meet others. It also offers help with spiritual, ethical and moral concerns. Chaplains of various faiths are available to anyone irrespective of their religious or spiritual beliefs. Further information about the Centre’s facilities and event can be found at http://www.lboro.ac.uk/services/cfs/.

• Sport and recreational facilities

Loughborough University has the best sporting facilities in the UK, which include an indoor athletics centre and outdoor stadium, sports halls and all-weather pitches, a 50 metre swimming pool, squash, badminton and netball courts, an indoor tennis centre and outdoor courts, and state of the art fitness centres. Further information can be found at http://loughboroughsport.com/my-lifestyle/.

13. Useful Contact Information

• Emergencies

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

Security Officers are on duty 24 hours per day and can be contacted at the University Gatehouse on email gatehouse@lboro.ac.uk or telephone +44 (0)509 222141.
• **Exchanges Office**

The Exchanges Office is located within Rutland Building on the University campus. Up-to-date contact details can be found at [http://www.lboro.ac.uk/international/exchange/incoming/erasmus/index.htm#9](http://www.lboro.ac.uk/international/exchange/incoming/erasmus/index.htm#9). Please note that all enquiries on academic matters should be directed to your respective School/Department Exchange Co-ordinator in the first instance (see below).

• **School/Department Exchange Co-ordinators**

The names and email addresses of the School/Department Exchange Co-ordinators can be found at [http://www.lboro.ac.uk/international/exchange/outgoing/coordinators/index.htm](http://www.lboro.ac.uk/international/exchange/outgoing/coordinators/index.htm).

• **Student Accommodation Centre**

Please direct ALL accommodation enquiries to the Student Accommodation Centre, which is located in the centre of the campus. Opening hours are 9.00 am – 5.00 pm Monday to Thursday and 9.30 am – 4.30 pm on Friday. Alternatively, you can contact the Centre by email sac@lboro.ac.uk or telephone +44 (0)1509 222258/222253.

• **Student Advice and Support Service**

The Student Advice and Support Service provides students with guidance on a range of issues relating to finance (eg loans, grants, welfare benefits and debts) and housing (eg contracts, deposits and the rights of tenants). There is also a dedicated website which provides advice to international students on matters such as visas and living in the UK.

The Student Advice and Support Services is located in the Bridgeman Building the centre of the campus and is open from 9.00 am – 5.00 pm Monday to Friday. Any queries should be emailed to advice@lboro.ac.uk or, alternatively, telephone +44 (0)1509 222058.

• **University Counselling Service**

This is available and free to the whole University community. The counsellors are all professionally trained and experienced in dealing with issues such as anxiety, depression, bereavement, family concerns, study-related problems and adjusting to a new way of life. It is quite normal for someone who moves from a familiar culture to one which is unfamiliar to experience ‘culture shock’. You can contact the Counselling Service on email ucs@lboro.ac.uk or telephone (01509) 222148.