

INTERNATIONALSTUDENT HANDBOOK



Contents

Welcome to Loughborough Colleg The International Team	e 3	Safety Money	20 20
About Loughborough Shopping Eating out Things to do	4 4 4 4	Possessions and Insurance Fire Carbon Monoxide Poisoning Personal Safety Safeguarding	20 20 20 21 22
Academic Support Progress Tutor/Learning Coach Study Skills Help with English Plagiarism University Applications	6 6 6 7 7	Life in the UK Bank Accounts Childcare Climate and Clothing Driving in the UK Parking at the College	23 24 24 25 25 25
Term Dates	8	Electricity Health	26 26
Facilities at the College Library Multi-faith Room Radmoor Centre Food and Drink	9 9 9 10 11	Emergencies Mobile Phones Alcohol and Smoking Laws Managing Your Money Television Licence Transport	26 27 27 28 28 29
Accommodation Halls of Residence Private Accommodation	12 12 12	Working in the UK Worship	29
Council Tax	12	Useful Local Information	31
Student Development Careers and Employability Chaplaincy Mental Health Support and Advice Course Representatives Students' Union	14 14 14 14 14 15	Local Doctors Local Dentists Local Pharmacies Emergency Cinemas Library Post Office	31 32 32 32 32 32
What are My Responsibilities as		Mobile Phone Shops	32
a Student? Equal Opportunities Keeping the International Team Informed	16 16 16	Useful Websites Campus Map	34 35
Attendance Visa Validity BRP Card	17 19 19		

Welcome to Loughborough College

Welcome!

We are delighted that you have joined us here at Loughborough College.

As a new or returning international student at Loughborough College, this handbook will give you essential information to help you make the most of your life and studies in Loughborough. **Please read it carefully.**

You will also find lots of information on **LearnZone**, which is the student area of the college website, and the **Loughborough College International** website.

The International Team

If this is your first visit to the United Kingdom, you may find studying and living here very different from in your home country. A wide range of specialist support is available to help you get used to British culture, methods of study and ways of life.

In addition to your teachers, the International Team and other support teams will do their very best to help you enjoy your time at the college. Please get in touch if there is anything that we can do to help you. If you are not sure who to ask for help, go to the reception desk in the Hub building.

The International Team can also offer specific advice on the following:

- · Opening a bank account
- Registering with a doctor and dentist
- Providing letters for your embassy if you are a government-sponsored student
- Welfare support and advice

Telephone: **01509 215831**Email: **international@loucoll.ac.uk**



About Loughborough

Loughborough is a bustling, historic market town in the heart of the country with plenty to enjoy in your spare time. With millions of pounds of investment in recent years, the vibrant and friendly town is the perfect place for food, drink, shopping and leisure.

Shopping

Loughborough town centre is just a 15-minute walk away from the college. There are plenty of places where you can use your student discount. With popular high street stores such as New Look, Next, TX Maxx, Primark, and Boots on your doorstep, there's also an abundance of vintage and independent shops. Supermarkets like Sainsbury's, Tesco's, Lidl, and Marks and Spencer are nearby.

There are also international food stores in the town centre, small grocers, and a market held every Thursday and Saturday, offering a wide range of fresh produce, household goods and clothing.

Eating out

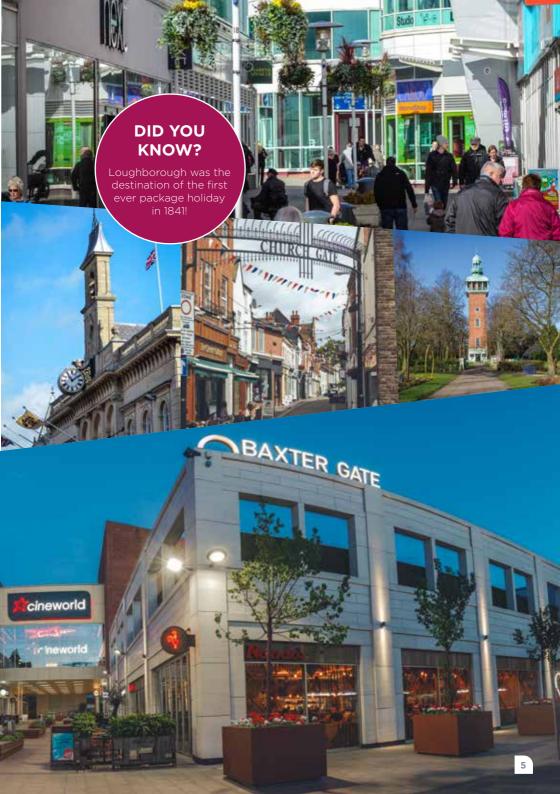
Loughborough has a wealth of excellent pubs and restaurants, which offer everything from Thai, Chinese, Indian, and Mexican cuisine to Middle Eastern and vegetarian options. You can also find your favourite fast food chains in the town centre and independent pubs, coffee shops and delicatessens.

Why not visit our Radmoor Restaurant for a delicious meal? **www.radmoorcentre.co.uk**

Things to do

Fancy a workout with a difference? If so, why not visit The Climbing Station, or battle it out with your friends at Laser Quest? Challenge yourself at an Escape Room in the town centre, or watch the latest movie at Cineworld or the Odeon cinema. You may enjoy a stroll or jog through Loughborough's beautiful lush green parks and scenic woodlands.





Academic support

Progress Tutor/ Learning Coach

You will have a Progress Tutor, Learning Coach or Academic Tutor to help you throughout your studies. They will undertake regular reviews to make sure that you are progressing on your course and achieving your targets.

If you have problems with your course, your tutor will support you by liaising with other college staff and tutors. They will try to resolve any issues related to your academic programme of study, personal issues which may be affecting your progress, or any practical concerns, for example, accommodation issues. Your tutor is committed to your personal and academic development. If you have any problems, it is important that you talk to them as soon as possible.

Study Skills

As an international student, you may find that teaching methods at the college differ from those in your home country. You might be encouraged to participate more in class than you are used to or find that you need to learn new study skills. Part of your course may involve reading and researching using books, newspapers and the internet in order to extract key information and then to present it in the form of an essay, a report or a presentation to the rest of your group.

Your tutor and subject teachers can help you to learn new study skills and you should speak to them if you are finding this difficult. For additional help, the **Palgrave Study Skills** website is very useful.

Help with English

All international students who require it may be able to access additional English language support alongside their course. Developing your English skills in the four important areas of reading, writing, speaking and listening may prove crucial to achieving your qualification and progressing to the next level of study. Most students are stronger in some skills than others. For example, you may find reading activities to be easy but have difficulty with other skills, such as listening or speaking.

After an initial 'diagnostic' assessment of your language and study skills, your English Tutor will help you to identify your individual needs and recommend exercises to help you.

Plagiarism

Plagiarism is copying a direct quotation, phrase or idea from someone else's work into your own without referencing it properly or, in effect, stealing another's work and passing it off as your own. During your time at Loughborough College, you will be given advice by your tutors on how to use other people's work (published or unpublished) to support your own arguments and analysis in essays, reports and presentations.

If you take words and ideas from a published author or from a fellow student, you may jeopardise your results. You could find that you lose marks or that you tutor will not accept or mark your work.

So take care to acknowledge and cite your sources of information properly using the Harvard Reference System or a similar referencing system. Your tutor will be able to advise you on the most appropriate method.

University Applications

If you are thinking about applying to university or for a higher education course at the college, you will need to submit an application via **UCAS**, which is the Universities and Colleges Admissions Service. UCAS is a national service that allows you to apply for up to five courses at once at the same or different institutions.

Your tutor will help you to research courses and places to study and will assist you to complete your UCAS application.



Term dates

2023/24 ACADEMIC YEAR FURTHER EDUCATION (FE)

EVENT/TERM	DATE	EVENT/TERM	DATE
FE Term Starts	4 th September 2023	FE Half Term	19 th - 23 rd February 2024
FE Half Term	16 th - 27 th October 2023	FE End of Term	22 nd March 2024
FE Term Ends	20 th December 2023	Easter Break	25 th March - 5 th April
Christmas Break	21st December 2023		2024
	- 5 th January 2024	FE Term Starts	8 th April 2024
FE Term Starts	8 th January 2024	FE Half Term	27 th May - 31 st May 2024
		FE End of Term	28 th June 2024

2023/24 ACADEMIC YEAR HIGHER EDUCATION

DATE	INDUCTION/TEACHING/ EXAM/SUPPORT/ DEVELOPMENT WEEKS	DATE	INDUCTION/TEACHING/ EXAM/SUPPORT/ DEVELOPMENT WEEKS
w/c 18 th Sept	SPORT YR 3 INDUCTION WEEK	w/c 29 th Jan	INTER-SEMESTER BREAK
w/c 25 th Sept	INDUCTION	w/c 5 th Feb	WEEK 1
w/c 2 nd Oct	WEEK 1	w/c 12 th Feb	WEEK 2
w/c 9 th Oct	WEEK 2	w/c 19 th Feb	WEEK 3
w/c 16 th Oct	WEEK 2 WEEK 3		
w/c 16" Oct	(FE HALF TERM)	w/c 26 th Feb	WEEK 4
w/c 23 rd Oct	WEEK 4	w/c 4 th Mar	WEEK 5
w/c 23 Oct	(FE HALF TERM)	w/c 11 th Mar	WEEK 6
w/c 30 th Oct	WEEK 5	w/c 18 th Mar	EXAM, SUPPORT &
w/c 6 th Nov	EXAM, SUPPORT &		DEVELOPMENT WEEK
11,00 1101	DEVELOPMENT WEEK	w/c 25 th Mar	EASTER
w/c 13 th Nov	WEEK 6	w/c 1st April	EASTER
w/c 20 th Nov	WEEK 7	w/c 8 th April	WEEK 7
w/c 27 th Nov	WEEK 8	w/c 15 th April	WEEK 8
w/c 4 th Dec	WEEK 9	w/c 22nd April	WEEK 9
w/c 11 th Dec	WEEK 10	w/c 29 th April	WEEK 10
18 th Dec-20 th Dec	WEEK 11	w/c 6 th May	WEEK 11
(Mon-Wed) College Clo		w/c 13 th May	WEEK 12
21st Dec- 5th Jan	CHRISTMAS	w/c 20 th May	WEEK 13
w/c 8 th Jan	WEEK 12	w/c 27 th May	WEEK 14
w/c 15 th Jan	WEEK 13		
w/c 22 nd Jan	WEEK 13		

Please note that specific course start and end dates may vary and these dates may be subject to change.

Facilities at the College

Library

The library is located on the first floor of the Hub building and is used by all students in the college. During term-time it is open from 8:30-19:00 Monday to Thursday, and from 8:30-17:00 on Fridays. During the college holidays, it is open from 8:30-17:00 Monday to Friday. More information about the library can be found on the **library** website.

The library offers the following:

- A range of books on all subjects
- A wide variety of electronic resources including eBooks, eJournals and eDatabases
- Newspapers
- Computer and internet facilities
- Printing, scanning and photocopying facilities
- DVDs and CDs
- Graded Readers*

*These are fact and fiction books aimed at English Language students. Options include science fiction, romance, sport, biographies and books about Great Britain. There are different levels of difficulty ranging from beginner to advanced. Many of the books come with CDs so that you can listen to the story at the same time as reading it.

You can borrow books, CDs and DVDs from the Learning Resources Centre. You can also use the **Public Library** on Granby Street in Loughborough town centre.



Facilities at the college

The Radmoor Centre is a working and learning environment for our Health and Fitness, Hospitality and Catering, and Hair and Beauty students. It provides exceptional facilities and invaluable hands-on experience under the guidance of award-winning tutors.

Hair and Beauty

The Radmoor Centre Training Salon allows Barbering, Hair and Beauty students to develop their practical and soft-skills on real clients under close supervision of their fully qualified lecturers. Using a modern hair salon and specialist beauty treatment rooms our learners benefit from enhancing their training in a simulated real working environment and achieve a professional working philosophy.





Fitness

We provide a sports enrichment program called 'Loucollactive,' which offers students weekly free drop-in sports sessions (including use of the Radmoor gym) and the chance to stay active and try out a new sport. View the weekly timetable here.

Loughborough College students can get discount on gym memberships at Loughborough University, which is opposite the college and provides access to world-class gyms, daily fitness classes, an Olympic-sized pool, and much more. To sign up for a gym membership, please follow the steps below.

(1) Create a Lboro Sport account by clicking **here**.

Please create an 'Affiliate' account with a 'PAYG Annual' agreement.

(To validate your student status, please register your account with your College email. Any accounts which are not registered with the College email will get rejected).

- (2) Once your account has been created, please contact sportmemberships@lboro.ac.uk and ask for your account status to be adjusted to 'student'.
- (3) Once the Memberships team has applied the changes, you will be notified by email, and you will be able to explore our student offers on the Lboro Sport app by selecting: 'Join' > 'Choose/Upgrade'

If you have any issues regarding the processes above, please contact sportmemberships@lboro.ac.uk

Find out about Loughborough University memberships and prices **here.**

Restaurant and Bar

The Radmoor Restaurant provides a fine dining experience, created by our Hospitality and Catering students. Service spans lunch, drinks and dinner, plus special themed evenings, buffet lunches and commercial catering, giving students experience in a variety of culinary techniques and service. Our talented chefs use delicious, fresh produce sourced from quality, local suppliers so you can be sure that your food will be of the highest standard.



Food and Drink

The Box Office

The Box Office is located on the ground floor of the Hub building and is open during term time:

Monday - Thursday: 7.30am - 3pm Friday: 7.30am - 2:30pm

It offers a selection of hot and cold drinks, deli sandwiches, breakfast rolls, salad, fruit or pasta pots, and a hot meal option each day.

The View

The View is located on the second floor of the Hub building and is open during term-time Monday to Friday and serves food from 11.30am - 2:30pm. A wide variety of meal options is available on a daily basis, including the salad bar. The View is closed during the holidays.

Café Chino

Café Chino is situated on the second floor of B Block and is open Monday to Friday **8.30am - 2pm** during term time only. It sells snacks, drinks, sandwiches and lunches.

LSU College Shop

The LSU College Shop can be found in S-block next to the L-block entrance. You can get hot and cold drinks and there's a Starbucks takeaway window, confectionery, snacks, stationery and meal deals.

Opening times

Monday - Friday: 8.30am - 5pm The shop is open during term time

and the holidays.

Please note: Card payment only



Accommodation



The College's **Accommodation Team** have offices in the Elite Athlete Performance Centre (Gables site) and in the Estates Office. They can arrange accommodation in either our self-catering halls of residence, The Gables, or with a local host family in Homestay accommodation.

You can find more information on the Accommodation website:

www.loucoll.ac.uk/student-services/accommodation

Contact Details:

Telephone (Estates Office):

0844 3320206

Telephone (Gables site): **01509 515435**Telephone (emergency): **07909 892602**Email: **accommodation@loucoll.ac.uk**

Halls of Residence

Halls are suitable if you wish to live independently and make your own meals.

You will need to buy your own duvet and sheets, or a bedding pack can be bought from the Accommodation Team. All rooms are contracted for 43 weeks

Private Accommodation

There are many private houses available to rent in Loughborough, as well as privately owned and run halls of residence. Ask the Accommodation Team for a list of local estate agents.

If you need help regarding your contract or have problems with your landlord, please contact the **International Office**, or **Citizens Advice Bureau** for free, independent advice.



You can find the Loughborough Citizens
Advice Bureau at:

Woodgate Chambers 70 Woodgate Loughborough I F11 2T7

Telephone: 01509 221221

Please remember that you must tell the International Team immediately if you change address.

Council Tax

In the UK, local councils charge a residential tax, called council tax which pays for local services such as rubbish collection, the police and the fire brigade. It is based on the value of the house, flat or other accommodation, with the cost being shared by all non-exempt adults living in the property.

Many full-time students are exempt from paying council tax, for example if you live in halls of residence. Other full-time students may also be exempt in certain situations. If you need further information or a letter to confirm your eligibility as a qualifying full-time student, please ask at reception in the Hub building.

For more information, see the council tax section of the UK Council for International Student Affairs (UKCISA) website:

www.ukcisa.org.uk



Student development

Careers and Employability

At Loughborough College, we want you to find the right course to help you progress and provide guidance on taking the next step to education, training, or employment following your study programme.

We have a range of online tools and resources to help you look for higher education, work, apprenticeships or further training. This service is free, confidential and is available before, during and after your studies. Our trained careers advisers are based in the Hub. Drop in or call to make an appointment.

Telephone: **01509 517174**Email: **careers@loucoll.ac.uk**

Chaplaincy

Chaplains are available to anyone wanting to understand or explore world faiths, their spirituality, or just in need of someone to listen.

Telephone: **01509 223741**Email: **cfschaplains@lboro.ac.uk**

Mental Health Support and Advice

The Wellbeing Team at Loughborough College is on hand to support you in a variety of ways. This service is free, impartial and confidential. Book an initial appointment with us to discuss how we can help.

Telephone: **01509 618313** Email: **support@loucoll.ac.uk**

MIND - www.mind.org.uk

Course Representatives

Course Representatives are selected for each course at the start of the year and have the chance to represent student's views at course meetings and reviews and to help develop the college.

All Course Representatives become members of the Student Council, which meets three times a year.



What are my responsibilities as a student?

We expect you to do the following at all times:

- If you are in the UK on a Visa, you must comply with the terms of your Visa
- Show respect to all fellow students and members of staff
- Always wear your student ID card and lanyard while on the college campus
- Complete all classwork and homework on time and to the best possible standard
- Pay all fees on time
- Attend all classes (unless there is a valid reason for your absence) and be punctual
- Look after and return on time all equipment and materials borrowed from the college
- Not smoke on the college site, other than at the designated smoking areas

Equal Opportunities

The UK is a multi-cultural society in which different beliefs and ways of life are valued. In Britain, women are independent and accustomed to attending public functions unaccompanied. Men and women mix easily in social and academic life.

It is illegal in the UK to discriminate against an individual because of his/her age, race, colour, religion, gender or sexual orientation. We expect you to follow the college's equal opportunities policy and treat all students and staff with respect.

As in any society, it is a matter of being sensitive to the way things may be done differently, and appreciating and enjoying these differences, rather than feeling anxious about it. It is fine to value the way that you have been brought up and retain your beliefs.

Keeping the International Team Informed

It is essential that you contact the International Team immediately if any of the following changes occur:

- New address or home telephone number in the UK or your home country
- · New mobile phone number
- New email address
- You obtain a new passport
- You wish to change your course ofstudy
- You decide to move to another college or university
- You return home during your course (other than during college holidays)
- Something changes that may affect your permission to stay in the UK



Why is this so important?

The Home Office/UK Visas and Immigration (UKVI) (formerly the UK Border Agency) requires the college to keep up-to-date contact details, course details, and attendance records for all international students.

Additionally, the International Team need to be able to contact you quickly, for example so that you can collect your biometric residence permit and receive information about your classes.

Attendance

If you have been granted a Visa to study in the UK, you are expected to attend college and study. Attendance is compulsory at 100% of your classes (including English Language Support), exams and any meetings arranged by your teachers. A register will be taken in all classes and we will monitor your attendance. If you miss classes without a good reason, we may take the following action:

- Your tutor will liaise with your subject tutors concerning your attendance and this information will be logged electronically
- Your parents may be contacted
- If you are an embassy-sponsored student, the embassy will be contacted
- The International Office may contact you for an explanation

Like all other colleges and universities, Loughborough College must closely monitor student attendance. If you fail to regularly attend classes without good reason, we may have to report this to the Home Office, who are part of the UK government. Poor attendance may result in you having to return home without completing your course. It may also cause problems for the college. Even if you do not need a Visa to study in the UK, poor attendance may still result in your withdrawal from the college.

If your attendance falls below 90%, we will investigate the reasons, and may withdraw you from your course and, if you are on a Student Visa, withdraw sponsorship of your Visa. You will then have to leave the UK as soon as possible.

What are acceptable reasons for being absent from class?

- You are sick
- You have an important appointment with the police, Home Office, doctor or dentist

Where possible, you should book appointments for times when you do not have any classes.

Who should I tell when I am absent?

If you are ill, you must follow the procedures, shown on the right (Reporting Absence through your ILP) on the morning of a day of illness, to ensure that absence is recorded appropriately.

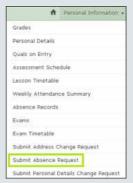


Reporting Absence

If you will not be attending college when you are due to attend, you must report this through your ILP.

Log in to your ILP and select

Submit Absence Request from the **Personal Information** menu at the top of the screen.



On the following screen, complete the following fields.

Date From	First day you will absent	
Date To	Last day you expect to be absent	
Mark Type	Must be Justified Absence	
Reason	One option must be selected,	
	which may be Other if there is no	
	suitable option	
Notes	Further details of reason for	
	absence. Must be completed	



If you are absent for full days, you can leave the time blank. If you will only be absent for half a day, you can specify **Time From** and **Time To**. This uses a 24-hour format, so 1pm would be 13:00.

The notification of when your request has been processed will be sent to your college email address.

Authorisation for absence during termtime will not usually be granted. If the exceptional need arises for a student to be absent during term-time, a request for absence must be submitted in advance to the Senior International Officer.

This should be sent by email to:

international@loucoll.ac.uk

The request will be considered in line with the college's Attendance and Punctuality Policy, which details acceptable reasons for Authorised Absence. Permission will not be granted for holidays during term-time.

Students on a Student Visa should note that persistent unauthorised absence will result in sponsorship of their Student Visa being withdrawn.

Every class counts towards your overall attendance percentage at the end of the year, even if the absence is authorised. You must keep evidence to prove why you have been absent from classes, so that these reasons can be entered onto registers and are available for the Home Office to check if necessary. Read the Attendence policy here

Visa Validity

If you are legally required to hold a Visa whilst in the UK (whether Student, Short Term Student, PBS Dependant or any other category) it is your responsibility to ensure that it remains valid. If your Visa expires whilst you are studying at Loughborough College and you do not apply on time to extend it, you are likely to be withdrawn from your course of study.

Whatever type of Visa you have, you must always comply with the conditions set by the UK government. Failure to do so may mean that you have to leave the UK and may also affect future Visa applications. If you need advice regarding the conditions of your Visa, speak to the International Team.

BRP Card

If you are coming to the UK for more than six months, you will be given a temporary Visa sticker in your passport, valid for 30 days, which will allow you to enter the UK.

After you have arrived in the UK, you must go to the local Post Office to collect your BRP card, which shows that you have valid permission to be in the UK. You can do this at: Loughborough Post Office, 10 High Street, Loughborough, LE11 2PY

Once you have collected your BRP card, you must keep it safe. Please also bring the BRP card to the International Office (ask for us at the reception in the Hub building) so that we can scan a copy of your card. If you lose your BRP card, please inform the International Office immediately.

Share Code

If you receive digital immigration status (online proof of your Student Visa) you will receive a share code. Please send the International team your share code as soon as possible so we can verify your immigration status.

Find out more info here

Safety

Money

Do not carry or keep in your room large amounts of cash. Try not to bring £50 notes with you, as many shops do not accept them. Try to pay with a debit card when spending more than £20.

If you have brought a large amount of cash with you, ask the International Team to lock it in the college safe until you have opened a bank account.

Learn your debit/credit card PIN (Personal Identification Number) and do not keep it written down or tell anyone what it is. Immediately sign the back of new debit and credit cards to prevent other people from doing so.

Possessions and Insurance

Thieves often target students, so it is very important to insure your possessions. If an expensive item is damaged or stolen (e.g. laptop, mobile phone or iPad), you should be able to claim the money to replace it.

Endsleigh Insurance offer policies for students. Remember, it is worth spending the money on an insurance policy!

Always lock your room door and keep the main doors of your house or hall of residence locked. Keep windows locked when you are not in your room. Do not leave valuables where they can be seen, e.g. do not leave money or your laptop on your desk or by the window. Be particularly careful to keep your passport and residence permit in a safe place.

Fire

In college:

If the fire alarm sounds, leave the building immediately by the nearest exit and go to the nearest assembly point. Do not use lifts and only re-enter the building when a member of staff tells you that it is safe to do so.

Students in halls of residence:

Read the fire notices and ask someone if you do not understand them. If the fire alarm sounds, leave the building immediately and go to the assembly point. Do not stop to collect any belongings. Never block fire exits.

Smoking is not permitted inside the halls of residence or anywhere in the grounds, except in designated areas.

Students in private accommodation:

Ensure that you have a working smoke alarm and test it regularly. If there is a fire, make sure that everyone leaves the building immediately. Telephone the Fire Brigade by ringing **999**.

Carbon Monoxide Poisoning

Carbon monoxide is a colourless, odourless gas which can leak from poorly fitted or broken gas appliances. If you live in private accommodation, make sure that you have a working carbon monoxide alarm and your landlord has checked that all of your gas appliances are working correctly.



Safeguarding

We want you to be and feel safe at the college and consider the welfare of young people and vulnerable adults of paramount importance. We will safeguard and promote your welfare, health, and safety, by providing an open, caring, responsive, and supportive learning environment responding to immediate needs.

Our safeguarding lead is Heather Clarke, and the deputy designated safeguarding leads are Dannii Donovan and Kiera Hand, who, alongside their teams, can train and support you with any safeguarding concerns.

We use a company called e-safe that monitors the usage of college IT equipment to ensure you are kept safe while online. If concerns are identified, the college Safeguarding Team will be notified.

We expect you to;

- Take part in induction activities regarding safeguarding
- Develop your continued knowledge of safeguarding through 'Your Passport' and tutorial activities.
- Wear your lanyard while you are onsite at all times.
- Always be mindful of your behaviour and comply with the learner agreement and college code.

If you have any concerns about your behaviour, safety, or welfare or that of your peers or classmates, please report any concerns to your tutors. Your tutors may contact the Safeguarding team as they cannot promise you confidentiality based on what you have told them (disclosure).

If you want to report any concerns, contact the Safeguarding Team on **07979 737474**.

GHBOROUGH COLLE



Life in the tik

Bank Accounts

What documents do I need to open a bank account?

- A letter from the International Team confirming your full name, addresses in the UK, your home country, and your course of study
- Your passport and Visa/Biometric Residence Permit (BRP)

Which bank should I choose?

There are various types of accounts that can be opened, and you will need to check which is best for you, as some banks may have monthly charges.

There are also different types of account depending on your age, how long your Visa is valid for, and the type of Visa you have.

Some banks may not be prepared to open an account for you, particularly if you are only here for a short time, but you might want to try the following banks:

Lloyds

37-38 High Street Loughborough LE11 2QG

HSBC (Pop up branch)

First Floor, Loughborough Town Hall 39-40 Market Place Loughborough L F11.3FB

No counter service available

Only open on Tuesdays, Thursdays and Fridays, 10am - 4pm

Closed on weekends and bank holidays.

If you need more advice about how or where to open an account, please speak to the **International Team**



Childcare

There are nursery facilities at the college, although places are limited, so please apply early. If your children are of school age, the International Team can put you in touch with the Local Education Authority, who will help you to place your children in local schools.

Classes may run between 9:00 and 17:30. If you have young children, please arrange childcare before starting your course.

Climate and Clothing

The UK does not normally experience extreme weather conditions, but it is often very changeable. For example, it can rain heavily in the morning but then be very sunny in the afternoon. The winter months can be cold with temperatures sometimes below O°C.

Typical temperatures are as follows:

September: 12-18°C
December: 3-7°C
March: 3-10°C
June: 12-21°C

Find out more here

If you do not already have them, it is advisable to buy a waterproof winter coat with a hood and a warm fleece or jumpers. Wear several layers of clothing so you can add something or take something off as it gets colder or warmer and carry an umbrella with you.

Many clothing shops are in the town centre, and **Loughborough Market** is open each Thursday and Saturday 8:00am - 4pm.

Driving in the UK

To be able to drive a car whilst in the UK, you must ensure that you have the correct licence and are adequately insured. Any student who has a driving licence issued in their home country can drive as a visitor for the first 12 months.

However, after this you may be required to apply for and take a UK driving test. Find more information about booking a driving test **here.**

It is illegal to drive in the UK without a valid licence, insurance, road tax, and MOT certificate (explained right), or while unfit because of drugs or alcohol. Doing so may result in a prison sentence.

Car Insurance

Two types of car insurance are available:

Third Party, Fire and Theft: This is the minimum legal requirement for car insurance. It provides money to repair or replace your car if it is stolen or damaged by fire, and covers the cost of any damage to other vehicles if you cause an accident.

Comprehensive Insurance: This is as above but also covers damage caused to your own car if you are responsible for an accident.

MOT Certificate

If your car is more than three years old, it will require an annual MOT test, which can be arranged with local garages. This test will make sure that your car is safe to be on the road, checking the exhaust fumes, brakes, seatbelts and much more.

Road Tax

You must always ensure that you have valid road tax. You will need to provide a copy of your insurance documents and a valid MOT certificate. The cost of taxing your vehicle will depend on its engine size or CO2 emissions and fuel type. You can find more information on the **gov.uk** website.

Parking at the College

The college only has a very limited amount of parking space. If you live in Loughborough (i.e. your address has a postcode starting with LE11), you will not be able to bring your car onto the campus.

There is no parking for students. However, parking is available for students with exceptional circumstances, such as medical conditions. You can apply for parking through your student dashboard and provide all the required documentation.

Electricity

The British supply works on 230 volts/50 Hz and most buildings are equipped with sockets that take a thirteen-amp square-pin plug. Please check that any electrical equipment you bring from home can be used on this voltage or can be converted.

You should be able to purchase an adaptor in the UK from reputable retailers such as Amazon but remember that it is dangerous to overload sockets or circuits with too many adaptors. Never put a two-pin plug into a three-pin socket.

Always use the right sort of fuse in your three-pin plug. Items such as table lights, clocks, and lighting up to 700 watts should be fitted with a three-amp fuse (red). Most other high-wattage equipment, such as irons or electric fires, needs a thirteen-amp fuse (brown).

If you are in any doubt, ask your Accommodation Support Officer for advice.

Health

Doctors

Students must register with a doctor when they first arrive in the UK. If you become sick and are not already registered with a surgery, it will be very difficult to make an appointment to see a doctor and access healthcare services. Details of local doctors and dentists can be found on p31 of this booklet. If you need help before you have registered with a doctor then you can call 111 for advice.

NHS Loughborough Urgent Care Centre

If you are ill and unable to make an emergency appointment with your doctor, you may use the Loughborough Urgent Care Centre. This service is open 24 hours a day, 365 days per year, for urgent treatment of minor injuries and illness. If you have not already registered with a doctor, you may be refused treatment for minor injuries.

The address of the Loughborough Urgent Care Centre is:

Loughborough Hospital Hospital Way Loughborough LE11 5JY

Telephone: **01509 568800**

Pharmacies

Pharmacies can give you advice on your general health and can offer assessments to help you maintain a healthy lifestyle. There are times when a pharmacist can offer advice and suitable medication 'over-the-counter' for minor illnesses such as coughs and colds, rather than you having to go to the doctor to obtain a prescription. The advice and health checks are a free service.

You will find many pharmacies across Loughborough, including in the Students' Union (on the University campus). A list can be found on p32 of this booklet. There is also a Chinese Medicine Shop in **Wards End Quarter** in Loughborough town centre.

Emergencies

In an emergency, always telephone 999 to contact the police, fire service or ambulance service.

Emergency situations could include:

- A crime is happening
- Someone suspected of a crime is nearby
- There is danger to life
- Violence is being used or threatened
- · A building is on fire

The operator will ask you to give your name, the address at which the incident is occurring, a description of what is happening, and which service you require. Help will be sent as soon as possible.

Reporting non-emergency crimes

101 is the number to call when you want to contact your local police in a non-emergency situation. For example:

- Your car has been stolen.
- · Your property has been damaged
- You suspect drug use or drug dealing in your local area
- · To report a minor traffic accident
- To give the police information about crime in your area
- To speak to the police about a general enquiry

You can use the **101** telephone number 24 hours a day, seven days a week.

If you are in a situation where you urgently need to contact the college after office hours, for example because you are very sick and are going to be admitted to hospital, or you have been arrested by the police, use the Loughborough College 24-Hour Emergency Contact Number:

07909 892602

Mobile Phones

If you want to buy a mobile phone in the UK, you can either 'Pay as you go' where you buy the mobile phone and then top up your phone with credit when needed. The other option is to sign up for a phone contract where you get the mobile free or at a discounted rate, and you pay monthly for a certain amount of calls, texts, and mobile data usage.

Various network providers are available, so we recommend researching online or visiting a mobile phone shop to discuss your options.

It may be possible to use your existing mobile in the UK. Just check with your current provider before arriving in the UK if your phone will work in the UK and if there will be any extra costs. If your phone is 'unlocked' and compatible, you could buy an international or UK SIM card to use your existing phone.

See Page 32 for local phone shops.

Alcohol and Smoking laws

Buying and Selling Alcohol

There are strict laws governing alcohol consumption in the UK. It is against the law:

- To sell alcohol to someone under 18, anywhere
- For an adult to buy or attempt to buy alcohol on behalf of someone under 18
- For someone under 18 to buy alcohol, attempt to buy alcohol or to be sold alcohol in any circumstances
- For someone under 18 to drink alcohol in licensed premises, with one exception:
 16- and 17-year-olds accompanied by an adult can drink but not buy beer, wine, or cider with a meal in a pub or restaurant
- For an adult to buy alcohol for a person under 18 for consumption on licensed premises, except as above

Drinking in Public Places

Some towns have alcohol-free zones, such as Queen's Park in Loughborough, where nobody is allowed to drink alcohol. Look out for the signs to ensure that you do not get into trouble.

Buying and Selling Tobacco

It is illegal for anyone under the age of 18 in England and Wales to be sold cigarettes, cigars, roll-up tobacco and shisha products over the counter or at a vending machine.

Smoking in Public Places

It is against the law to smoke in almost every enclosed public space in the UK. This includes:

- All public buildings
- Cafés and restaurants
- Shopping centres
- Railway stations
- On all public transport

Smoking at Loughborough College

There are two designated smoking areas on the campus. These are situated near the main and back entrances. Smoking is not allowed anywhere else at the college, either inside or outside.

Managing your money

It is now more important than ever for students to manage their money well. This applies to all students, full-time or part-time, UK or international. Planning your finances and sticking to a realistic budget can be the difference between successfully completing your course and having to withdraw for financial reasons.

You should plan your finances before you join the college, though financial planning is useful at any stage of a course, and a regular review of your financial situation is strongly recommended.

If possible, set aside money at the beginning of each term to make regular large payments towards housing, childcare and so on. Work out and stick to realistic weekly or monthly expenditure figures.

Television licence

If you have a television or watch live television programmes on the internet, in halls of residence or privately rented accommodation, or anywhere on your mobile phone, you will need to obtain a television licence. Inspectors regularly make checks, especially in halls of residence, where occupants are likely to change every year.

In halls, each student in a separate room who is watching live television programmes must have their own licence. One licence will not cover the whole block. In privately rented accommodation, one licence should cover all residents, but this may be different depending on individual arrangements. If you are unsure, seek help from the

International Team

Failure to have a TV licence is a criminal offence and could result in a £1,000 fine. Remember that any criminal convictions have to be declared when applying for an extension to your Visa and will not be viewed favourably.

For further information and to purchase a licence visit the TV Licensing website: www.tvlicensing.co.uk

Transport

Travelling around Loughborough

Buses

There are frequent buses which run from the college into the town centre, and on to the railway station. The two main local bus operators are **Kinchbus** and **Arriva**, both of which have routes that link Loughborough to other towns and cities in the region.

National Express coaches also run from Loughborough to many other parts of the UK. Timetables can be collected from the local libraries and tourist information points, or refer to the Traveline website:

www.traveline.info

Walking

Some great local walks around Loughborough offer some beautiful scenery. Discover local walking routes **here.**

Airports

The nearest airport to Loughborough is **East Midlands Airport**, which is 15 minutes away by car. There is an hourly **Skylink** bus which runs between the airport and Loughborough. Most other airports in England are easily accessible by train or coach. **Birmingham Airport** is 55 minutes away by car.

Trains

There are frequent train services from Loughborough railway station to London and other towns and cities. The train time to London is only 1 hour 24 mins. Some journeys will require you to change trains. For timetables and ticket information, refer to the National Rail website: www.nationalrail.co.uk

Loughborough Railway Station is 8 minutes away by car and a 28-minute walk from the Campus.

You can make annual savings on train fares with a digital Railcard. Find out more **here**.



Working in the UK

The Immigration Rules have changed, meaning that new Student Visa students at Further Education colleges are not permitted to work which should be stated on your Visa/ BRP card.

National Insurance Number

If you are permitted to work in the UK, you will need to apply for a National Insurance (NI) number. You are allowed to start work before you receive your NI number, but some employers may not want you to do so.

To obtain an NI number, you will need to have proof that you are looking for or have found a job. You will also need to attend an interview with the Job Centre Plus. For advice about how to do this, speak to a careers advisor on

01509 618262 or email careershub@loucoll.ac.uk.

Apply for a National Insurance number **here**.

Worship

In addition to the multi-faith room and chaplaincy services within the college, there are numerous places of worship within the local community:

Buddhist

Nagarjuna Kadampa Meditation Centre

17 Guildhall Lane Leicester, LE1 5FQ Telephone: 0116 2620317

Christian

Anglican

Emmanuel Church

Forest Road Loughborough, LE11 3NW Telephone: 01509 261773

Catholic

St. Mary's Church

97 Ashby Road Loughborough, LE11 3AB Telephone: 01509 262123

Flim Pentecostal

St. Peter's Centre Storer Road Loughborough, LE11 5EQ

Telephone: 01509 234306

Hindu

Punjabi Geeta Bhawan Temple/ Community Centre

Lemyngton Street Loughborough, LE11 1UH Telephone: 01509 233570

Gujarati

Shree Ram Krishna Mandir

Alfred Street Loughborough, LE11 1NG Telephone: 01509 232401

Jewish

Orthodox

Leicester Hebrew Congregation

Highfield Street Leicester, LE2 1AD Telephone: 0116 2706622

Leicester Progressive Jewish Congregation

24 Avenue Road Clarendon Park Leicester, LE2 3EA Telephone: 0116 2715584

Muslim

Loughborough Mosque

83-85 King Street Loughborough, LE11 1SD Telephone: 01509 214500

There is a prayer room located on the ground floor of the B Block building in the College.

Sikh

Gurdwara Sahib

33/34 Clarence Street Loughborough, LE11 1DY Telephone: 01509 558027

For details of all local churches, student and local faith groups, refer to the Centre for Faith and Spirituality website:

www.lboro.ac.uk/services/chaplaincy/

Useful Local information

Local Doctors

Bridge Street Medical Practice

20 Bridge Street, Loughborough, LE11 1NQ Telephone: 01509 261843

Park View Surgery

24-28 Leicester Road, Loughborough, LE11 2AG Telephone: 01509 230717

Pinfold Medical Practice

Pinfold Gate,

Loughborough, LE11 1DQ Telephone: 01509 220960

Charnwood Medical Group: Rosebery Health Centre

Rosebery Street,

Loughborough, LE11 5DX

Telephone: 01509 324115 and then

select option 1

Charnwood Medical Group: Outwoods Medical Centre

4 Beaumont Road, Loughborough, LE11 2JB Telephone: 01509 324115

NHS Loughborough Urgent Care Centre

Loughborough Hospital, Hospital Way, Loughborough, LE11 5JY

Telephone: 01509 568800

If you are unable to see your own doctor, the NHS Urgent Care Centre is open 24 hours a day, 365 days a year, for urgent treatment of minor injuries and illness.

Local Dentists

Loughborough University Dental Practice

Students Union Building, Ashby Road, Loughborough, LE11 3TU Telephone: 01509 261602

Bupa Dental Care Loughborough

91 Ashby Road,

Loughborough, LE11 3AB

Telephone: 01509 267451 (non-emergency)

111 (emergency)

Carillon Dental Care

44 Baxter Gate, Loughborough, LE11 1TQ Telephone: 01509 219699

Great Central Dental (non-NHS)

13 Great Central Road Loughborough, LE11 1RW Telephone: 01509 214795

If you do not live in Loughborough, you can find your nearest medical centre and dentist at **www.nhs.uk** or GP surgeries **here**.

Local Pharmacies

The Medicine Box Pharmacv

Student's Union, University Campus, Ashby Road, Loughborough University, I F11.3TT

Telephone: 01509 635050

Boots

11-13 Market Place, Loughborough, LE11 3EQ Telephone: 01509 214761

Lloyds Pharmacy

26 Pinfold Gate, Loughborough, LE11 1BE Telephone: 01509 237220

Superdrug

2 Market Place, Loughborough, LE11 3EP Telephone: 01509 234531

Emergency

Police, Fire and Ambulance Services: In an emergency, call **999**. For nonemergency crimes, contact the police on **101**. The police station address is:

Loughborough Police Station

Southfields Road, Loughborough, LE11 2XF Telephone: 0116 222 2222

Cinemas

Odeon Cinema

7 Cattle Market, Loughborough, LE11 3DL Telephone: 0333 0144501

Cineworld Cinema

Baxter Gate, Old Hospital Court, Loughborough, LE11 1TH Telephone: 0330 333 4444

Library

Loughborough Libary

31 Granby Street, Loughborough, LE11 3DU Telephone: 0116 305 2420

Post Office

Loughborough Post Office

10 High Street, Loughborough, LE11 2PY Telephone: 01509 233963

Local Mobile Phone Shops

02

Vodafone

Three

Tesco Mobile





Useful websites

The websites listed below will give you further information and guidance on how to make the most of your time in the UK.

BBC

www.bbc.co.uk

British Council

www.britishcouncil.org

Charnwood Borough Council

www.charnwood.gov.uk

Citizens Advice Bureau

www.citizensadvice.org.uk

Coach travel in the UK

www.nationalexpress.com www.uk.megabus.com

Department for Education

www.education.gov.uk

Driver & Vehicle Licensing Agency

www.dft.gov.uk/dvla

Education UK

www.educationuk.org

Endsleigh Insurance

www.endsleigh.co.uk

Foreign & Commonwealth Office

www.fco.gov.uk

UKVI

https://www.gov.uk/government/organisations/uk-visas-and-immigration

The Inter Faith Network for the UK

www.interfaith.org.uk

International Students House

www.ish.org.uk

Loughborough Students' Union

www.lsu.co.uk

National Union of students

www.nus.org.uk

National Health Service

www.nhs.uk

Rail travel in the UK

www.thetrainline.com

www.nationalrail.co.uk

www.redspottedhanky.com

Stonewall (lesbian, gay, bisexual & trans charity)

www.stonewall.org.uk

Health & Fitness

www.nhs.uk/better-health/get-active

Campus map

Access the Virtual Tour here



International Team
Loughborough College
Radmoor Road
Loughborough
Leicestershire
LE11 3BT
United Kingdom

E: international@loucoll.ac.uk T: + 44 (0)1509 215831 www.loucoll.ac.uk