Welcome to Liverpool John Moores University (LJMU). We are a University where diversity is valued, endeavour is supported and achievement is celebrated. Throughout your degree, you will receive every encouragement to fulfil your potential while you are a student. If you have any queries about studying at the University or living in Liverpool, please don’t hesitate to speak to a member of staff either in your academic team, in the Student Administration Centres in the Libraries or in the Student Advice and Wellbeing Team.
Switchboard: 0151 231 2121
First Aid/Emergencies: 0151 231 2222
International student enquiries: 0151 231 3673 or email internationaladvice@ljmu.ac.uk
Student Engagement Team: email studentengagement@ljmu.ac.uk
Student Advice: 0151 231 3153/3154 or email studentadvice@ljmu.ac.uk
Study Support: 0151 231 3048 or email studysupport@ljmu.ac.uk
Counselling: 0151 231 3110 or email counselling@ljmu.ac.uk
Disability Team: 0151 231 3164/3165 or email disability@ljmu.ac.uk
Student Wellbeing and Mental Health: 0151 231 3579/07929 999366 or email studentwellbeing@ljmu.ac.uk
Support for care leavers, estranged students or young adult carers: 0151 231 8098 or email imagine@ljmu.ac.uk

Student Opportunities Team: 0151 231 3714 or email studentopportunities@ljmu.ac.uk
Student Administration Centres:
- Aldham Robarts Library: 0151 231 3333/4 or email aldhamrobrartstudentadmin@ljmu.ac.uk
- Avril Robarts Library: 0151 231 5805/6 or email avrilrobrartstudentadmin@ljmu.ac.uk
- IM Marsh Library: 0151 231 5432 or email immarshstudentadmin@ljmu.ac.uk
Accommodation: 0151 231 4166 or visit ljmu.ac.uk/accommodation
Computing Helpline: 0151 231 3179
World of Work Careers Centre: 0151 231 8099
Library Helpline and off campus support: 0151 231 3179
Liverpool Students’ Union: 0151 231 4900 or visit liverpoolsu.com
The University runs workshops on essay writing skills, critical thinking, exam technique, IT skills and much more. These free workshops are held throughout the academic year, and are available to all students. For more information, go to: ljmu.ac.uk/studysupport

LJMU’s Maths Resource and Support Centre (MRSC) runs workshops and support sessions for students who need extra help with maths and statistics. The Centre operates a drop-in system and also one-to-one appointments. For further details please email: studysupport@ljmu.ac.uk

Once you are enrolled at the University you can attend English language courses to help you with your academic writing and communications skills. These free workshops run throughout the academic year. For details, go to: ljmu.ac.uk/studysupport

SETTLING INTO UNIVERSITY LIFE

Now that you have completed your enrolment at LJMU you can settle down to enjoying everything that Liverpool and the University has to offer. However, it is important to remember that your status as an enrolled student at the University is dependent on you attending timetabled activities and completing all your assessments.

Student support services

Our International Student Advisers are dedicated to helping you settle into life in Liverpool and the University. They are experienced in dealing with the kinds of issues that international students may face when moving to a new country, such as visa renewal, accommodation, financial issues and the challenges that can arise when you are settling into a new home.

To contact an Adviser:
Call: 0151 231 3673
Email: internationaladvice@ljmu.ac.uk

Maths Resource and Support Centre (MRSC)

To contact an Adviser:
Call: 0151 231 3048
Email: studysupport@ljmu.ac.uk

Improving your English

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All sessions are informal, and will give you the opportunity to ask questions relevant to helping you become a more confident and effective learner.

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Email: studysupport@ljmu.ac.uk

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For further information:
Call: 0151 231 3048
Email: studysupport@ljmu.ac.uk
LJMU’s free counselling service is open to all students and is designed to help you through any personal difficulties you may be experiencing and also manage the demands and pressures of academic life.

The counselling service is open between 9am and 5pm, Monday to Friday throughout the year and offers both group workshops as well as individual counselling sessions.

In addition to appointments, LJMU also runs a ‘drop in’ service from 2pm to 3pm, Monday to Friday during Semesters.

The University’s counselling service subscribes to the British Association for Counselling and Psychotherapy (BACP) Codes and LJMU is an Organisational Member of the BACP.

For further details on the range of support available to international students with disabilities, please contact the Disability Team:

- Call: 0151 231 3164/3165
- Email: disability@ljmu.ac.uk

If you become ill or have a temporary disability while studying in the UK, emergency funding may be available in certain circumstances. Contact the Disability Team for details.

If you are planning to bring your dependants to the UK, please contact LJMU’s International Student Advisers for advice and guidance:

- Call: 0151 231 3673
- Email: internationaladvice@ljmu.ac.uk

LJMU’s counselling service is based in the Aquinas Building, adjacent to the Aldham Roberts Library. To contact the counselling team:

Call: 0151 231 3110
Email: counselling@ljmu.ac.uk
LJMU’s Spiritual Support Team offers confidential, non-judgmental pastoral care and support to students and staff of all beliefs and backgrounds.

**SPIRITUAL SUPPORT**

LJMU is required by UK Visas and Immigration (UKVI) to monitor the attendance of all Tier 4 international students studying at the University. As a Tier 4 international student you will be required to confirm your attendance at the University via monitoring exercises that take place throughout the academic year.

These include:
- **Enrolment**: You must complete the enrolment process at the start of each academic year. The deadline for completion is within 10 days of the start date for your programme.
- **Face-to-face verification**: You will be asked to attend your Faculty in person at appointed times (pre-Christmas break and pre-Spring break) to confirm that you are actively continuing on your programme and to verify that the term-time address you have given the University is still correct. You will have to sign a pre-printed form, which will include your course details, your student card photograph and your term-time address.
- **Census points**: Each month, your engagement with scheduled teaching and learning activities will be monitored through your attendance at lectures, submission of work, assessments, etc.

If you are absent for more than a week you must notify your tutors.

LJMU has a responsibility to report to UK Visas and Immigration any student who:
- Fails to enrol or complete their attendance confirmation.
- Withdraws from their programme of study.
- Has any significant changes to their circumstances.

For more information, go to: ljmu.ac.uk/spirituality or email: chaplaincy@ljmu.ac.uk

For more information, please contact the Student Advice Team:
Call: 0151 231 3109
Email: studentadvice@ljmu.ac.uk

The University has facilities for quiet meditation, prayer and contemplation in each of its three campuses: City, Mount Pleasant and IM Marsh.

The quiet spaces in Mount Pleasant, the Henry Cotton Building and IM Marsh are designed to be multi-faith. Henry Cotton also offers an additional room for Muslim prayers.

To read the International Students Attendance Policy log on to: www2.ljmu.ac.uk/student-administration/ and click on the Attendance Policy link.
Some international students who are here for six months or more are required to register with Merseyside Police upon their arrival in the UK. Please note: this depends on your nationality. You will see on your temporary Bio-metric Information Document (BID) if you need to register. If you do, it should state ‘POL REGISTRATION’. You are usually given seven days to register.

You will need to produce:

- your passport
- two passport-sized photos
- your LJMU Confirmation of Acceptance of Studies (CAS)
- details of where you are living in Liverpool (full address)
- the complete registration fee. You should have received this information at enrolment, but if you are unsure, please contact the International Student Advisors:
  Call: 0151 231 3673
  Email: internationaladvice@ljmu.ac.uk

To register with Merseyside Police you must make an appointment online here:
www.merseyside.police.uk/about-us/our-services/overseas-visitor-registration/

Your appointment to register will be at Wavertree Road Police Station, Liverpool, L7 1RJ. YOU MUST HAVE AN APPOINTMENT BEFORE ATTENDING THIS POLICE STATION.

Not sure if you need to register?

You will see on your Bio-metric Residence Permit (BRP) if you need to register.

If you do, it should state ‘POL REGISTRATION’.

Go to gov.uk/register-with-the-police for further details.

What happens after registration?

The Police will give you your ‘Police Registration Certificate’. Keep this safe and use it when you re-enter the UK or apply to renew your student visa. If you are asked to produce it, you have 48 hours to do so.

Reporting a change in circumstance after you have completed your police registration

During your studies at LJMU and while you are resident in the UK, you must report any changes of circumstances to Merseyside Police within seven days. Every time you change address, please inform your local police station within seven days of moving to your new accommodation so that they can update your Certificate.

Again you must request an appointment with Merseyside Police by booking an appointment online at:
www.merseyside.police.uk/about-us/our-services/overseas-visitor-registration/

If you have any queries about Police Registration, call 0151 777 5407. Please note: you will not be able to make an appointment over the telephone.

Changes in circumstances could include:

- Any new visa or extensions of stay granted by the Home Office.
- Change of address.
- New passport.
- Any changes to your course of study or university.
- Change of marital status.

What happens when you complete your degree/leave the UK:

You will need to return your Registration Certificate to Merseyside Police once you have completed your studies at LJMU. You will also need to state when you will be leaving the UK. Certificates should be posted to: Wavertree Road Police Station, Wavertree Road, Liverpool, L7 1RJ.
Liverpool is the perfect student city, bursting with culture, music venues, places to eat, drink, shop and socialise. The city loves football, but it also hosts world class rugby league, horse racing, tennis, sailing and golf competitions.

Five national parks are only a couple of hours drive away, and Liverpool John Lennon Airport now boasts excellent links with the rest of the UK and Europe. There are also over 2,000 acres of parkland within the city itself.

Free off-peak membership

All LJMU students are eligible for free off-peak membership to Lifestyles Fitness Centres across Liverpool. Facilities include an Olympic-sized swimming pool, tennis centre, athletics centre, squash and badminton courts, weights rooms and two golf courses.

To find out more, go to: ljmu.ac.uk/sport
Liverpool Students’ Union or LiverpoolSU is open to all LJMU students. This student-led organisation provides a range of activities for you to get involved with while you are studying at LJMU, including sports teams, clubs and societies, trips away, regular ‘meet and greets’ and welcome events.

**Course Rep scheme**

The Union’s Course Rep scheme helps ensure that students play a positive role in how their course is delivered and can influence the range of services that are available across different Faculties and campuses.

The Student Development and Activities Team help manage over 100 sports teams, clubs and societies. These groups are led by students and range from sports clubs, such as football, hockey, swimming, badminton and dance to hobbies and interest groups, including faith, politics, drama, history groups, etc. During September you will be able to try out a lot of the groups available to see what you like before signing up. You can view a list of all groups at: liverpoolsu.com/clubsandsocs

**Get involved**

Each year students elect an international student representative who has a keen interest in improving the experience for other international students. It’s their job to represent all other international students and help make positive change across University life, courses, accommodation, fees, events and activities.

The Union also holds regular ‘meet and greets’ specifically for international students. Hosted by the International Society, they are a great way to find out more about other cultures and make new friends too. For details, go to: liverpoolsu.com/groups and click on the International Society link.

**Visit amazing places**

LiverpoolSU’s ‘Let’s Try’ scheme allows students to visit some great places across the UK. Ticket prices are kept low so that all students can take part, even if they are living on a budget. The trips will take you to some exciting places. In the past, students have visited the Harry Potter Experience at Warner Bros studios in London, the UK’s most beautiful national park in the Lake District, spent a weekend in Scotland’s historic city, Edinburgh, and had the chance to visit a number of breath-taking castles. You can find out about the range of trips available by visiting: liverpoolsu.com/events

LiverpoolSU has staff in each of the LJMU campuses. To find out more about how to contact the Union, go to: liverpoolsu.com/contactus

LiverpoolSU has a base on every campus, so it doesn’t matter where you study: your Union is always close by. Student Union Hubs are based in the following University buildings.

- Mount Pleasant Campus
- City Campus
- IM Marsh campus

Email: studentsunion@ljmu.ac.uk
Call: 0151 231 4900
Web: liverpoolsu.com
Twitter: Twitter.com/LiverpoolSU
Facebook: facebook.com/LiverpoolSU
Snapchat: LiverpoolSU
Instagram: Instagram/LiverpoolSU
LIVING IN LIVERPOOL
Arts and culture

LJMU has established a range of exciting new partnerships with some of Liverpool’s world-leading cultural organisations, including the Everyman and Playhouse Theatres, Tate Liverpool and Liverpool Philharmonic Orchestra. As an LJMU student you are entitled to free and discounted tickets to all of these cultural organisations, so you can have a really great time at the theatre, art exhibitions and orchestral performances by a world-famous orchestra without having to spend too much money.

To find out more, chat to The Student Opportunities Team on campus or email studentopportunities@ljmu.ac.uk

LJMU Student Opportunities
@LJMUSTUDENTOPPS

Liverpool is a fantastic student city and no matter what you are into - art and culture, shopping or music of all genres - you’ll not be disappointed by what’s on offer.

A multi-cultural city

Liverpool is a multi-racial and multi-cultural city supporting a diverse range of religions and communities.

The two cathedrals – Anglican and Catholic – may dominate the skyline but Greek orthodox, Unitarian and numerous European churches can be found across Liverpool. The mosque at 8 Brougham Terrace was the first to be established in England and the Al Arhma mosque near the city centre can hold up to 1,000 people. Liverpool has a thriving Jewish community too, with numerous synagogues, including the Princes Road Synagogue, one of the finest buildings in the city.

The city’s China Town is the oldest in Europe and Liverpool has well established Nigerian and Somalian communities. Plus there’s a thriving Sikh community, a Hindu temple on Edge Lane and smaller but no less active Buddhist communities.

LJMU too is proud to be a multi-cultural university. Our staff and students come from over 100 countries around the world, creating a truly unique and supportive community.

LJMU values diversity and we work hard to ensure that all individuals are treated fairly, with dignity and respect, irrespective of gender, race, colour, ethnic or national origins, age, disability, sexual orientation, religion, belief or other relevant distinction.

LJMU Student Opportunities
@LJMUSTUDENTOPPS

International welcome guide

International welcome guide
Settling into Liverpool

Settling into a new city, a new culture and a new country takes time, effort and support. The good news is that there are simple things you can do that will help you adjust more easily to life in Liverpool:

- Understand that feeling homesick is normal and can affect anyone at any time.
- Keep in touch with home, by telephone, letter, email and Skype. Many telephone companies offer greatly reduced charges for international calls.
- Have familiar things around you that have personal meaning, such as photographs or ornaments.
- Find a supplier of familiar food if you can and eat a healthy and balanced diet. Contact the International Student Advisors (internationaladvice@ljmu.ac.uk) or the Students’ Union (liverpoolsu.com) for advice.
- Take regular exercise. As well as being good for your health it can be a way of meeting people. Remember: you can join Lifestyles Fitness Centres for free. For more information, go to page 12.
- Make friends with international students, whether from your own culture or from others; they will understand what you’re feeling. If possible, make friends with local students too so you can learn more about each other’s culture.
- Be prepared to take the first step and find activities which will give you a common interest with UK students. Contact the Students’ Union for more information on activities for students, go to: liverpoolsu.com
- Take advantage of all the services and support available to you at the University. This includes study skills workshops, funding advice, counselling, and much more. For details see page 4 or go to ljmu.ac.uk/studentadvice
- Contact your local church, mosque, synagogue or temple. LJMU’s Chaplaincy can put you in touch with different faith groups, see page 7 for details.
- Above all, find someone to talk to who will listen uncritically and with understanding, rather than isolating yourself. Contact LJMU’s counselling team for support (call: 0151 231 3110 or email: counselling@ljmu.ac.uk) or go to page 5 for more details.

HOST scheme

HOST UK promotes international friendship and understanding by arranging for international students studying in the UK to spend a day, weekend or Christmas in a British home. Organised in conjunction with LJMU, students are matched with suitable hosts based on common interests or professions, taking into account religious or personal preferences on food, pets and arrangements for religious observances.

For further information, please go to: hostuk.org.uk or email internationaladvice@ljmu.ac.uk

Food and leisure

Liverpool is a multicultural city and you should be able to find the food, drink or other necessities that you might need. The city offers a wide range of food shops and restaurants specialising in everything from Greek to Chinese, and Japanese to Russian food.

In addition to the large supermarkets (such as the Co-Op, Tesco, Asda, Sainsbury’s, Aldi) around Liverpool, you will find a wide range of specialist shops selling halal and kosher foods as well as Chinese supermarkets close to the city centre.

Read the Freshers’ Guide to Liverpool for recommendations on the best places to eat in Liverpool.
Homesickness and culture shock

A new country, a new city, a new home, new people. Coming to university is a life changing experience and it’s not surprising that as well as the highs of experiencing new things, many international students feel the lows too, missing friends, family and the familiar surroundings of home. It’s important to remember that everyone – even the most outgoing students – will feel homesick from time to time. Don’t be afraid to approach LJMU if you feel you are not coping. Everyone from your Personal Tutor to the University’s dedicated Student Advice and Wellbeing Team are here to help.

We are confident that you will enjoy studying at LJMU and learning more about Liverpool and UK culture, but that doesn’t mean that you won’t feel homesick at times.

Some international students also experience what is known as ‘culture shock’, caused by moving from one culture to another. This is a very normal reaction as you get used to living in a new city, the British weather and different social conventions and it usually passes very quickly as you settle into university life. You can find out more about culture shock on the following website: ukcisa.org.uk

For confidential advice and guidance please contact the Student Advice Team (internationaladvice@ljmu.ac.uk) or the Counselling Team (counselling@ljmu.ac.uk).

Personal safety

Liverpool is a safe UK city and Merseyside Police, Liverpool’s police force, produces information for international students to help you keep yourself and your belongings secure while you are living in the city. For details go to: merseyside.police.uk

However, like in any city around the world, crime does unfortunately occur. We hope that your time at LJMU will be an enjoyable and rewarding experience, but, it pays to be aware of your personal safety.

Here are some simple everyday tips to looking after yourself and staying safe and secure.

- Take care of your passport and travel documents. Make photocopies of all the pages of your passport. If you lose your passport contact the local Police and your country’s Embassy immediately.
- Don’t carry large amounts of cash around.
- Carry cash, cards and important documents in a safe place, such as an inside pocket.
- Always use licensed taxis. Black taxis can be hailed on the street. You will see it is available as it will have a yellow light saying “for hire”. Private taxis (these are ordinary cars) cannot be hailed these on the street, they must be pre-booked. Contact Liverpool Students’ Union for details on current deals with local taxi firms (liverpoolsu.com).
- Try to avoid walking by yourself late at night; walk with friends and ensure everybody gets home safely.
- Use well-lit busy roads rather than taking short cuts through wasteland or dark alleys.
- Cover up valuables when walking around, such as MP3 players/pods, expensive jewellery, mobile phones, etc.
- Don’t use cashpoints late at night. Take care when withdrawing money; use cashpoints on main streets, and check who is around you.
- Be aware of what is going on around you - avoid wearing headphones in public places.
What to do in an emergency

If you are a victim of crime or need urgent assistance from the Police, Fire Brigade or the Ambulance Service, the telephone number to call is **999**. You can dial this free of charge from your mobile (even if you have no credit), from a phone box or from any landline. You will be asked which service you require and then be put through to the relevant service by the operator.

Safety at home

Whether you are living in student halls or in private rented accommodation, there are some basic steps you can take to staying safe at home. In addition, we would strongly recommend that you take out insurance cover for all your personal belongings.

**Please make sure that:**

- You lock all outside doors and deadlock windows when you go out and when you go to bed at night.
- Smoke alarms are installed and checked regularly. These can be bought very cheaply from hardware shops and other high street retailers. Contact the Fire Service for further advice as often smoke alarms can be fitted free of charge.
- You know the location of fire exits, fire assembly points and fire-fighting equipment where you live.
- If you are going away that you tell someone you trust where you are going and when you will be back. Remember to tell your academic tutor if this means you will miss any scheduled teaching and learning activities (see attendance policy on page 8).
- If you live in a shared house, don’t assume that someone else will lock up your house and make it secure – make sure you do this yourself.
Liverpool is a very compact city. If you are living in the city centre and your programme is delivered in either the Mount Pleasant or City campuses you will be able to walk to your lectures and other classes really easily.

Liverpool also has excellent public transport services. You may be able to save money by getting a weekly/monthly or even annual travel ticket.

Further details can be found on the Mersey Travel website: merseytravel.gov.uk

Cycling

Cycling is a great and cheap way to cut through congestion and keep fit. You can take your bike for free on ferries and trains throughout Merseyside and there is cycle parking on all LJMU campuses. You can download Liverpool City Council cycle maps covering Liverpool, Knowsley, St Helens and Wirral areas from the following website: liverpool.gov.uk/parking-travel-and-roads

Citybike Liverpool has bikes for hire at stations across the city centre, including Lime Street, on Mount Pleasant outside LJMU’s John Foster Building, and St George’s Hall. Plus there are bikes for hire at the campus on Barkhill Road, Brodie Avenue (Allerton Station) and Elmswood Avenue (by Carnatic House).

You can hire a citybike for as little as £1 a day or £5 a week. Citybike is offering LJMU students a 50% discount on the cost of an annual membership, reducing it to just £25. Signing up for this great deal means that you will enjoy all the benefits of Citybike membership, including the first 30 minutes of every journey being free and access to 140+ Citybike stations across Liverpool. To sign up and for a full breakdown of rates plus a map of where you can find citybikes, go to: citybikeliverpool.co.uk

A ‘bike and go’ scheme also operates at Liverpool South Parkway rail station where you can hire bicycles for the day at cheap rates. Further details can be found at: bikeandgo.co.uk

Driving in Liverpool and the UK

If your licence was issued in the UK or the European Economic Area (EEA), it is valid for use in the UK. If it was issued outside the EEA, you can use it for a period of 12 months from your date of entry into the UK (the concession period). You will not be allowed to drive after this point unless you pass a UK driving test.

Students from the following countries – Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Faroe Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland and Zimbabwe – can exchange their licenses for a UK driving licence. For details go to the DVLA website: dvla.gov.uk

If you do not have a licence then you will need to apply for a provisional UK driving licence; forms are available in post offices.

To find out more about driving in the UK, visit the UKCISA website: ukcisa.org.uk

Remember, if you decide to drive a car or motorbike in the UK, you must have at least third party insurance cover. You will also need to have valid road tax.
Travelling around the UK and Europe

If you want to travel around Europe during your studies, you may need to apply for a visa. You should check the Embassy of the country or countries you would like to travel to, for verification of their visa requirements. The Schengen visa allows travel between 26 European countries using one single visa. Member countries are: Austria, Italy, Czech Republic, Germany, Luxembourg, Latvia, Belgium, Norway, Poland, Denmark, Portugal, Hungary, Finland, Spain, Lithuania, France, Sweden, Slovakia, Greece, Estonia, Slovenia, Iceland, Netherlands, Malta, Slovenia and Liechtenstein.

A Schengen visa allows you to travel freely within the Schengen countries for up to a maximum of 90 days within a 6 month period.

There are three types of Schengen visa:

- **Airport transit visa:** This allows you transit through the international transit area of an airport of the Schengen member state but not to exit this area before flying onto the next destination.
- **Transit visa:** This allows you to pass through the territory of one or more Schengen member states on your way to another country outside the Schengen space.
- **Short stay or travel visa:** This allows you to visit the Schengen space for up to 3 months in any 6 month period. This will be the one most applicable to students.

How to apply

Contact the Embassy or Consulate of the Schengen country in which you will be spending the most nights on your trip to the Schengen space and complete the relevant application form. If you are going to each country equally, apply to the country that you are visiting first.

**You will need to provide the following documents with your completed application form:**

- Passport.
- Evidence for the purpose of the visit, for example to attend a conference, travel plans etc.
- Proof of sufficient financial means for the period of your stay.
- Student status letter.
- Valid medical insurance details.
- One passport-sized photo endorsed per person per application.
- The relevant fee.

For more details, go to: theschengenoffice.com

This is a general list of documents you will need in order to apply for the Schengen visa. This varies between embassies so please check with the embassy of the country you will be applying to. It can be difficult to travel at the end of your studies as many countries require you to have 3-6 months leave remaining on your student visa for the UK.
CURRENCY MATTERS

Tuition fees

Remember, your annual tuition fees are payable in full on enrolment or you can choose to pay 50% upon enrolment, with the balance paid in full, four months later. The University accepts debit and credit card payments using Maestro, Visa or MasterCard. You can pay online at ljmu.ac.uk/epayments

You can also pay your fees in person using a cheque, banker’s draft, debit card or credit card, when you come to enrol at the University. Banker’s drafts and cheques should be made payable to ‘Liverpool John Moores University’.

If you have any questions about your tuition fees or need any advice about paying your tuition fees, living costs or working out a budget, please contact the Student Advice Team: studentadvice@ljmu.ac.uk

Banking and British

The Pound (£) is the central unit of currency. £1 (one pound) is divided into 100 pence; the coins in use are 1p, 2p, 5p, 20p, 50p, £1 and £2. The notes in use are £5, £10, £20 and £50. A useful currency converter tool can be found on this website: OANDA.com

What happens if you don’t pay your tuition fees

The penalties for non-payment of tuition fees are very serious. Ultimately, you will lose your place on your course and the University will inform the UK Visas and Immigration (UKVI) that you are no longer a student at LJMU.

Arrangements for sponsored students

If you are receiving sponsorship for your studies, you must have written confirmation of this, on official headed paper. If your fees are being paid for by family members this is not classified as sponsorship, you will still be classified as self-funding in this instance.

Please note:

- Sponsors must be from Her Majesty’s Government, your home government, the British Council, any international organisation, international company, University or UK Independent school.
- A financial guarantee is not a sponsorship letter.
- A sponsor letter must be written in English on formal headed paper and must state your name and applicant number. It must also confirm liability for the payment of course fees in Sterling (UK Pound) and the duration of the sponsorship.
- You will be expected to pay your tuition fees in full if your sponsor fails to make a payment.

Please note:

- Sponsors must be from Her Majesty’s Government, your home government, the British Council, any international organisation, international company, University or UK Independent school.
- A financial guarantee is not a sponsorship letter.
- A sponsor letter must be written in English on formal headed paper and must state your name and applicant number. It must also confirm liability for the payment of course fees in Sterling (UK Pound) and the duration of the sponsorship.
- You will be expected to pay your tuition fees in full if your sponsor fails to make a payment.
Opening a UK bank account

It is important that you open a bank account as soon as possible to ensure that your money is kept safely.

Normal bank opening hours are from 9.30am to 5pm, Monday to Friday, though bigger branches may open outside these hours. Some banks also offer customer services phone numbers outside these times as well. The six main high street banks - Natwest, Barclays, Lloyds TSB, Royal Bank of Scotland, Halifax and HSBC - all have branches in Liverpool city centre.

Whatever bank you choose, they will probably offer you a 'basic bank' account, which allows you to:

- Pay money directly into your bank account.
- Withdraw your money at a cash point (ATM).
- Pay bills by standing order or direct debit.
- You may also be issued with a cheque book, but again this depends on the bank.

You will need to provide documentation in order to open your account, such as:

- Identification (ID) in the form of a passport and visa (if you are a non-EU student).
- Verification of your UK and home address.
- Evidence of your student status; you can get this letter from the Student Administration Centre in your local LJMU Library.

Please check direct with your bank what documentation they will need to open your account.

When you first open your bank account, they may ask you where your funds will be coming from. Your bank may also charge for accepting payments from abroad.

Please note:

- You cannot get credit or an overdraft on a basic account.
- If you change your address it is important that you inform the bank as soon as possible.

Islamic banking

If you would like to open a bank account in accordance with Sharia principles, please check your bank’s website for details. Some mainstream banks do offer accounts that meet these principles and there are a few specialist banks that operate in accordance with them. For more details go to the British Bankers’ Association website: bba.org.uk/publications/leaflets/international-students

Money transfer

There are a number of methods you can use to transfer money:

- Traveller’s cheques: A safe and easy way of bringing money because unlike cash, you can replace traveller’s cheques if they get lost or stolen. They can also be paid directly into a UK bank account.
- Banker’s drafts/cashier’s cheque: You can buy one from your home bank and bring it with you. Only bring Sterling (UK £) drafts; they are quick to clear and free to pay into your UK bank account.
- Telegraphic bank to bank transfer: This can be the cheapest way of transferring money but you will have to wait until you have opened your UK bank account. This type of transfer can take up to four working days and there are transaction/exchange charges.
- Credit/debit card from your home country: You may be able to withdraw funds from an existing credit or debit card to pay into your UK bank account if your card is accepted in the UK. You may be charged for using your cards in the UK.
- Personal cheque from your home country bank account: This is a slow method of money transfer and you will have to wait up to 6 weeks until the cheque clears and you can withdraw the money.

If you have any questions, please contact the International Student Advisers:
Call: 0151 231 3673
Email: internationaladvice@ljmu.ac.uk
While you are enrolled as a student at LJMU it is a condition of your visa that you must be able to support yourself financially (and your family, if relevant) without having to rely on earnings from part-time work. This means that you must have the independent financial means to pay your fees plus all your living costs for the duration of your course. However, we recognise that many students want to work while they’re studying as it is an excellent way of developing language and other professional skills. So here is some advice on what you can and can’t do while you are in the UK.

Most international students are allowed to work up to 20 hours per week during their course. Your BRP stamp will tell you if there are any restrictions on you working in the UK. If you breach these conditions you may be fined, detained and/or removed from the UK.

Students from the European Economic Area
If you are a student from the European Economic Area (EEA) you do not need permission to work in the UK and there are no restrictions on the number of hours you can work. The countries of the EEA are: Austria, Belgium, Bulgaria, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, the UK plus Iceland, Liechtenstein and Norway. Swiss Nationals are not part of the EU or EEA but Swiss nationals have had similar rights to those who are members of the EEA since 2002.

Students from outside the European Economic Area
If you are a student from outside the EEA then you can usually work in the UK if your course is 6 months or more, but you need to check your BRP to see if you do have permission. Except in the case of an agreed work placement or internship organised in conjunction with the University, international students must not work for more than 20 hours per week during term-time; some students are only allowed to work 10 hours, such as those who are studying below degree level.

Remember, as an international student it is important that you

- Check your entry clearance sticker in your passport to see how many hours you are allowed to work during term-time. Except in the case of an agreed work placement or internship organised in conjunction with the University, international students must not work for more than 20 hours per week during term-time; some students are only allowed to work 10 hours.
- Do not engage in business or self-employment.
- Do not apply for or fill a permanent full-time vacancy.

You can find out more information about working in the UK, before and after your studies in UKCISA Guidance notes, which are available on this website: ukcisa.org.uk

More information about your right to work, finding a job, and applying for a work visa after your studies is available at the UKCISA website: ukcisa.org.uk
The National Minimum Wage (NMW) is a minimum amount per hour that most workers in the UK are entitled to be paid. Different rates apply depending on your age.

To find out the current NMW, go to: [gov.uk/national-minimum-wage-rates](https://www.gov.uk/national-minimum-wage-rates)

Council tax is set by local authorities in the UK to help pay for services such as the Police, Fire Brigade and rubbish collection. To be eligible for Council Tax Exemption you must be on a full-time course for a period of more than 24 weeks. Your eligibility will also depend on who you live with. Council tax exemption forms can be obtained from the Student Administration Centres in the Libraries.

For more details about council tax, go to: [ukcisa.org.uk/information-Advice/Fees-And-Money/Council-tax](https://www.ukcisa.org.uk/information-Advice/Fees-And-Money/Council-tax)

Everyone who works in the UK needs to have a national insurance number, including international and EU students who want to work part-time during their studies. It is a unique personal reference number that is used to collect your national insurance contributions.

To get a national insurance number you must be actively looking for or started work already. You then need to call the National Insurance Number Helpline (0345 600 0643) to speak to an advisor who will take you through an application form over the telephone. The Helpline is open between 8am and 6pm. You will then receive a letter inviting you to attend an appointment in a local job centre.

You will need to bring the following documents with you to this meeting:
- Your passport.
- Evidence of where you live (such as a tenancy agreement, or letters addressed to you).
- Your LJMU student ID card.
- Evidence that you are working (such as an employment contract) or evidence that you are looking for work (such as letters from employers or if you have registered with employment agencies).

Please contact The International Student Advisers if you have any questions:
Call: 0151 231 3673
Email: internationaladvice@ljmu.ac.uk
Most migrants plus their accompanying dependants who come to the UK for a stay of more than 6 months will be required to pay the Immigration Health Surcharge (IHS) as part of their visa application. The IHS is £150 per student and each dependant for every year of their degree. This entitles you to use free health services under the National Health Service, although you may be required to pay for some services such as prescriptions and dental treatment.

Please note: You can’t ‘opt out’ of paying the IHS even if you have private medical insurance.

For further information please go to the UKCISA website: ukcisa.org.uk

If you have any questions, about healthcare services and charges in the UK, please email: internationaladvice@ljmu.ac.uk

Health insurance

However long your course, it is recommended that you obtain additional health insurance prior to travelling to the UK. For further information, go to: gov.uk

Your policy should cover medical costs plus any additional possible costs resulting from illness (such as lost fees if you are unable to complete your course, and the cost of returning to your home country for treatment).

Please check that your health insurance covers any pre-existing medical conditions as you are likely not to be covered under the NHS.

Registering with a doctor in Liverpool

You are advised to register with a doctor as soon as possible after you arrive in Liverpool. Don’t wait until you are ill. By registering you can get an appointment and urgent treatment when you need it. Once you are in Liverpool, you can find a GP in your local neighbourhood by visiting: www.nhs.uk

If you have any queries about how to register, please contact the International Student Advisors:

Email: internationaladvice@ljmu.ac.uk

Prescription charges

If your doctor prescribes you medicine you will usually have to pay a prescription charge (£8.60 from April 2017). If you are receiving ongoing treatment it may be worth your while getting a Prescription Payment Certificate, which costs £29.10 for three months and £104.00 for 12 months. The Certificate covers all prescription charges during that period.

Dental treatment

You must pay for the cost of any dental treatment you receive in the UK. The cost varies depending on whether you are registered with an NHS or a private dentist. Dental treatment can be very expensive, so you should check the cost before embarking on any course of treatment.
It is really important that you check your BRP and make sure that all the information on it is correct. If you notice any mistakes, contact International Advice as soon as possible:

internationaladvice@ljmu.ac.uk

Your BRP expiry date should give you enough time to finish your studies at LJMU. Students on both undergraduate and taught postgraduate degree programmes lasting 12 months or more are given an additional four months on their BRP after the completion date for their course. For example, if your course is due to finish in May 2019, you should have a BRP until September 2019.

Bio-Metric Residence Permit (BRP) Collection

If you apply for your visa overseas, you must collect your Biometrics Residence Permit (or BRP) from a designated post office in the UK within 10 days of your arrival in the country.

Your temporary visa, known as a Biometric Immigration Document (or BID), will be valid for up to 30 days prior to the start date for your course (or 7 days before your intended date of travel, whichever is later) and you should use this to travel to the UK.

You can specify the post office that your visa will be delivered to by either completing the field for the postcode of your residential address, or that of the University (also known as your ‘sponsor address’). Please note: LJMU will not take delivery of your BRP; this will be sent to the designated post office.

If you do not travel to the UK within the 30 days specified on your temporary visa, you will have to apply for a new BID and you will need to pay for this.

If you have any questions about your BRP collection, please contact the International Advice Team on internationaladvice@ljmu.ac.uk

Applying to extend your BRP

In order to apply for the Tier 4 visa you must obtain points for having:

- Confirmation of Acceptance of Studies (CAS) – 30 points – your CAS is issued by LJMU.
- Sufficient money to cover your tuition fees and living costs (or evidence of official sponsorship) - 10 points.

Applying online: You must apply to extend before your current BRP expires. All Tier 4 in-country extension applications and out-of-country applications must now be made online. Applications for dependants applying alongside the main applicant as well as separately should also complete the relevant online application.

Due to new academic progression rules that came into force during 2016, it is only possible for Tier 4 (General) students to apply to extend their visa in the UK in certain circumstances. Please contact the International Student Advice Team (internationaladvice@ljmu.ac.uk) for further information.

Please note:

- Your application date is the day you submit and pay for your application.
- You must apply before your current BRP expires, although you are given further time in which to post your documents to UK Visas and Immigration or attend your appointment if you are going in person.

Points-Based System: Workshops

We advise all students to enrol on a Tier 4 (General) Visa workshop before submitting their applications to ensure that they are correct. It is really important to do this as you could face having your visa application refused if you do not submit the correct documents.

You will receive emails about these workshops and how to book onto a place.

If you require an ATAS (NVQ Level 7 or above), you should apply as soon as possible. For further information go to: www.gov.uk
Remember, you may face severe consequences if you overstay and do not get a BRP extension in time.

For confidential advice and guidance, please contact LJMU’s International Advisors:

Call: 0151 231 3673
Email: internationaladvice@ljmu.ac.uk

Information for sponsored students

If you are being sponsored, you must provide a letter from your official financial sponsor to show details of your sponsorship. If you have dependents with you, the letter must also mention this.

To check what qualifies as an official financial sponsor, read the relevant section of the Tier 4 Policy Guidance:


If you are only being partially sponsored, for example, to cover your tuition fees, you must be able to prove you have sufficient funds to meet UKVI funding requirements for a Tier 4 application.

Monetary requirements

If you are a self-sponsored (or partially sponsored) student, you will need to be able to demonstrate you have enough money in your (or your parent’s) bank account in order to make a successful Tier 4 application.

Maintenance fees for living costs for the main applicant are £1,015 per month, which is capped at 9 months. So if you are coming to study for a course of 9 months or more, you will need to demonstrate you have £9,135 (£1,015 x 9) plus your full first year’s tuition fee. If you have paid any of your tuition fees to LJMU, and this is either written on your CAS or on an official receipt, you can deduct this from your bank account.

Dependents

If you are eligible to bring dependents with you, you must be able to show you have £680 per dependent per month for their living costs for a maximum of 9 months (£6,120).

The money needs to be held in your account for a minimum of 28 days. The financial evidence you use should be no more than 31 days old at the time you apply.

You can use your parent’s bank statements. If you do, you must also show your original birth certificate (officially translated if it’s not in English) along with a letter of support from your parents to say they are supporting you via their funds.
USEFUL CONTACT NUMBERS

LIVERPOOL JOHN MOORES UNIVERSITY
Switchboard: 0151 231 2121
Liverpool Students Union: 0151 231 4900
Accommodation Office: 0151 231 4166
International Student Advice: 0151 231 3873/3162
International Admissions Team: 0151 231 3522/3172
LJMU Security: 0151 231 2222

EXTERNAL NUMBERS

AND WEBSITES

Emergency (ambulance, police, fire brigade): 999 or 112 (freephone number from landline and mobile phones)
Police - non-emergency number: 101 (only use this number to report crime and other concerns that do not require an emergency response. Always call 999 when its an emergency)
UK Visas and Immigration: www.gov.uk/visas-immigration
British Council: britishcouncil.org
Host UK: hostuk.org (a voluntary organisation which organises short holidays and weekend visits with British families)

International Students House:
ish.org.uk
Street Map:
streetmap.co.uk (locations using postcodes)

UKCISA (Council for International Education):
Helpline number 0207 1079922, call between 1pm and 4pm, Monday to Friday ukcisa.org.uk

PLACES OF WORSHIP

ANGLICAN
- St James Church, Corner of Upper Parliament Street and Park Road, Liverpool L8. Tel: 0151 708 8559
- St Brides Church, Corner of Percy Street and Catharine Street, Liverpool L8
  Tel: 070322 534 900
- BAHAI, 3-5 Langdale Road, Off Smithdown Road / Ullet Road Junction, Liverpool L15 3LA
  Tel: 07989029172
  bahai.org

BUDDHIST
- Duldzin Buddhist Centre, 25 Aigburth Drive, Liverpool L17
  Tel: 0151 726 8900
  meditationinliverpool.org.uk

EVANGELICAL, GOSPEL AND PENTECOSTAL
- Frontline Evangelical Church, Corner of Lawrence Road and Wellington Road, Liverpool L15
  Tel: 0151 733 3373
  frontline.org.uk
- Deeper Christian Life Ministries, Solway Street East (off Lodge Lane), Toxteth, Liverpool L8 0TY
  Tel: 0151 709 6245
  deeplifeliverpool.org.uk
- Grace Family Church, 216-220 Aigburth Road, Liverpool L19 3QG
  Tel: 0151 728 9870
  gfc-liverpool.org
- Chinese Gospel Church, 11 Great George Square, Liverpool L1
  Tel: 0151 709 9543
  templeofpraise.org.uk

GREEK ORTHODOX
- Church of St Nicholas, 3 Berkley Street, Liverpool L8
  Tel: 0151 709 9543,

HINDU
- Hindu Centre, 253 Edge Lane, Liverpool L7 2PH
  Tel: 0151 263 7965

JEWISH
- Childwall Hebrew Congregation, Dunabin Road, Liverpool L15
  Tel: 0151 722 2079
- Liverpool Old Hebrew Congregation, Princes Road Synagogue, Liverpool L8
  Tel: 0151 709 3431
- Merseyside Jewish Community
  liverpooljewish.co.uk

GERMAN CHURCH
- German Church of Liverpool, Canning St and Bedford St, Liverpool L8
  Tel: 0151 677 2024

METHODOIST
- Princes Park, Methodist Church, Beaconsfield Street, Liverpool L8
  Tel: 0151 727 2035
  liverpoolfirstumc.org

MUSLIM
- Liverpool Al-Rahma Mosque, 29-31 Hatherly Street, Liverpool L8
  Tel: 0151 709 2560
  liverpoolmuslimsociety.org.uk
- Liverpool Mosque and Islamic Institute, 8 Crandon Avenue, Liverpool L8
  Tel: 0151 734 1222

QUAKER
- Quaker Meeting House, 22 School Lane, Liverpool L1
  Tel: 0151 709 6957
  liverpoolquakers.org.uk

ROMAN CATHOLIC
- Philip Neri Church, Philip Neri House, 30 Catharine Street, Liverpool L8
  Tel: 0151 709 3858

SIKH
- Guru Nanak Gurdwara and Sikh Community Centre, 16 Wellington Avenue, Liverpool L15
  Tel: 0151 327 6710
Website:
ljmu.ac.uk/international

Student Administration Centres:
Aldham Robarts Library: 0151 231 3333
Avril Robarts Library: 0151 231 5805
IM Marsh Library: 0151 231 5432

International welcome guide

2017/2018

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