

Pre-departure guide

2019-2020 entry



Induction Week
23-27 September 2019



Contents

Welcome	03
Our campus	04
Your induction	05
Your programme	06
Preparing to enter the UK	07
Getting to know London	09
Finding accommodation	10
Students with families	12
Arriving into the UK	13
Travelling across the City	14
Things to remember	15
Checklist	18
UK – A to Z	19
Useful contacts	21





Welcome

Congratulations on your offer to study at Loughborough University London. We can't wait to welcome you to the campus, and we hope that you will enjoy your time studying with us.

In this guide, you will find useful information, tips and facts about London, as well as a variety of links to resources where you can find more information.

The guide has been designed to give an insight into many different aspects of postgraduate student life. We have tried to cover as many essential topics as possible, so that you have the information you need to start your new life in London without any issues or concerns.

Loughborough University is proud to be rated gold in the Teaching Excellence Framework 2017 and is consistently ranked in the top ten of all major UK league tables. In choosing Loughborough you will benefit from excellent resources and world-class facilities, as well as

expert teaching from academic staff at the forefront of their disciplines.

Our outstanding careers and employability team are passionate about your development, and will work with you to ensure you gain the skills and experience you need to reach your career goals.

The University's International Office offers a range of additional support services to ensure every international student can make the most of their time with us.

T: +44 (0)1509 222201

E: international-office@lboro.ac.uk
www.lborolondon.ac.uk/study/international



TIMES HIGHER EDUCATION
STUDENT EXPERIENCE
SURVEY 2018
1ST FOR STUDENT
EXPERIENCE



REF 2014
TOP 10 UNIVERSITY
IN ENGLAND FOR
RESEARCH INTENSITY



QS WORLD UNIVERSITY
RANKINGS BY SUBJECT 2019
1ST IN THE WORLD
FOR SPORT



THE COMPLETE UNIVERSITY
GUIDE 2020
TOP 10 OUT OF 129
UNIVERSITIES



THE TIMES AND
SUNDAY TIMES
UNIVERSITY GUIDE 2019
UNIVERSITY OF THE YEAR

Our campus

The campus is part of an exciting cluster of innovators and creative makers, known collectively as Here East, which is bringing together an emerging breed of forward-thinkers and digital makers through education, business, technology and media.

Campus facilities

The campus is open 24 hours a day, 7 days a week, so you can plan personal study and group work around your other commitments. Our purpose-built lecture theatres and seminar rooms are fitted with the highest quality audio and visual equipment so you can enjoy the best learning experience wherever you sit.

The campus was designed with postgraduate students in mind, and has a range of versatile workspaces to cater for independent study, group activities and collaborative project work. You'll also have access to on-site computers and MacBook laptops, which you can use for free to work on assignments, conduct research and create presentations. Our fantastic student support team are available from the Student Services desk on the second floor, and can assist you with anything from timetabling and assessments to welfare support and IT assistance.

Connecting to the internet

Free, unlimited wi-fi is available for all students across all floors of the campus. The wi-fi offers fast and convenient access to University resources as well as the internet. You will be given instructions on how to connect your devices to the network during your mandatory programme talk, which will take place in Induction Week (23-27 September 2019).

Library books and services

It's easy to locate programme books and other reading material from the campus library, which is open 24 hours a day, 7 days a week. We have a specialist collection of over 8,000 books, as well as a full range of e-books and journals online. You can also request to borrow an additional 1.2 million books from the Loughborough campus.

Campus café

Located on the ground floor, the campus cafe offers a selection of Fairtrade teas and coffee, as well as sandwiches, baked goods and snacks. The cafe also sources seasonal fresh produce to create a tasty menu of breakfast and lunch options throughout the year.

Adjacent to the campus is Canalside: a vibrant social space offering a selection of exciting bars, retailers and restaurants. It's the perfect spot for a bite to eat whilst watching the narrow boats along the canal.

You will also find plenty of places to eat and drink on Queen Elizabeth Olympic Park. Whether you're looking for coffee, brunch or a three course meal, you'll find plenty on offer across the Park.



Your induction

Induction and welcome

Loughborough University London organises a number of mandatory programme induction sessions during your first few days on campus. Induction will begin with registration from 23-27 September 2019, which you must attend. More information will be sent to you closer to September.

Details of the induction sessions will become available online here:

www.lborolondon.ac.uk/study/before-you-arrive

Welcome Week

The Welcome Week has been designed to introduce you to the fantastic lifestyle on campus and on Queen Elizabeth Olympic Park. We will spend the week giving you all of the essential information and support you need to start your studies feeling confident and well prepared. What's more, there will be plenty of sporting, social and cultural activities organised by the University and the Students' Union, to help you settle in and make new friends.

Student support

Our dedicated team of support staff are available to answer any of your questions and offer assistance with our facilities and equipment.

They are also the first point of call for advice and guidance on matters that might affect your studies such as:

- Health care
- Mental health support
- Visa and immigration
- Counselling
- Learning difficulties
- Mitigating circumstances

If you have a query ahead of your arrival, you can speak to a member of the team over the phone, or arrange a video call.

London Student Support

T: +44 (0)20 3805 1348

E: london-enquiries@lboro.ac.uk





Your programme

Academic culture

It may take time to adjust to studying for a master's in the UK. You will be expected to work independently, and actively self-direct your own study outside of class. You will be required to think for yourself and develop critical reading and writing. This means having the ability to assess whether an argument is coherent and well supported by evidence. You should express your ideas and opinions in your own words, in class and in your assignments. Memorising and recalling large amounts of information will be less important than building critical arguments.

Plagiarism is treated very seriously at Loughborough University London. Plagiarism is where you present someone else's words or ideas in your work, without adequately acknowledging/referencing the source. This includes whether you are quoting (using the exact words) or paraphrasing (putting the ideas in your own words). Penalties for plagiarism can be very severe, which include failing the module or entire course. This approach may be different from what you are used to. Make sure that you are familiar with how to quote and paraphrase correctly with references.

Classes

At Loughborough University London, many of our modules are taught intensively over 4 weeks rather than spread out over a full semester. This means you may have several lectures and tutorials for one module in the same week. Attendance is monitored in all classes.

For an idea of the types of classes you will take, please see our pages on preparing for semester one: www.lborolondon.ac.uk/study/before-you-arrive/preparing-for-semester-one

Reading lists

For each module you will be provided with a reading list. In some modules you will be expected to read something for each class. For other modules, you may just be provided with readings suggested to develop your understanding of the topic. All books on a reading list will be available from the Library, often electronically. Some essential titles ("core" texts) may be difficult to borrow because everyone

on the module needs them. You may wish to buy your own copies, but this is not compulsory.

For examples of the types of resources you might be required to read, please see:

www.lborolondon.ac.uk/study/before-you-arrive/preparing-for-semester-one

Assessment

Most modules require written assessment in the form of essays. However, you may also be assessed by exams, case studies, group work, presentations, posters, reports or learning diaries/journals. All assignments will have strict deadlines.

For details on your modules and how they are assessed, please see the programme pages:

www.lborolondon.ac.uk/study/masters-programmes

Academic Support on campus

The Academic Language Support Service (ALSS) offer a number of services to help students to improve their English Language abilities. This includes workshops and one-to-one development sessions. For more information, please see the ALSS website www.lboro.ac.uk/alss

The Academic Librarian is also available for help with referencing and avoiding plagiarism.

Lecturers and tutors will normally be available to provide academic help and advice on a limited basis outside of classes. You should try to ask your questions during tutorials or lectures, if possible. You may be able to see staff during their "office hours" – designated times during the week when they are available to see students.

Each Institute also has a Student Support Manager (SSM) who can help support you with any personal/pastoral issue you may be having. This may include, but is not limited to, issues such as disability, mental and physical health, financial support, emotional wellbeing, attendance, safeguarding and cultural issues/ integration.



Preparing to enter the UK

Obtaining your visa

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.

The UK Visas and Immigration website www.gov.uk/visa-immigration gives up-to-date information on how and where to apply as well as local application procedures. You should read through the information note on Tier 4 students www.gov.uk/tier-4-general-visa

As part of your visa application you will require a Confirmation of Acceptance for Studies (CAS). Information on obtaining a CAS from the University is available from www.lboro.ac.uk/international/visa-immigration/cas

You will be given a comprehensive guide to obtaining your visa once you have received your CAS. For more information and advice about applying for entry clearance into the UK, please visit:

www.lboro.ac.uk/visas

Names on documentation

Occasionally, problems occur with the spelling of names and addresses, especially in connection with students from countries that use a different alphabet from English. It is best to decide on how you wish your name to be spelt in English and then use this spelling at all times. Preferably, this should be the spelling that is given in your passport.

Biometric Residence Permit (BRP)

Your visa will be issued for a period of 30 days, which provides you with time to travel to the UK, and then you must collect your Biometric Residence Permit, which contains your permission to stay longer.

When you complete your visa application you will need to provide contact details in the UK and/or those of where you are studying and which Post Office you wish to collect your BRP from. You can use the University's address for this purpose, and the nearest Post Office details are: 26-28 The Broadway, Stratford, London, E15 4QS

You will need to take your passport containing your visa and the letter which you received when your visa was issued when you go to collect your BRP.

Accessing healthcare in the UK

You will be required to pay the Immigration Health Surcharge (IHS) before applying for your visa. Please check these details carefully for the surcharge required:

www.gov.uk/healthcare-immigration-application/overview

Students studying for less than six months

If you wish to stay in the UK for less than six months, it may be appropriate to apply for a short-term study visa:

www.gov.uk/study-visit-visa

Tuberculosis (TB) screening

TB screening is compulsory for those applying for a visa for longer than six months in certain countries. Further information can be found here: www.gov.uk/tb-test-visa

Visiting Europe and the USA while in the UK

If you are planning to visit Europe or the USA while you are studying with us, you may find it easier to apply for an entry visa from the appropriate Embassy in your country before you travel to the UK.



Getting to know London

As a student in London, you will never be short of things to see and do. Plus, the City offers superb transport links across the rest of the UK and Europe, so you can make amazing memories in any city you wish!

North London

With quaint, attractive streets and plenty of parks and open spaces, it is hard to believe that North London is really London at all. Islington is a vibrant area of North London, famed for its wide range of eating and shopping opportunities, while Camden remains a distinctively alternative spot for fun-loving people of all ages.

East London

Following the iconic London 2012 Olympic and Paralympic Games, East London has entered the spotlight as one of the most ambitious and exhilarating places in the world. Home to Loughborough University London, the area is a hub for the creative, new media and digital industries and is a magnet for bold, enterprising people and organisations.

South London

South London offers a wide range of cultural, dining and nightlife opportunities, with Brixton and Clapham being the most popular locations for students and young professionals. Areas such as Dulwich and Greenwich are renowned for their historical landmarks, and are home to a number of impressive galleries and museums.

West London

Residents and visitors are often drawn to the well-kept and picturesque areas of West London. Notting Hill is renowned for its charming coffee shops and famous market on Portobello Road, whereas the largest of the royal parks, Richmond Park, is known for its herds of red and fallow deer.

The campus is a 19 minute tube-ride away from Oxford Street: one of the most exciting shopping districts in the world. From here, Carnaby Street, Bond Street, Soho, Covent Garden and Savile Row are all just minutes away, making the Queen Elizabeth Olympic Park an easy base for thousands of leisure and tourist adventures.

Beyond London

London is a globally connected city, with quick and easy access to destinations across the UK and Europe. St Pancras International train station is just a 6 minute train journey from the campus, and offers access to Paris, Brussels and Amsterdam via the Eurostar.

London City Airport is the closest airport to the campus, and can be reached in under 25 minutes using the DLR train. London City Airport offers direct flights to many major destinations in the UK and beyond, including Glasgow, Edinburgh, Dublin, Rome, Florence and Berlin. You can even fly to New York!

For more information about exploring London and beyond, please visit: www.lborolondon.ac.uk/about/location/exploring-london



Finding accommodation

We've put together a list of recommended accommodation sites and services to help you find safe, comfortable and affordable accommodation that will suit your lifestyle and your budget.

Unite Stratford ONE

Unite Stratford ONE offers single en-suite rooms and studio apartments with a private bathroom, study area, large bed and plenty of storage space. Loughborough University London is delighted to offer a limited number of discounted rooms for students joining the campus in September 2019.

The rental fee (see table below) covers the cost of Wi-Fi, electricity, heating, water and basic contents insurance. Shared facilities are provided throughout the building including large kitchen/living areas, on-site laundry, bike storage, games rooms, cinemas and beautiful outdoor terraces for socialising and meeting new people.

When booking a room, you will be required to pay a deposit. This is a one-off payment which will need to be made at the time of booking, and will be protected for the duration of your stay. The deposit amount will be returned to you in full at the end of your stay, provided your room and communal areas are left in good condition.

To book a discounted room, please contact StratfordOne@unitestudents.com

Claredale House

Claredale House is an affordable, newly refurbished block of flats located near to newsagents, cafés and restaurants in Bethnal Green.

The majority of flats consist of four bedrooms with shared kitchen and bathroom facilities. Rooms for 2019-20 are now available to book online via the Cass and Claredale website www.cassandclaredale.co.uk

East Village

Situated at the heart of Queen Elizabeth Olympic Park, East Village is the former Athletes' Village of the iconic London 2012 Olympic Games.

East Village caters for all residents, with a local school for children aged 3-18, a state-of-the-art health and fitness centre and a doctor's surgery. East Village also houses a number of its own independent retailers, including a classic Italian bakery, a coffee house and a gourmet pizza restaurant.

To arrange a viewing or to discuss the reservation of an apartment, please visit:

www.eastvillagelondon.co.uk

For more information, visit our accommodation pages online: www.lborolondon.ac.uk/study/accommodation

How to apply for accommodation

Requests for accommodation should be made directly to the accommodation provider. Information about how to apply for accommodation, as well as current discounts and offers, can be found on our accommodation pages.

For more information about any of our recommended accommodation options, please visit:

www.lborolondon.ac.uk/study/accommodation

UNITE STRATFORD ONE DISCOUNTED ROOM PRICES

ROOM CLASS	ROOM TYPE	TENANCY START DATE (FIRST ACADEMIC YEAR)	TENANCY END DATE (LAST NIGHT IN RESIDENCE)	TENANCY PERIOD	RENT PER WEEK (EXCL. VAT)
BASIC	EN-SUITE	21 SEPT 2019	12 SEPT 2020	51	£219.33
CLASSIC	EN-SUITE	21 SEPT 2019	12 SEPT 2020	51	£219.33
PREMIUM RANGE 1	EN-SUITE	21 SEPT 2019	12 SEPT 2020	51	£243.13
STUDIO	STUDIO	21 SEPT 2019	12 SEPT 2020	51	£330.03

To book a discounted room, please contact StratfordOne@unitestudents.com

Contract checking service

The Student Advice and Support Service offer a free contract-checking service to help you understand your rights and responsibilities when renting private accommodation. It is highly recommended that you seek advice from them before you sign any contract or pay any money to a private landlord or letting agent. Email advice@lboro.ac.uk with a copy of your contract to receive advice from our specialist team.

Part-time work

Throughout your studies with us, we will prepare you to become the most employable graduate you can possibly be. You will be invited to exclusive talks and events where you will be able to meet with real employers and gain valuable contact time with recruiters in your industry.

The University works hard to offer you plenty of opportunities to apply for part-time work, and the Careers and Employability Team on campus be available to guide and support you through the recruitment process. You must check your Visa for restrictions on your permitted working hours before accepting a job offer.

Living costs

Compared with the rest of the UK, accommodation in London is considered to be more expensive. When compared with accommodation in other world capital cities however, London accommodation costs are competitive, at £200-£250 per week.

If you are applying for a tier 4 (general) student visa, you must be able to show you have enough money to pay for your course fees and support yourself whilst studying in the UK. You must be able to show you have at least £1,265 per month available for living costs if you are studying in London for the majority of your study (more than 50% of your study time). It is advisable to have at least this amount available to you each month, to ensure you have the necessary funds to live and study in London.

The restaurants and leisure facilities located close to the campus are more reasonably priced than those located in the centre of London. As a student living in London, you will have access to a huge variety of free museums, events, festivals and activities across the City. What's more, as a student studying with Loughborough University London, you will receive exclusive discounts and special entry to live sporting events, concerts, festivals and screenings across Queen Elizabeth Olympic Park.



Students with families

Your dependants may apply for immigration permission to join or remain with you only if:

- You are government-sponsored and your course is over six months long OR
- You are doing a postgraduate level course of 12 months' duration or longer at a Higher Education Institution OR
- You had Tier 4 or pre-Tier 4 student leave for your previous course where the course was over six months long AND
- Your permission is current or expired no more than three months before this immigration application AND
- Your new immigration application is for a course over six months long AND
- Your dependants already have Tier 4 dependant or "student" dependant leave AND
- You apply for immigration permission at the same time as your dependant(s)

More information is available on the UKCISA website: www.ukcisa.org.uk or you can email the Student Advice and Support Service advice@lboro.ac.uk

Family visits

If you would like your spouse or children to visit you in the UK for less than six months, then it is possible that they could enter the UK as visitors rather than dependants. Visitors are allowed to stay in the UK for a maximum of six months. They are prohibited from working and must be able to prove that they have sufficient funds available to maintain and house themselves adequately and to meet the cost of their onward or return journey. Further information is on the UK Visas and Immigration website:

www.gov.uk/visa-immigration

Accommodation for families

Any student considering bringing their family with them is advised to contact the Student Support Team for advice. It might be helpful to consider travelling to the UK alone initially, ahead of your family, before term starts, and arrange for your family to follow once you have found somewhere to live.

Contact the Support Team at london-enquiries@lboro.ac.uk





Arriving into the UK

Immigration

When you arrive you will first have to go through immigration control and a Border Force Officer will check your passport (or national identity card for EEA and Swiss students), scan your fingerprints and date stamp your visa. The Border Force Officer may ask your purpose for coming to the UK and try to find out if you can speak English without the aid of an interpreter. It is recommended that you have the following documents available in your hand luggage in case they are needed:

- Valid passport (with visa or entry certificate as required)
- Admissions correspondence confirming acceptance onto your programme
- Evidence that you can pay your fees and support yourself for the duration of your course (letter from sponsor/funder or bank statements)
- Health certificate (if appropriate)

Customs

It is illegal to bring certain items into the UK from outside the EU, while restrictions apply on other items. If you are arriving from outside the EU and are bringing more than £10,000 (or the equivalent in another currency) you are required formally to declare this on arrival. If you have to bring any medication which has been prescribed by a doctor for your personal use, you are advised to bring documentary proof of the nature of the drugs. More information on customs control is available here: www.gov.uk/duty-free-goods.

Lost luggage

If any of your luggage is lost in transit then report it to the staff of the airline you have travelled with as soon as possible. If you lose any of your belongings at the airport, rail or coach station then ask a member of staff for help in finding the Lost Property Office to see if it has been handed in. If you think it may have been stolen then report it to the Police by calling 101 as soon as possible.



TOP TIP

You are advised to take out adequate **travel insurance** to cover your journey including the cost of medical expenses and personal possessions cover.

Travelling across the City

There are a number of ways to travel around London, though public transport is often the fastest and easiest method of getting around the city.

The London Underground

The London Underground, or "the Tube" is often the key mode of transport for visitors, students and workers travelling across the city. The service normally runs from 5am until midnight, with night services operating on some lines every Friday and Saturday evening. The Tube fare varies depending on how far you travel, the time of day, and your method of payment.

Discounted travel for full-time students

If you're 18 or over, live at a London address during term time and you are studying a full-time programme with us, you may be eligible for an 18+ Student Oyster photocard, which offers 30% discount on travel on most rail, bus and tram services in London, including the London Underground. For more information including instructions on how to apply, please visit the Student Services desk on the second floor of the campus.

If you think you will travel regularly within the UK, then you may benefit from purchasing a 16-25 Railcard which entitles you to travel by rail anywhere in Britain at a 34% discount. To buy a rail card you will need to provide proof of your age (eg passport) and a passport-size photograph. Find out more visit: www.16-25railcard.co.uk

Travelling by coach

On arrival into the UK, many students use National Express Coaches to travel from the Airport to a destination close to their accommodation. Their services operate day and night, and offer more than 100 services every 24 hours on selected routes. To find out more about airport transfers via National Express Coaches, please visit the National Express website www.nationalexpress.com/en/airports.

Travelling by bus

London's iconic double-decker buses are a quick, convenient and affordable way to travel around the city, with plenty of opportunities to see famous London buildings and attractions along the way. You can't pay bus fares with cash – instead you must use an Oyster card or make a contactless payment using a debit or credit card.

For a full list of bus services operating close to the campus, please visit our How to Find Us pages online www.lborolondon.ac.uk/about/location/find-us.

London rail services

There are a number of rail operators in operation across Greater London and beyond, including SouthEastern Railway, Southern Railway, London Overground, Greater Anglia and London Midland. How much you pay depends on the time of day and which lines you use.

Travelling by car

Cars can be expensive to buy, insure, fuel and park, so consider whether or not you really need one, especially if you're on a budget. Whilst it is free to drive on the roads close to campus, there is a Congestion Charge for cars travelling across some areas of central London.

London taxis

Travelling across London by taxi can be expensive. We would recommend you travel by public transport, but if you would rather travel by taxi we suggest booking in advance.

Hotels close to campus

If you are due to arrive in London before your accommodation move-in date, or you have family or friends wishing to stay in London with you, the hotels named below are within walking distance of the campus:

Staybridge Suites London

Stratford City +44 (0)20 3301 9090 (from UK only)

www.ihg.com

Premier Inn London

Stratford +44 (0)871 527 9286 (from UK only)

www.premierinn.com



PERSONALISED TRAVEL PLAN

We can provide a **free, personalised travel** to help you find the easiest route to your accommodation. To apply for a travel plan, please email london@lboro.ac.uk



Things to remember

We're delighted you are joining the Loughborough family, and we want to help you settle in as quickly as possible. Before you head out and start enjoying student life in the city, there are a few things you need to do first.

Register with the University

A few weeks before the start of term, you will be sent an email inviting you to complete Online Registration. You will be guided through a series of screens and asked to upload a photograph of yourself. It is important that you complete this process before your arrival, so that we can then produce your University ID Card and have it ready to collect during Registration. Please ensure that you arrive in time for the start of registration week which will take place during 23-27 September 2019.

Pay your fees

Fees can be paid for all programmes in one sum by the fourth week of the first term. The preferred method of fee payment is through the secure online portal which can be found on the Student Finance web page. Payment of fees can also be made by bank cheque or banker's draft, made payable to Loughborough University. We also accept payment by credit/debit cards (Visa/Mastercard/Eurocard/Switch/Delta). The University cannot accept cash.

<https://epay.lboro.ac.uk/open>

Payment in instalments

Instead of paying your fees in one sum, you may pay them in 3 equal termly instalments from October to May by direct debit from a UK bank account. If you wish to pay by this method then a Direct Debit form can be downloaded from the Student Finance web page:

www.lboro.ac.uk/services/finance-office/students

Paying through a sponsor

You should provide the University with proof of your sponsorship in advance of your arrival. The best way to do this is by sending a copy to the Admissions Office. This should be an official letter stating who your sponsor is and how much they are sponsoring you for. The full fee can be paid at the start of the academic year and, if the University has received proof of your sponsorship, your sponsor will be invoiced for your fees. If your sponsor is unable to pay your fees, you will become liable for their payment.

Statements will be sent for tuition fees (for self-funding students) to your term-time student e-mail address at the beginning of each term. There are many different ways to pay your fees. If you have been awarded a bursary or scholarship by the University, this will be deducted from your tuition fees when you are invoiced.

Find out more about paying your fees:

www.lboro.ac.uk/services/finance-office/students

Open a UK bank account

Opening a UK bank account will enable you to pay your rent and manage other daily expenses without incurring any extra charges. If you'd like to open a UK bank account, you should aim to choose a bank before you arrive in the UK, or see if you can start applying for an account before you leave. It's a good idea to bring travellers' cheques or small amounts of cash with you to the UK in case of delays setting up your account when you get here.

All banks will ask you to verify your identity, however different banks may want to see different documents, so check their websites or give them a call to make sure you've got everything you need.

Most banks will ask to see the following:

- Your passport or ID card
- Your visa
- Proof of your UK address, such as your tenancy agreement
- Proof you're a student, such as your offer letter

Register with a medical centre

For students living at Unite Stratford One, your closest medical centre is the Sir Ludwig Guttmann Health and Wellbeing Centre. If you are living elsewhere, please visit www.guttmann.nhs.uk to find your nearest medical centre. A representative will be available during induction week to provide information and guidance on registering at a medical centre.

If you are currently taking medication please bring one month's supply of medicine with you when you leave home. The current prescription charge in the UK is £9 (correct from May 2019).

Register with the Police

Certain nationalities who come to the UK for over six months will be required to register with the local police. This may be confirmed on your initial visa and/or Biometric Residence Permit (BRP) issued in the UK.

If this applies, you must register to comply with visa requirements. The Student Advice and Support Service provides information on police registration and may be contacted direct for individual advice:

www.lboro.ac.uk/police-registration

Consider buying a UK sim card

Most students travelling to the UK from outside of Europe will be charged extra for using their existing sim card in the UK. There are two sim card options you can choose from when you arrive into the UK.

Pay As You Go (PAYG) plans allow you to top up the phone with credit and use this at your convenience.

Monthly contracts are usually better value as you will get free minutes and texts but you will normally be expected to pay a monthly fee for at least 12 months from the start of the contract.

If you are likely to make regular contact with friends and family outside of the UK and Europe, it is wise to look for deals for international calls and texts.

The dialling code for the UK is +44, which replaces the '0' at the start of a number when calling UK numbers from a non-UK phone provider or network.





Counselling Service

Our partnership with the University of Westminster offers a counselling service to our students. Their service, which is concerned with psychological and emotional difficulties, is entirely confidential. To find out more, please visit the Student Support desk on the second floor of the campus or visit our website. www.lborolondon.ac.uk/study/current-students/support-services

It is quite normal for someone who moves from a familiar culture to one which is unfamiliar to experience 'culture shock'. Some helpful advice on how to recognise and cope with the causes and effects of culture shock can be found on the UKCISA website: www.ukcisa.org.uk

Faith and Spirituality

Members of any religious group are free to practise their own beliefs and the world's main religions are all represented within the University community. The Student Support Team can signpost places of worship off-campus. On campus, **room LDN 2.09** is utilised as a **non-denominational quiet room for prayer**. Other rooms may be available on request.

If you have any questions, please visit the Student Support desk on the second floor of the campus.



Loughborough Students' Union (LSU) London

The Students' Union in London (LSU London) offers a dedicated advice and academic representation service to help ensure you receive the best student experience possible. LSU offers platforms and opportunities to enable students to have their voice heard, initiate change and support each other. They also offer independent, confidential and non-judgemental support to students who may be struggling to adjust to campus life.

During registration week the Students' Union will provide a warm welcome to all students on campus so if you would like to get to know the team please don't hesitate to approach them and introduce yourselves.

Students with Disabilities

The campus is fully accessible, to meet the needs of students with disabilities. The campus has lift access to all floors with height adjustable desks and disabled toilets available throughout the building.

To discuss your requirements in more detail, please contact London-welfare@lboro.ac.uk

Checklist

Before you leave home

Please remember that you will have to carry all of your luggage around the airports and across the City to your accommodation. Therefore, a helpful tip to remember is if you can't carry it, don't bring it!

We recommend that you do not bring more than one suitcase and one carry-on bag. You will be able to buy most things you need after arriving in the UK, but we recommend packing the following items in your suitcase:

- ✓ **Clothes** (including a warm jumper and coat)
- ✓ **Toiletries** for your first few days
- ✓ **Medicines** and a **first-aid kit**
- ✓ **English dictionary**
- ✓ **Photos** of friends and family
- ✓ **National** or **traditional dress** for formal occasions and activities
- ✓ A copy of your **offer letter** and **accommodation documents**
- ✓ **GBP currency** in case you have a delay setting up a bank account



TOP TIPS

Avoid bringing valuable items with you, such as **jewellery** or **keepsakes**. If you are certain you would like to bring valuable items with you, make sure they are insured and stored securely at all times.

Keep copies of travellers cheque numbers, insurance policy numbers and passport numbers in a separate and safe place in case they are lost or stolen. Also share the numbers with friends and in case you need them.

Prohibited items

There are certain goods that are prohibited or restricted in the UK. For information on prohibited and restricted items, please see the Border Control information here:

www.gov.uk/uk-border-control

Don't forget

- Your **valid passport** (or recognised travel document/card)
- **Entry visa/entry certificate**
- Photocopies of your UK visa and your passport's photo/personal details page
- **Unconditional offer letter** or final offer letter from Loughborough University London
- **Documentary evidence of financial support** for fees and maintenance
- If your fees and living expenses have been paid in advance into the University's bank account, **a letter from the person who has made the transfer** authorising the University to refund to you the amount allocated for your living expenses
- **Medical certificate**, if necessary
- **Cash/travellers cheques** to support yourself until you can open a bank account in the UK
- **Travel insurance documents**
- **Passport-size photographs** for use at registration



UK – A to Z

Academic Language Support Service

Do you need help with academic reading or writing? The Academic Language Support Service offers a variety of sessions to native and non-native speakers of English, including pre-sessional courses which begin ahead of your programme, and additional English Language support workshops and one-to-one development sessions, which run alongside your programme. For more information, you can contact our Academic Language Support Service team by emailing: alss@lboro.ac.uk

Accommodation

If you are still looking for accommodation for the duration of your studies, please see pages 10-11 of this guide.

Banks

Most banks are normally open daily between 09.30 – 17.30, Monday to Friday. In addition, some banks open later on one day each week and/or on Saturday mornings.

Bus

A **free bus service** is available to anyone travelling to and from Here East from Stratford International station and Stratford underground station. The service runs every five minutes from 7am to 11pm, Monday to Friday and between 9am-6pm on Saturdays.

The **388 bus** runs between Elephant and Castle in central London and Stratford City, in East London. The bus stops directly outside of our campus and also travels to the Copper Box Arena and the London Aquatics Centre.

The **308 bus** runs between Clapton and Wanstead, via Stratford City, near Stratford station. The bus also travels to the flats in East Village, which are less than 10 minutes' walk from the campus.

The **339 bus** runs between Leytonstone and Shadwell, and stops at Stratford City, near Stratford station. The bus also travels to the London Aquatics Centre, which is just minutes from the campus.

The **D8 bus** runs between Crossharbour and Stratford International bus station. The bus also travels to Pool Street, by the London Aquatics Centre, which is just minutes away from the campus.

Cash

Notes are in denominations of £50, £20, £10 and £5 while coins are available in £2, £1, 50p, 20p, 10p, 5p, 2p and 1p. Try to avoid £50 notes if possible, because people may have difficulty in providing change. We advise that you do not carry large amounts of cash.

Clothing

During the day for your classes you may dress informally. However, you would be expected to dress appropriately for formal occasions.

Depending on where you are travelling from, you may need to buy items of clothing suited to the British climate, such as a warm and waterproof coat, pyjamas, sweaters and socks.

Such items are available across London, though the closest shopping centre to the campus is Westfield Stratford City, which houses over 250 shops, restaurants and department stores under one roof. Westfield Stratford City is just a 15-minute walk away through the Queen Elizabeth Olympic Park.

Council Tax

Council Tax is a type of property tax charged on residential dwellings, but most students are exempt from paying this charge.

For further information see:

www.gov.uk/council-tax

Cycling

The campus is surrounded by a network of local cycle routes, and offers on-site storage for over 450 bikes. Within 3 minutes' walk of the campus, you will also find two bicycle hire stations and a repair shop.

Make sure that your bicycle is in good working order; you must have working lights on your bicycle – a white one at the front and a red one at the back. It is an offence to cycle at night without lights.

Do not ride on the pavement – unless it is a designated cycle path (indicated by markings on the pavement showing a bicycle).

If you are cycling on the road, make sure that you follow the flow of the traffic by cycling on the left hand side and always wear a cycle helmet. Make yourself as visible as possible by wearing reflective and fluorescent clothing. For further information on cycling please refer to: www.gov.uk/highway-code

Driving

In the UK, vehicles are driven on the left-hand side of the road. All vehicles must be taxed and have a certificate to prove they are safe to drive (MOT). You must also have a minimum of third party insurance to cover your use of the vehicle.

For more information visit: www.gov.uk/browse/driving

Students from countries outside the European Economic Area and students who hold a non-Community licence or an International Driving Permit may drive here for up to 12 months. It is advisable to take a few driving lessons in the UK as this will assist you with the driving rules and regulations in the UK.

Electrical equipment

The standard electricity supply in Britain is 220/240 volts, 50 cycles AC, and the standard socket is designed to take a 13-amp square three-pin plug. If you intend to use a two-pin socket or plug, you will need to buy an international voltage or plug adapter. You can buy an adapter on arrival in the UK, or you can buy electrical equipment when you arrive in the UK. For example, a hairdryer costs around £20 and an electric razor will cost around £30.

Finance

To discuss financing and paying for your studies, please contact the Finance office: student-finance@lboro.ac.uk

Laundry

If you do not have a washing machine or drying facility in your accommodation, you can take your washing to a launderette, where there are coin-operated washing machines and dryers. Unite Stratford One and Claredale House both offer washing and drying facilities.

Overground

The London Overground (also known as the Overground) is a suburban rail network serving a large part of Greater London and parts of Hertfordshire. The closest overground station to the campus is Hackney Wick, which is just 12 minutes' walk from the campus. For more information about travel across London, please see p14.

Part-time work

After you have enrolled on your programme in the UK, you can register with the Careers Network to find local part-time and vacation work. Our dedicated careers and employability service will also be able to advise on where to look for part-time work during your studies.

Queuing

British people love to queue! We do so in order to ensure fairness – if you go to the beginning of a queue, you will cause offence to other shoppers.

Registration

You will be required to register at the campus between 23-27 September 2019. More information will be emailed to you closer to September.

Schools

Children from 5-16 must go to school (or receive comparable education at home) and are expected to attend regularly and arrive punctually. Attendance at state schools is free of charge. More details can be found by contacting the Student Support team:

Student Support Service

Loughborough University London, 2nd Floor
T: +44 (0)20 3805 1348 E: london-enquiries@lboro.ac.uk

Shopping

Westfield Stratford City shopping centre houses over 250 shops, restaurants and department stores and is just minutes from the campus. Westfield Stratford City is just a 15-minute walk through the Queen Elizabeth Olympic Park. Items for sale are marked with a price and you will be expected to pay that – it is not possible to bargain over prices at British shops.

Spelling

It's important to decide on a way to spell your name using the English alphabet and then always stick to that spelling. If there are differences in spelling across your documentation, this can cause you difficulties in opening a bank account, purchasing travel tickets, etc.

Telephone

If you have brought your mobile phone with you, we recommend purchasing a UK Sim card. For more information, please see p16.

Tube

The Tube refers to London's underground railway system, comprising 270 stations and 11 lines stretching deep into the suburbs and beyond. The Central and Jubilee lines run to and from Stratford station, which is just 10 minutes' walk from the campus. For more information, please see p14.

Walking

Always use the pavement. If there isn't a pavement, then it is safest to walk on the right-hand side of the road so that you can see any oncoming traffic. When crossing the road, always use a crossing when there is one and be extra careful looking both ways before stepping into the road.

Weather

The weather in the UK is varied and changeable with warm summers and cool winters. London tends to be slightly warmer than other areas of the UK, with summer temperatures varying between 20 and 28°C and with daylight of around 16 hours a day. In winter, the temperature generally varies between 0 and 10°C, though it can very occasionally drop to a little below 0°C at night, and the daylight hours shorten to around 8 hours.

Useful contacts



EMERGENCY SERVICES

Emergency Services

T: 999 free from any line

Non-emergency Health Services

T: 111 free from any line



UK AIRPORTS

Gatwick Airport, London

T: +44 (0)8448 920322 www.gatwickairport.com

Heathrow Airport, London

T: +44 (0)8443 351801 www.heathrow.com

London City Airport, London

T: +44 (0)20 7646 0000 www.londoncityairport.com

Luton Airport, London

T: +44 (0)1582 405100 www.london-luton.co.uk

Stansted Airport, London

T: +44 (0)8443 351803 www.stanstedairport.com



UNIVERSITY CONTACTS

Academic Language Support Service

T: +44 (0)1509 228325 E: alss@lboro.ac.uk

Counselling Service

T: +44 (0) 1509 222148 E: ucs@lboro.ac.uk

Disability Office

T: +44 (0)3805 1351 E: London-welfare@lboro.ac.uk

Finance Office

T: +44 (0)1509 223538 E: student-finance@lboro.ac.uk

International Office

T: +44 (0)1509 222201 E: international-office@lboro.ac.uk

Loughborough Students' Union (LSU) London

T: +44 (0)20 3805 1364 E: London@lsu.co.uk

Mental Health Team

T: +44 (0)1509 228338 E: mhst@lboro.ac.uk

Postgraduate Taught Admissions Office

T: +44 (0)1509 222496 E: londonadmissions@lboro.ac.uk

Research Student Office

T: +44 (0)1509 222036 E: pgresearch@lboro.ac.uk

Student Support Team

T: +44 (0)20 3805 1348 E: london-enquiries@lboro.ac.uk

Loughborough University London

Queen Elizabeth Olympic Park
London E15 2GZ

T: +44 (0)20 3818 0777

E: london@lboro.ac.uk

www.lborolondon.ac.uk

