Welcome to the University of Liverpool!

Thank you for choosing the University of Liverpool for your Study Abroad experience!

This handbook is your guide while studying with us here at the University. Please read it carefully for information regarding all stages of your Study Abroad journey from start to finish.

The Study Abroad team are here to help and we look forward to meeting you in Liverpool for what we hope is a valuable and rewarding time for you. Study Abroad does not end once you leave Liverpool, it is something that impacts your whole life – and we will be here to help every step of the way!

If you have any questions after reading this guide, please get in touch at erasmus@liv.ac.uk

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Sarah Husain, Head of Study Abroad
The Study Abroad Team

Aimee Campbell
Study Abroad Coordinator (Inbound)

Rich Dunning
Deputy Head of Study Abroad

Sally Gascoigne
Study Abroad Manager (Inbound)

Hannah Lewis
Study Abroad Assistant

All of the Study Abroad team have studied and worked abroad before ourselves. We look forward to welcoming you to Liverpool for your own Study Abroad adventure! We will meet you in your first week at Liverpool and will be here to support you throughout the semester.

Contact Us

By Email
erasmus@liv.ac.uk

By Phone
Mon-Fri 9am-5pm
+44(0)151-794-6982

By Mail
International Recruitment, Relations and Study Abroad Marketing & Communications Department
University of Liverpool
1st Floor Foundation Building
Brownlow Hill
Liverpool
L69 7ZX
United Kingdom

Visit Us
We hold drop in sessions in ‘The Street’, University Guild of Students, Monday & Wednesday 2-3pm. Come along to say hello and ask us your questions.

Meet us in the “Street” area of the Guild

@livuniandabroad  @uolstudyabroad
Part One: Before arriving in Liverpool

University Accommodation

The University Halls of Accommodation are a safe and fun way to spend your time in Liverpool. In the Study Abroad Village you will live with other international students as well as University of Liverpool home students who will study abroad this year or have just returned. Take a virtual tour of the University halls here on the Virtual Tour: https://www.liverpool.ac.uk/virtual-open-day/?/liverpool-campus/accommodation

If you are staying for the full academic year, you are guaranteed a place in any University of Liverpool Halls of Residence. If you wish to take up your place, apply via Liverpool Life.

If you are staying for Semester 1 only, you can apply for one of the rooms available in the Study Abroad Village (Tudor Close & Melville Grove). You should apply as early as you are able to secure your place.

If you are staying for Semester 2 only, you are guaranteed a place in on-campus University accommodation. Where possible you will be placed in the Study Abroad Village. If you wish to take up your place, apply via Liverpool Life.

How do I apply?

After you formally accept your offer to study with us you will be able to apply for University Accommodation via the Accommodation Portal, accessed through on your Liverpool Life account. You will need your University of Liverpool PIN to login to Liverpool Life; this is sent to you centrally from the University via email.

After receiving an Accommodation offer you must accept or decline within 7 days.

Other details

- If you have other arrangements please decline the accommodation offer.
- At the end of your stay, the security deposit will be refunded to the same bank account you used to pay after the room has been inspected.
- You are not permitted to bring your own bedding. You can pre-order pillows and bedding at the halls or buy from the many shops in Liverpool
- Consult with the Accommodation team to find out when you can check in. If arriving before check in, you may need to book overnight accommodation elsewhere.

Private Sector Accommodation

Some students choose to arrange their own accommodation in Liverpool. The University is not able to recommend individual agencies. You should ensure that your accommodation is a.) registered with Liverpool Student Homes or b.) the Liverpool City Council scheme CLASS. Make sure to read all documentation carefully before agreeing to your contract and we recommend viewing a potential room before you sign.
Planning your arrival in Liverpool: Checklist

Booking travel to Liverpool

☐ Plan your travel so that you arrive in Liverpool at least the weekend before the start of term (Sept Semester 1, January Semester 2). Do not book your transport until you have received an offer letter from us and accepted.

Passport & Immigration

☐ Is your passport/ID card in date for the duration of your stay with us? Your passport should be the same as the one you applied with.

☐ Some students coming from outside the EU will need to apply for a short term study visa before arriving in the UK.

☐ It is your responsibility to ensure you enter the UK on the correct visa. For more information visit UKVI: https://www.gov.uk/government/organisations/uk-visas-and-immigration

Money matters

☐ You must ensure you have enough money to cover your expenses while living in the UK. The good news is that Liverpool is a cheaper place to live than many other cities! Find out more about the cost of living in Liverpool here: https://www.liverpool.ac.uk/study/international/tuition-fees-and-scholarships/living-costs/

☐ This is not an exhaustive list – don’t forget that you may wish to travel to other locations besides Liverpool, eat out, buy clothes and souvenirs.

☐ Remember to bring some cash sterling with you for the first few days. You can withdraw from most cash machines using a Visa or Mastercard; consult your bank before studying abroad.

☐ If coming for a full year you may wish to open a bank account. You can request a letter via Liverpool Life for this purpose and take it along with your ID to the UK bank.

Travel insurance

☐ Before leaving your home country we strongly advise you take out contents and health insurance to protect your belongings from theft or damage while abroad and ensure you are adequately covered for healthcare. Your home study abroad office may be able to advise on this issue.

Important documents

☐ Remember to bring with you important documents such as your passport, offer letter and Handbook.

What to pack

☐ The weather in Liverpool is famously unreliable! Don’t forget to pack for all weathers from sunshine to rain.

☐ You have a brilliant range of stores in Liverpool to buy everything from clothes to food. However if you have a favourite product from home that you know is unique, you may wish to pack it.

☐ Remember to bring enough of your prescription medicines if applicable as medicines may vary here in the UK.
How to get to Liverpool

Once you have booked your travel, ensure you know how to get to your accommodation from the airport.

Travelling from the airport

**From Liverpool John Lennon:**

- There are regular buses leaving from outside the arrivals hall which take you to the Liverpool One shopping centre (passing the University campus). **You will need to buy the ticket on the bus, in cash.** For more information see here: [https://www.liverpoolairport.com/transport/bus/](https://www.liverpoolairport.com/transport/bus/)
- A taxi from Liverpool airport will cost between £25-30. There is a taxi queue outside the arrivals hall.

**From Manchester Airport:**

- If arriving in Semester One, you have the option of the University’s *Meet And Greet* service. For more information and bookings see here: [https://www.liverpool.ac.uk/study/international/coming-to-liverpool/meet-and-greet/](https://www.liverpool.ac.uk/study/international/coming-to-liverpool/meet-and-greet/)
- By train: there are direct trains from Manchester airport to Liverpool Lime St. Consult [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for times and bookings
- You can also take a coach from Manchester Airport to Liverpool One, for times and bookings consult [www.nationalexpress.com](http://www.nationalexpress.com)

**From London airports**

- We do not advise that you arrive to London as it can be complex and expensive to reach Liverpool. Your options will be to take a plane, train or bus; consult the website of your London airport for more details of how to reach Liverpool.
Part Two: Arrival and Life in Liverpool

Welcome Week (September)

You will receive the Welcome Guide via email prior to your arrival and a print copy at Orientation. Please read it carefully for details of events and administration required during the first week.

September’s Welcome Week is an opportunity for Semester One and Full Year students to explore the University and get to know the campus, staff and students. You will be sent an introduction to Welcome Week from the Study Abroad Team listing events for Study Abroad students; we hope to see you at these events.

Students arriving in Semester Two will also be invited to a series of events and meetings during the first week of term.

Important: You must begin the 9 step registration process on Liverpool Life before arriving in Liverpool. The final step is to be completed in Liverpool, where you complete registration from a University computer or campus wifi.

Academics

During the first two weeks only of the semester, you have the opportunity to change your modules. Details of how to do this are listed in the Welcome Guide. Note: You only have one week in which to change modules of 7.5 credits.

Your timetable will be available on your Liverpool Life account which you must consult for class times and locations.

Assessment for modules can be a mixture of coursework and examinations as established by the professor. Check the exam timetables for assessment dates: https://www.liverpool.ac.uk/student-administration/exams/

If you cannot complete coursework or an exam because of mitigating circumstances you must consult the department immediately. They will advise you what steps to take next (see page 11 for more). If the reason for absence is medical you must provide a doctor’s note.

Academic Integrity is held to utmost importance at the University:

Academic Integrity encompasses the expectation that students will not cheat in assessments nor deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in each student’s intellectual and professional development and in their successful transition to graduate employment and future careers. Students who embrace academic integrity understand that they must produce their own work, acknowledging explicitly any material that has been included from other sources or legitimate collaboration, and to present their own findings, conclusions or data based on appropriate and ethical practice. For the full policy on Academic Integrity please see:

http://www.liverpool.ac.uk/tqsd/code-of-practice-on-assessment/

Important: Visit https://register.liverpool.ac.uk to register on the University’s computer network, and access VITAL, where many professors post lecture notes.

Visit https://register.liverpool.ac.uk to register on the University’s computer network, and access VITAL, where many professors post lecture notes.
Health and Wellbeing

Whilst in Liverpool it is important to be proactive in taking care of your health and wellbeing. Studying Abroad is a fantastic experience but often a very busy one! In between studying, socialising, travelling and having fun it is important to take care of your health by:

- Ensuring you get enough sleep and rest
- Maintaining a healthy diet
- Wearing appropriate clothing, especially if you come from a warmer climate
- Bringing with you enough medicines if you require a prescription. You will be able to get prescription medicine from a UK doctor here BUT you cannot always get like for like.

However, even if you take the above precautions you may feel unwell in Liverpool. If so, there are plenty of services both within the University and in the city to help you feel better as soon as possible.

Register with a GP

You are advised to register with a local GP to ensure access to full medical care and 24 hour emergency care. To do so, visit the GP surgery of choice and ask to register. There is a GP surgery on campus, next to the University Guild.

If you are from the EU, you must bring your European Health Insurance card with you to get free NHS treatment. This does not cover emergency transport back to your home country, you must have travel insurance to cover this.

Remember to visit your optician or dentist before coming to Liverpool as these services are very expensive in the UK.

Pharmacies

Pharmacies in the UK are able to diagnose minor illnesses and advise about treatment, saving a visit to the GP. There are many pharmacies in Liverpool and you can buy medicines over the counter. For other medicines you will need a prescription from a GP and collect the medicine from the pharmacy.

Sexual Health

You can access free local sexual health services including contraception, testing and treatment while in Liverpool. Ask at the Student Health Centre (next to the Guild) or visit www.nhs.co.uk/sexualhealth

Health Services at the University

In addition to the Health Centre on campus, there are other health services. The Counselling and Disability Services, located in Student Services, offer support including a free counselling services and advice.
Life in Liverpool

Settling in

Arriving to study in a new country can be an exciting but occasionally challenging experience. It is normal to encounter ‘culture shock’ during your stay.

When moving to a new country with its own customs, food and weather that are different to your home environment you may feel some highs and lows and especially a little homesick.

The best thing to do if you start to feel culture shock is to talk about it! It is likely that your friends and classmates are feeling the same way and it would reassure you to discuss it with them. It also helps to stay busy in Liverpool; whether by exploring your hobbies here in Liverpool and staying active, or joining a student society to try something new.

All of the Study Abroad team have worked or studied abroad in the past and know what culture shock can feel like. If you would like more advice, contact us or visit us at a drop in session.

Enjoying your free time

To see another side of Liverpool you could join a student society, make friends through your course, join a local club or even travel further afield. Liverpool is a fantastic city for arts, culture and nightlife with lots to do. Blogs such as Independent Liverpool (run by University alumni!) showcase up and coming events.

Working whilst in the UK

If able you may wish to work while in Liverpool, to socialise and earn some extra money.

All students from EEA and Switzerland can work while studying in the UK.

- We recommend you work no more than 15 hours per week to allow time for studies.

Non-EU students with Tier 4 visas can work part time:

- 20 hours per week during the academic year
- Full time in vacation period

Students who do not meet the above criteria are not entitled to work in the UK.

The penalties for working illegally in the UK are very severe, including imprisonment and deportation!

For more information on working while studying, consult HMRC and/or the Liverpool Careers Service (University Square)
Student Services & Facilities

There is an extensive range of services and facilities available to you throughout your experience with us.

Libraries

The two major libraries are the Sydney Jones (Humanities and Social Sciences) and the Harold Cohen (Science, Engineering and Medicine). Find out more about using the library services here: https://www.liverpool.ac.uk/library/

Liverpool Guild of Students

Voted the UK’s best Student Union 2016 by the National Union of Students, the Guild offers fantastic events, activities and a central complex of bars and meeting spaces, as well as of course the many student societies to meet every interest. Join a student society whilst in Liverpool to make friends and maybe discover a new interest!

Sports Facilities

The University’s multi-million pound Sports Centre development on campus offers a range of sports, classes and gym facilities to enjoy during your stay, for excellent value. See more here: https://www.liverpool.ac.uk/sports/

International Advice and Guidance

The IAG support international students with all matters from welfare to immigration questions. You can find them here: https://www.liverpool.ac.uk/studentsupport/international/

Student Services offices

Student Services are located in the Alsop Building on Brownlow Hill and are able to help you with all matters ranging from financial and wellbeing, to counselling services and careers advice. They are open Monday-Friday 9am-5pm.

The Guild’s Give it a Go campaign offers events and activities for you to join in on without being a member of any society: http://www.liverpoolguild.org/giag
Part Three: Returning home

Administration, Transcripts and Academic Matters

At the end of the semester you will cease to be registered as a University of Liverpool student and your ID card will expire.

Signing important documents

If your home university requires you to have any documents signed before leaving, you must make an appointment with the Study Abroad Team or visit us at one of the drop ins (Monday & Wednesday 2-3pm, the Guild “Street”).

Receiving your transcript

You will first receive an email from the Student Administration and Support Office to tell you your marks (grades). Your original paper transcript will be mailed to your home university Study Abroad office by DHL mail services. The original is sent approximately 2 months after you receive the email with your grades.

Liverpool Grading System

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<th>British University Classification</th>
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<tr>
<td>70-100</td>
<td>First Class Degree</td>
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<tr>
<td>60-69</td>
<td>2:1 – Upper Second Class</td>
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<tr>
<td>50-59</td>
<td>2:2 – Lower Second Class</td>
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<tr>
<td>45-49</td>
<td>Third Class</td>
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<tr>
<td>40-44</td>
<td>Pass Degree*</td>
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<tr>
<td>0-39</td>
<td>Fail</td>
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* Passed the minimum for graduation but did not achieve honours.

Resitting exams

If you fail an exam at Level 4 or 5 (code 100 or 200) you can resit the exam in August or September.

If you fail a module at Level 6 or higher (code 300 and above) you cannot resit the exam.

EU students must return to the University of Liverpool to resit exams.

Students from outside the EU may resit the exam on their home campus. You must contact the Study Abroad Team with your name and ID number, module for resit and address for the exam pack to be sent to. There is a fee and deadline for this service.

If you wish to resit an exam you must contact the Study Abroad team as soon as possible at erasmus@liv.ac.uk and consult the web page: https://www.liverpool.ac.uk/student-administration/exams/results/resits/
At your home university

The University of Liverpool looks forward to welcoming your peers for future Study Abroad experiences. If you enjoyed your experience, please do tell your friends and classmates at home.

We regularly visit our international partners’ Study Abroad fairs and you would be invited to join us to tell others about your Liverpool experience. As well as motivating future study abroad students, it is great CV experience!

Returning to Liverpool for Postgraduate Study

The University of Liverpool welcomes hundreds of international students every year for Postgraduate (PG) studies. If you have enjoyed your studies and would like to return for PG study we would be delighted to welcome you.

You can consult our postgraduate pages to see courses we offer: www.liverpool.ac.uk/study/postgraduate

We also have a campus in London offering PG courses in Business, Design and more, in the centre of the business district in one of the world’s leading cities. For more information visit the University of Liverpool in London website: https://www.liverpool.ac.uk/london/

If you would like to hear more about postgraduate study in Liverpool, we would love to hear from you!
What to do if...

I have a question about University accommodation.

If you are on campus you could speak to the Accommodation team in their office on Crown Place, or to your accommodation’s Resident Advisor.

If you are not yet in Liverpool you can contact the Accommodation team at accommodation@liv.ac.uk and find out more at https://www.liverpool.ac.uk/accommodation/contact/

I would like to change my module choices.

You are able to change your module choices in the first two weeks of study at Liverpool. Your Welcome Week Guide explains how to change your modules.

I have a timetable clash.

You should have selected a minimum of 90 credits in your application. If any classes clash you will be allocated to another course from your selection that does not clash. You will receive more information about timetabling in Welcome Week.

I am worried about one of my courses.

For academic issues you should first speak to the professor of the course who may be able to help. You can then speak to the Academic Study Abroad Coordinator of the department concerned, or contact the Study Abroad team who can advise you.

I would like to meet more University of Liverpool students.

There are lots of ways to socialise on campus. Join a student society, participate in the Guild’s Give it A Go activities, or come along to Global Connect to help Liverpool students who are going to study in your home university!

I am planning a trip abroad.

Liverpool is a well connected airport with lots of routes into Europe. Come along to the Study Abroad team’s Travel Workshops in Welcome Week and learn how to plan a weekend trip safely and have the most fun!

I am thinking of leaving early and going home.

The Study Abroad Team is here to help you access the support and assistance you need to get the most from your semester with us. If you are encountering problems and are thinking of going home please contact us immediately.

I am feeling unwell.

For minor illnesses and ailments you can visit a pharmacy and buy over the counter medicines. For other illnesses visit a GP or Walk in Service – learn more on page 8 and from Orientation

I have a personal issue and don’t know who to talk to.

Please contact the Study Abroad team, by phone email or at a drop in. We will handle your matter sensitively and help you reach the correct support on campus.
I need to have a document signed for my home university.

Visit the Study Abroad drop in sessions, Monday & Wednesday 2-3pm, and bring the document with you.

I have had a great experience and want to share it.

We want to hear about it! Send us your photos, stories and media to erasmus@liv.ac.uk for the chance to be featured on our online media and newsletter.

I want to make my Study Abroad experience last longer!

The good news is that the benefits of studying abroad at Liverpool last a lifetime! On your home campus you can promote study abroad by attending your institution’s study abroad fair and even join a representative from our team there. If you have had a great time with us and want to come back, why not consider Postgraduate study. Learn more on our website https://www.liverpool.ac.uk/study/international/programmes/
## University of Liverpool contacts

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<th>Study Abroad Team (SAT)</th>
<th>UK Emergency number: Police, Fire Service and Hospitals: 999 Non-emergency number: 101</th>
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<tr>
<td><strong>T:</strong> +44 (0) 151 794 6982/795 5508 <strong>E:</strong> <a href="mailto:erasmus@liverpool.ac.uk">erasmus@liverpool.ac.uk</a>/ <a href="mailto:saenq@liv.ac.uk">saenq@liv.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpool.ac.uk/inboundexchange">www.liverpool.ac.uk/inboundexchange</a></td>
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<th>International Advice and Guidance team (visa advice)</th>
<th>Accommodation Office (University accommodation)</th>
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<td><strong>T:</strong> +44 (0) 151 794 5863 <strong>E:</strong> <a href="mailto:iagteam@liverpool.ac.uk">iagteam@liverpool.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpool.ac.uk/studentsupport/ist">www.liverpool.ac.uk/studentsupport/ist</a></td>
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<td><strong>T:</strong> +44 (0) 151 795 0377 <strong>E:</strong> <a href="mailto:accommodation@liverpool.ac.uk">accommodation@liverpool.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpool.ac.uk/accommodation">www.liverpool.ac.uk/accommodation</a></td>
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<th>Student Administration &amp; Support</th>
<th>Liverpool Student Homes (Private accommodation)</th>
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<td><strong>T:</strong> +44 (0) 151 794 6759 <strong>E:</strong> <a href="mailto:studentenq@liverpool.ac.uk">studentenq@liverpool.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpool.ac.uk/sas">www.liverpool.ac.uk/sas</a></td>
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<tr>
<td><strong>T:</strong> +44(0) 151 794 3296 <strong>E:</strong> <a href="mailto:lsh@liverpool.ac.uk">lsh@liverpool.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpoolstudenthomes.org/Accommodation">http://www.liverpoolstudenthomes.org/Accommodation</a></td>
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<th>Disability Support Team (DST)</th>
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<td><strong>T:</strong> +44 (0) 151 794 6868 <strong>E:</strong> <a href="mailto:recept01@liv.ac.uk">recept01@liv.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpoolguild.org/">http://www.liverpoolguild.org/</a></td>
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<td><strong>T:</strong> 0044 (0) 151 707 1089 <strong>E:</strong> <a href="mailto:disteam@liverpool.ac.uk">disteam@liverpool.ac.uk</a> <strong>Web:</strong> <a href="http://www.liverpool.ac.uk/studentsupport/disability/">http://www.liverpool.ac.uk/studentsupport/disability/</a></td>
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## Temporary accommodation

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<th>Liverpool International Inn</th>
<th>YHA Hostel</th>
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<tr>
<td><strong>T:</strong> +44 (0) 151 709 8135 <strong>E:</strong> See <code>Contact Us</code> on website <strong>Web:</strong> <a href="http://www.internationalinn.co.uk">www.internationalinn.co.uk</a></td>
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<tr>
<td><strong>T:</strong> +44 (0)870 770 5924 <strong>E:</strong> <a href="mailto:liverpool@yha.org.uk">liverpool@yha.org.uk</a> <strong>W:</strong> <a href="http://www.yha.org.uk">www.yha.org.uk</a></td>
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<tr>
<td><strong>T:</strong> +44 (0)151 7095570 <strong>E:</strong> <a href="mailto:Liverpool@hattersgroup.com">Liverpool@hattersgroup.com</a> <strong>Web:</strong> <a href="http://hattershostels.com/liverpool-hostel/">http://hattershostels.com/liverpool-hostel/</a></td>
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<td><strong>Web:</strong> <a href="http://www.visitlondon.com">www.visitlondon.com</a></td>
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<th>UK Student Life (Cultural information about the UK)</th>
<th>International Students’ House</th>
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<tr>
<td><strong>T:</strong> +44 (0)20 7631 8300 <strong>E:</strong> <a href="mailto:accom@ish.org.uk">accom@ish.org.uk</a> <strong>Web:</strong> <a href="http://www.ish.org.uk">www.ish.org.uk</a></td>
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<tr>
<td>Visas</td>
<td>UKCISA (United Kingdom Council for International Student Affairs)</td>
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<td>UK Visas and Immigration (UKVI):</td>
<td><a href="http://www.ukcisa.org.uk">www.ukcisa.org.uk</a></td>
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<tr>
<td><a href="https://www.gov.uk/government/organisations/uk-visas-and-immigration">https://www.gov.uk/government/organisations/uk-visas-and-immigration</a></td>
<td>Please check for up to date information, i.e. vaccinations etc.</td>
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<tr>
<td>Immigration Advisory Service</td>
<td><a href="http://www.iasuk.org">www.iasuk.org</a></td>
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<th><strong>UK Airports</strong></th>
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<tr>
<td>Liverpool John Lennon Airport</td>
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<td>T: + 44 (0)871 5218484</td>
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<tr>
<td><strong>Manchester Airport</strong></td>
</tr>
<tr>
<td>T : + 44 (0) 8000420213</td>
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<tr>
<td>Web: <a href="http://www.manchesterairport.co.uk">www.manchesterairport.co.uk</a></td>
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<thead>
<tr>
<th><strong>Transport information</strong></th>
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<tr>
<td>Public transport in the UK</td>
</tr>
<tr>
<td>T: + 44 (0)871 2002233</td>
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<tr>
<td>Web: <a href="http://www.traveline.info">www.traveline.info</a></td>
</tr>
<tr>
<td><a href="http://www.nationalexpress.com">www.nationalexpress.com</a></td>
</tr>
<tr>
<td>Train information and ticket purchase</td>
</tr>
<tr>
<td><a href="http://www.nationalrail.com">www.nationalrail.com</a></td>
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<tr>
<td><strong>HM Revenues &amp; Customs</strong></td>
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<tr>
<td><a href="https://www.gov.uk/tax-foreign-income/study-in-the-uk">https://www.gov.uk/tax-foreign-income/study-in-the-uk</a></td>
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<tr>
<th><strong>Emergency Contacts</strong></th>
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<tr>
<td>Merseyside Police</td>
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<tr>
<td>Emergency services (Police, Ambulance, Fire)</td>
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