



Orientation Guide

International Student Advice

East Midlands School of Business & Management



Welcome to ESBM! We have designed this booklet to:

- Give you an overview of ESBM and the city
- Inspire you to make the most of your time in Leicester and beyond
- Support you practically in completing your first 2 weeks in Leicester

Best wishes from,
East Midlands School of Business & Management

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The Student Welfare Office at ESBM is dedicated to supporting all students; we offer the following information and advice to our international students:

- General academic queries
- Immigration information on student visas
- Living in the UK

999 EMERGENCY	111 NATIONAL UK NON-EMERGENCY MEDICAL
112 EMERGENCY NUMBER WORLDWIDE	101 NATIONAL UK NON-EMERGENCY POLICE

	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only

Accommodation in Leicester

When deciding where to live, it is important you visit properties to see the conditions meet all your requirements. We suggest that you book temporary accommodation in a guesthouse or hotel for a couple of days whilst you search for your permanent home. When you are visiting a property please remember the following recommendations:

- Find out how much the bills – gas and electricity cost and how to pay them – many students find it easier to budget if rent is ‘all-inclusive’.
- Ask the landlord lots of questions, as you look around e.g. what are included in the rent? How do I contact you if there is a problem? There are many student accommodations and agents available in the city center near ESBM and you can always visit and compare.
- Read the tenancy agreement carefully before you sign. Your contract is a legal document and binds you to the property for the dates stated on the Tenancy Agreement.
- Discuss the length of contract. If you are not studying for a full academic year, ask the landlord whether they will agree to a shorter tenancy agreement. Most landlords offer the minimum of a 10 months contract and if signed, you are agreeing to pay rent on your room for the full 10 months, so please be very careful and make sure you understand your financial liability. You will have to pay for the length that is stated on the tenancy, regardless if you are living there or not.
- Many landlords take rental payments on a termly basis, however, if you are unable to provide a suitable UK based guarantor, they may ask for the rent for the full length of the Tenancy Agreement.

- You will be asked to pay a damage deposit starting from £250, which will be returned at the end of the contract subject to the condition of the property. It is a legal requirement for the landlord to provide you with details of the deposit scheme they are using to protect your money.

Police Registration



If a person is subject to the police registration condition, this will normally be confirmed as follows:

- For those travelling to the UK, the police registration condition will appear on their entry clearance vignette (visa).
- For those applying from within the UK, the condition will either appear as a remark on their biometric residence permit (BRP), or it may be confirmed solely in the Home Office decision letter.

Students must check their entry clearance vignette, BRP or Home Office decision letter to confirm whether they need to register with the police. If a student has not been notified of the registration requirement in these documents, they do not need to register with the police.

To register for the first time you will need the following:

- Your passport with visa
- 1 passport-sized photo

- Offer letter from ESBM
- Your BRP card (where applicable)

Once registered you will be asked to return to the Police Station to collect your Police Registration Certificate. Your Police Registration Certificate is an important document and you should keep it safe.

Opening Bank Account



Most banks will offer international students a current account, which will include a debit card that can be used to make cash withdrawals and to make payments in shops and online.

Most of UK banks located in Leicester city center are within walking distance from ESBM, to name a few: TSB Bank, Santander, Natwest, HSBC, Barclays Bank, Lloyds Bank, RBS etc.

Some accounts carry a monthly charge which although might seem like an unnecessary extra payment, it will usually cover some international bank transfers and other services that you would usually pay separately for. It is recommended that you speak to several banks before making a decision on where to open your account.

To open an account, banks usually require:

- A valid passport or national identity card
- Bank letter from ESBM
- You may also asked for your BRP

Register with the Doctor (GP)



It is advisable to register with a doctor near your residence as soon as possible after enrolling at ESBM. If your course is below 3 months you will be registered as a temporary patient, for courses over 6 months you will be registered as an NHS patient. You will need to provide proof of your educational placement from ESBM and photo ID, such as passport.

If you are from EEA/EU you should obtain a European Health Insurance Card (EHIC) before arriving in the UK, as you may be able to access treatment in the same way as a permanent resident (even if you are a short-term visitor).

If you require a doctor out of hours



For a non-urgent condition such as a sore throat, cough, cold headache or diarrhea please visit your local chemist. There are 3 Boots near ESBM within 5 minutes walk and each of the Boots store has a pharmacy.

For a serious illness that cannot wait until the surgery re-opens you are advised to call 111. A health professional at the 111 services will ask you a number of questions, they will decide if you will need to be seen by a doctor.

In an emergency



If you or someone you know is having a medical emergency (for example unconsciousness, serious injury, stopped breathing etc.) and your/their life is in danger then you will need to call the emergency services (999) and ask for an ambulance.

Living Costs in Leicester



Living costs in Leicester are generally comparable or lower than many of cities in the UK, however you will still require a minimum of £1,015 per month in order to live comfortably.

Budgeting can be difficult when you move to a new country with prices very different compared to home. It is really important that you consider your finances carefully so that you know how much you have available to spend each month and can predict if you are going to have financial difficulties.

Adapting to life in the UK



Culture is embedded deep within all of us and can produce deep emotions, sometimes where we are not expecting it!

Queuing



Some say that standing in queues is a favorite British past time! Queue etiquette can be complicated so try to observe what others are doing and follow them. In the UK we like to form orderly queues (standing in line) and wait to be dealt with e.g. boarding a bus or buying groceries at the shop. Not queuing (Queue Jumping) is frowned upon. If you do get it wrong and someone mentions it to you, it is best to apologise and find your correct place.

Punctuality/timings



Timetables for classes, tutorials and meetings with tutors are very tightly scheduled and it is important not to arrive late! Some lecturers may refuse you entry to a class if you are late and it is considered 'rude' by many. Unfortunately, this is not true for all situations, arriving 'on time' for a house party might mean the host is still busy preparing!

Greetings



When a British person greets you with “Alright?” they mean “Hello”! You can answer back with “Alright?” too. When a British asks, “How are you?” the usual response would be “fine” even if you were not. It is only really acceptable to tell someone how you are really feeling if you know him or her very well. Although lots of British people will say something like “see you later” or “see you soon” at the end of a meeting, this doesn't necessarily mean they are arranging to see you again it is just another way to say goodbye.

Talk about weather



British people like to talk about weather, a lot! It is usually a way to start a brief conversation between strangers but you will find that many meetings start with a chat about the weather (especially if the weather is bad).

Politeness



Many see the British are very polite although that is certainly not true for all. Politeness in the UK tends to involve saying “please” and “thank you”, and apologizing a lot (a Brit will often apologize if you bump into them). Not using the required “please” and “thank you” will tend to be seen as a bit rude and ungrateful so it is always best to use them.

British Behaviour



Some British people are hard to know and this is sometimes explained as being cold or reserved. Generally Brits are quite private and tend to hide emotions rather than expressing them loudly as they might do in other countries. It is quite normal for a Brit to think of you as an acquaintance for a long time even if you see each other in class every day!

Dealing with the shock of a new culture



Many international students will feel homesick at some point in their stay and the homesickness is often one of the stages of 'culture shock'. Culture shock describes the impact of moving from a familiar culture to one, which is unfamiliar. It includes the shock of a new environment, meeting lots of people and learning the ways of a different country. It includes the shock of being separated from the important people in your life, different climate, food, dress, language and having to learn new social 'rules' and behaviours.



If you think you are suffering from culture shock, there are a number of things you can do to help yourself:

- Tell yourself that what you are experiencing is normal.
- Stay in touch with home by email, text or telephone.
- Have familiar things with personal meaning around you, such as photos or ornaments.
- Try to find familiar food if you can. Eat a healthy and balanced diet.
- Learn to include a regular form of physical activity into your routine.
- Connect with a faith community is helpful to some students.
- Find activities that give you a common interest with other students.
- Maintain confidence in yourself.

Working during your studies



Working during your studies can benefit your language and employability skills, as well as help you financially. It is important to balance your work, study and social life, so we recommend that you limit your part-time work to no more than 16 hours per week (please check the limitations on your immigration permission if applicable), and remember that your course and studies should take priority.

Most international students on a course of more than 6 months are allowed to do some work whilst in the UK. There are certain restrictions on the amount and type of work you can take. You can check your visa if you have permission to work or not.

You must not engage in any business, self-employment or the provision of

services as a professional sports person or entertainer. You must not pursue a career by filling a permanent full-time vacancy.

Public Transport



Getting to Leicester and to the rest of the UK is made easy by the city's excellent rail and road connections.

Train - Leicester Railway Station is just 15 minutes' walk from ESBM.

Coach/Bus - You can take coaches from St. Margaret Bus Station to almost all UK cities and all major airports around the region. Haymarket Bus Station serves multiple bus lines covering most villages and area around Leicester.

Air- The nearest airport is East Midlands Airport (approximately 20 miles from ESBM). We can also be reached easily from Birmingham Airport, Stansted Airport, Luton Airport and Heathrow.

Cycling - Leicester is a cyclist friendly city with many dedicated cycle paths. The city centre is less than a 30-minute cycle ride from anywhere in Leicester. There are signed National Cycle Network Routes to and from the city centre. Follow NCN 6 routes from North & South. Follow NCN 63 from East & West.




Cycle racks are provided on most city centre streets, within Highcross shopping centre and in the Cultural Quarter. High security cycle parking, toilets, showers and lockers are available at the Town Hall. Secure cycle parking and changing rooms are available at Leicester rail station. Free bike maps for Leicester and Leicestershire are available at all good bike shops, Visit Leicester Information Centre, libraries and sports centres.

Leicester

A walk through Leicester city centre takes you through a myriad of shopping experiences, from small, independent businesses, to stunning flagship shopping centres, and all punctuated with scores of tantalising places to eat, drink and relax. Throughout Leicester you will discover many destinations with unique heritage, retail, leisure and cultural highlights not to be missed.

Leicester has the benefit of being a compact city with most destinations in a 20 minute radius of walking and is easily accessible by public transport, bicycle and car.

For a one-stop shop for travel information in Leicester & Leicestershire, with a journey planner that allows you to consider the different travel options available go to choosehowyoumove.co.uk.



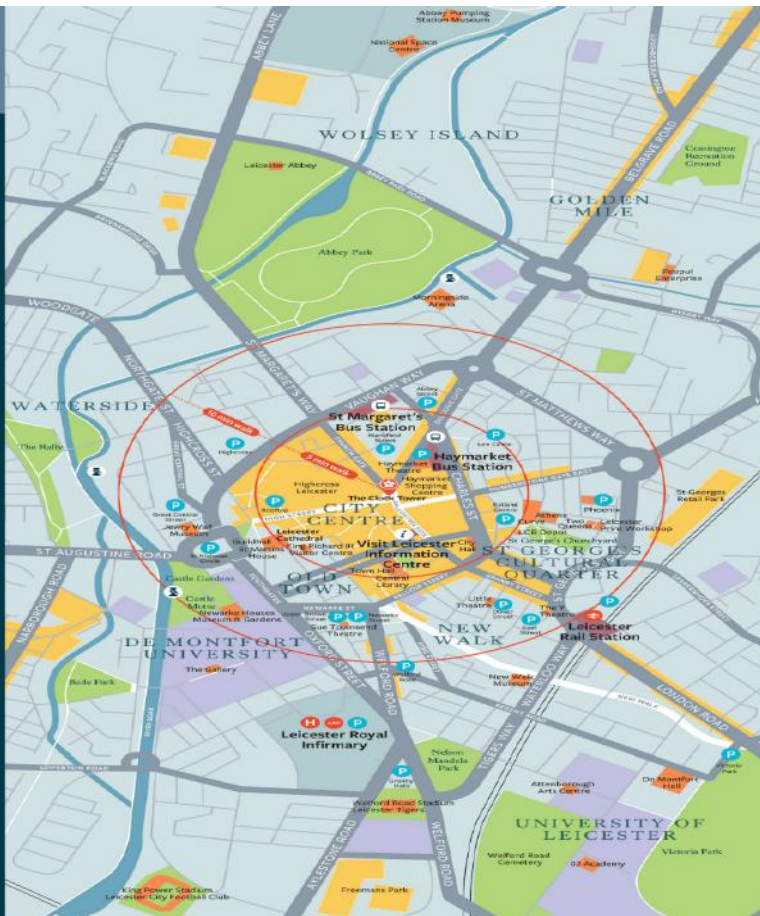
Visit Leicester Information Centre
51 Gallowtree Gate, Leicester LE1 5AD

Visit Leicester is the city's hub for information located at the top of Gallowtree Gate and Horsefair Street. Our friendly, helpful staff are on-hand to ensure you can make the most of your time in Leicester. The centre features a retail shop with a range of products and rows of brochure racks displaying the latest information of what's on in Leicester. Open every day throughout the year, except Christmas day and New Year's Day.

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