



## Welcome to Loughborough University!

We would like to extend a warm and sincere welcome to you; we are delighted that you have joined the Loughborough family. We are particularly mindful that you have joined us during unusual times, and our typical induction and welcome activities have been modified to comply with best-practice and government guidelines.

We are doing all we can to ensure your comfort, health and safety. Included in this welcome pack is information about virtual activities so you can stay connected and in good health, and key contacts you can reach out to for support.

If you are joining us from a Red or Amber list country, you have been assigned to a Student Ambassador for your quarantine period. They will contact you to introduce themselves and let you know how to connect with other students who have just arrived.

You can find more information on our [welcome pages](#) and in our FAQs for [London](#) and [Loughborough](#) campuses. Once again, we are delighted to have you with us, and remember – even though you are in self-isolation, you are not alone!

Best wishes

**Charlie Carter and the International Office Team**

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# Introduction

When you first arrive in the UK, there will be Covid-19 requirements that you need to observe. It can take time for you to develop coronavirus symptoms after you catch the virus and you can unknowingly pass it on to others, even if you don't have symptoms.

These requirements will vary depending on the country you departed from and whether it is on the Green, Amber or Red list outlined by the [UK Government](#). They will also vary depending on whether you have received both jabs of an EU/ UK approved vaccine.

**Green List Countries** – You are required to take a Covid-19 test on day two after arriving to the UK. As long as this test is negative, you do not need to quarantine. You can book for day two test via our [connect and protect service](#).

**Amber List Countries** – If you **have not** received both doses of an EU/UK approved vaccine, you will need to quarantine for 10 days and take two Government-required tests on **days 2 and 8** after your arrival. You can book your test via the [Connect and Protect form](#). Students living in University-managed accommodation will need to quarantine in their hall room on arrival.

You can opt into the voluntary [Test to Release Scheme](#) to take an additional PCR test on day 5 of your quarantine period. These tests will be on site at the campus where you are based. If the result of this test is negative, you can end your quarantine. Test to Release tests can be booked via the [Connect and Protect form](#). You can access one test free of charge at the start of the academic year; any additional tests under the Test to Release scheme would be charged.

**Important: please make sure you are booking the correct test. For example, if you have not received an EU/ UK approved vaccine you should book tests for days 2 and 8.**

Further information on the required tests is available in our notes on [Testing after arrival in the UK](#). You will also need to take a lateral flow test before you access any buildings or facilities on the University campus (these tests can be booked via our [connect and protect service](#).)

If you **have** received both doses of an [EU/UK approved vaccine](#), you will not need to isolate when you arrive in the UK **need** but you will need to take a PCR Covid-19 test on day 2 following your arrival in the country, as required by the Government.

**Red List Countries** – You must stay in the government approved hotel for ten days, so exercise, activities and food provision will all have to be undertaken from your room. You will need to take a series of tests in advance of your travel and during your quarantine period at the Government-approved hotel. Further information on the required tests is available in our notes on [Testing after arrival](#) in the UK. You will not be able to use the Test to Release scheme.

Once you have completed your ten days' quarantine you will be able to travel to Loughborough or London campus. For students travelling to Loughborough campus you may wish to book a place on our [coach collections](#) leaving from Heathrow Terminal 2.

Details of how to receive a reimbursement of quarantine costs are available [here](#), and we advise you to complete the [reimbursement claim form](#) as soon as possible after your arrival as claims submitted after 6th February 2022 will not be reimbursed.

## What should I do first?

### Let your friends and family know that you've arrived safely!

We recommend that you get online and ensure you have access to your University email and LEARN. This is where any suggested reading lists will be published and your personal tutors may reach out to you via your university email to set up a zoom meeting. If you have any issues then our IT support team will be able to help, including if you are in a quarantine hotel and accessing the University network remotely.



### IT User Account

#### Contact telephone

+44 01509 222333 (office hours only)

#### Contact email

IT.services@lboro.ac.uk



Students at Loughborough University are automatically registered for a range of IT Services. If you have yet to obtain your IT credentials then you can access them [here](#).

Even if you are not on campus, you can use your credentials to access the LEARN platform and your University emails. To access Library services you will need to set up [Off Campus Access \(VPN\)](#).

For those of you physically on campus, there are demonstration videos and a step by step guide for [University Wi-Fi Access](#) available.

### Connecting with other students

We have country WhatsApp groups for many non-EU countries so you can connect with other students joining us from your region. If you have not joined one of these already please email [international-office@lboro.ac.uk](mailto:international-office@lboro.ac.uk) and let us know which country you're joining us from, and the number you wish to join the group with.

There is also an MBA WhatsApp chat available at <https://chat.whatsapp.com/FjixNaDagZuCVuuVdbJHv3>

If you are a WeChat user please scan the WeChat group QR Code (up to 100 people):



## SELF-ISOLATION ON-CAMPUS CATERING OFFER



### Catering services

On our website you will find the most up to date menu and details of our catered halls and retail facilities on [catering service](#) webpages.

For students in quarantine or self-isolation, information about our [Self isolation Catering Provision](#) is available online. You will receive breakfast pantry items and two prepared meals a day delivered to your accommodation.

Please use the [connect and protect](#) website for further details as well as providing information for any [dietary and allergy](#) information to cater for your needs.

### Contact catering services

#### Normal hours

Call 7 days a week

#### General enquiries

**01509 222666** during office hours  
between 8am-6pm

#### Emergency contact only

**01509 222666** out of office hours  
between 6pm-8pm

#### Email

**Deliveredservice@lboro.ac.uk**

Monday to Friday

Only monitored during office hours 8am-5pm.

### Self-isolation off-campus

Your private landlord may have measures in place regarding food and catering for students who are self-isolating, so it is recommended that you contact them direct for information in the first instance.

You can order supermarket food to be delivered to your private accommodation. For this you'll need a bank card which can be used for online purchases in the UK, as you pay for your shopping at the time you place your order.

If you are self-isolating off campus and have an issue setting up your UK bank account, we have a support service offered by our Wardens who can collect essential items for you (please give them the necessary cash on delivery of your items). If you find yourself in a position where you cannot order food and essential items and are self-isolating, you can email our Warden team Jenny and Emma on [cwardens@lboro.ac.uk](mailto:cwardens@lboro.ac.uk)

### Opening a UK bank account

During isolation you may wish to make purchases online. If your international bank card does not allow you to do this, you can search online for 'International Student Bank Accounts'. Some will allow you to open the account remotely without needing to physically present your documents.

# SUGGESTED ACTIVITIES

Activity	What	When and how to join
<p><b>Induction videos</b></p> 	<p>View a range of induction and welcome videos from key departments and services</p>	<p><a href="https://lboro.ac.uk/students/welcome/international/induction">lboro.ac.uk/students/welcome/international/induction</a></p>
<p><b>Online fitness</b></p> 	<p>On demand classes will be available for gym members</p> <p>Follow the link for 30 days free access to a range of online classes run by Les Mills</p>	<p><a href="https://lboro.ac.uk/sport/memberships-prices/join">lboro.ac.uk/sport/memberships-prices/join</a></p> <p>Fitness classes available at any time via Les Mills log in <a href="https://www.lboro.ac.uk/sport/timetables/les-mills">www.lboro.ac.uk/sport/timetables/les-mills</a></p>
<p><b>Virtual coffee mornings</b></p> 	<p>Catch up with your student ambassador buddy for an informal chat</p>	<p>Your ambassador will reach out to you and send you an invite via email or WhatsApp</p>
<p><b>Library access</b></p> 	<p>Get ahead with your course reading list, and access a host of online resources</p>	<p>Available at any time</p> <p>Log in with your IT credentials (using VPN if off campus)</p>
<p><b>Students' Union</b></p> 	<p>Various events and opportunities to socialise once self-isolation is completed</p> <p>Freshers' Bazaar on 3rd October where the International Student Network will be represented</p>	<p>Please visit <a href="https://lsu.co.uk">https://lsu.co.uk</a></p> <p>Follow on: Instagram <a href="https://www.instagram.com/lsu.international">@lsu.international</a> Facebook <a href="https://www.facebook.com/LSUInternationalStudentNetwork">LSU International Student' Network</a></p>

## Other useful reminders

Check out our [Connect and Protect](#) pages which have details of Loughborough's on campus track and trace system as well as other Covid-19 safety guidelines.

Our [Personal Best](#) programme is structured around the University motto **Veritate, Scientia, Labore**. Each word recognises personal development in a particular dimension of a students' life at Loughborough – academic, professional and personal. During self-isolation you can create your own Personal Best profile and start to think of how to develop these aspects in the coming year.

## Post self-isolation, what to do next

Once you have completed your self-isolation period, you are free to leave your room and mix with other students. You can also attend the classes which are being offered as face to face learning.

You will need to collect your student ID card and attend the inductions being held by your department. Details about where to collect your ID card and information about departmental inductions will be posted on the Welcome to Loughborough pages of our website.

You can now also visit the [gyms on campus](#) and join societies via the [Students' Union](#).



## FAQs

### What if I start to feel unwell with Covid-19 symptoms during self-isolation?

Stay at home and avoid contact with others until you've booked a test and received the results. We've got full guidelines available on who you should inform and how to book a fast turnaround testing on campus .

[www.lboro.ac.uk/internal/back-to-campus/symptoms-covid-19/who-to-tell/](http://www.lboro.ac.uk/internal/back-to-campus/symptoms-covid-19/who-to-tell/)

### What if one of my flat mates is showing symptoms of Coronavirus?

Your flat mate will need to undertake the above measures. If they test positive you will need to isolate unless you have received both doses of an EU/UK approved vaccine. Please contact [Connect and Protect](#) and they can advise you.

### What if I need an essential item such as a plug adaptor or hygiene products, can I go out?

It's not permitted for you to come out of self-isolation except in a very limited set of circumstances, so if you need a plug adaptor then you can notify the accommodation office and they will get you one. If you need any essential items then these can be ordered from the online store. If you're staying off campus then our LSU volunteers may be able to assist you.

### If I feel physically fine but am struggling a bit emotionally. I would like to talk to someone informally, who can I contact?

You have several options. You can talk to your student ambassador for support via zoom, or you can contact our student support services ([studentservices@lboro.ac.uk](mailto:studentservices@lboro.ac.uk), 01509 222765). You can also talk to other students who are self-isolating via WhatsApp and Wechat to remind yourself you're not alone. We also have a University multi-faith Chaplaincy who are available for a chat as well.

### Can I do laundry myself whilst in self-isolation on campus?

Unfortunately not, as the laundry service is at a central point for each hall on campus but we are running a laundry service which you can book via the [online form](#).

### Can I exercise whilst in self-isolation?

Absolutely, but this will need to be in your room. There are on demand classes available via Les Mills or you could watch a YouTube video for a free led class. There are also wellness and mindfulness exercises available [here](#).

## Useful contacts

Who	Why	Number/contact
National Health Service 119	Feeling unwell with Covid-19 symptoms	T: 119
Campus Medical Centre	Feeling unwell with Covid-19 symptoms	T: +44 (0)1509 277577
Student Support	Informal advice about support	T: +44 (0)1509 222765 E: studentservices@lboro.ac.uk
Loughborough Students' Union (LSU)	Join in with online activities run by our Students' Union	<a href="https://m.facebook.com/loughboroughsu">https://m.facebook.com/loughboroughsu</a>
Loughborough Students' Union London (LSU London)	Access to student societies	<a href="https://m.facebook.com/LSULondon">https://m.facebook.com/LSULondon</a>
Accommodation Office	Maintenance issue with your room in university accommodation	Monday to Friday 08.00-18.00 T: +44 (0)1509 222254 E: villagepark@lboro.ac.uk
Wardens	Urgent maintenance issue outside of accommodation office hours	T: 07518420547
Campus Security	Emergency	T: +44 (0) 1509 222141 or T: 0800 526966
Centre for Faith and Spirituality	Informal chat for support	T: +44 (0)1509 223743 E: cfschaplains@lboro.ac.uk