The information provided in this handbook is for guidance only.
All information is, to the best of our knowledge, correct at the time of going to print.
“Congratulations on being chosen to study abroad! By participating in the University of Liverpool’s Study Abroad programme, you are embarking on an amazing cultural, academic and personal journey. The University of Liverpool is committed to encouraging our students to become global citizens, and by taking part in the scheme, you are on the way to realising this ambition. By studying abroad, you are acting as an ambassador on many levels, for the University of Liverpool and for the UK itself, and I hope that you will seize this opportunity with enthusiasm.

On behalf of the University of Liverpool, I would like to wish you the best of luck on your exchange. I hope that you benefit, both personally and academically, from your time abroad and thank you for helping to make the University of Liverpool a truly international community.”

Professor Janet Beer
Vice-Chancellor

We have created this handbook to help you make the most of your time abroad. It contains important information about preparing to study abroad, what to do when you arrive, useful contacts etc. Make sure that you take this handbook with you to your host university! If you have any questions about the information contained herein, or any suggestions, please drop the Study Abroad Team (SAT) an email at saenq@liverpool.ac.uk.

Good luck and bon voyage!

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1. Keeping in Contact

1.1 University of Liverpool Contact Details

During your time abroad, it’s important to keep in touch with many different people. You will need to maintain contact with, and will certainly be contacted by, the Study Abroad Team (SAT) and your Academic Study Abroad Co-ordinator (ASAC). The contact details of the SAT Outgoing Study Abroad Co-ordinator are listed below:

**Telephone:** +44-(0)151-794-3039 *(Mon-Fri, 9am-5pm)*

**Email:** goabroad@liverpool.ac.uk

**Postal Address:**
Student Abroad Team
Student Recruitment & Admissions Office
1st Floor Foundation Building
Brownlow Hill
Liverpool
L69 7ZX
United Kingdom

**Out-of-Hours (Emergencies only):** +44-(0)151-794-3252 *(24hrs)*

The contact details of your ASAC can be found on the Go Abroad web-pages: www.liverpool.ac.uk/goabroad *(click on Contact Us)*. Use the space below to write down their details:

Name: ________________________________

Email: ________________________________

Telephone: _____________________________

The University of Liverpool will only contact you, in the first instance, through your University email address. So it’s important to check this regularly. If you’re not going to be checking it regularly, make sure you set up an auto-forward to an appropriate address. Remember, *not checking your emails is not a valid excuse for missing important information!*

1.2 Other Important UoL Contact Details

- Student Administration and Support: studentenq@liverpool.ac.uk / +44-(0)151-794-6759
- Counselling Service: counserv@liverpool.ac.uk / +44-(0)151-794-3304
- Computer Services Helpdesk: helpdesk@liverpool.ac.uk / +44-(0)151-794-4567
- University Insurance Manager: john.stone@liverpool.ac.uk / +44-(0)151-794-2138.
1.3 Your Contact Details

As soon as you have settled in your accommodation abroad and registered for your modules, you must log on to Spider and update your Spider record in the “Placement Abroad” section. This has a space for your address in your host country and for a telephone. Please also ensure you list an emergency contact. Remember, these are the only details we have in order to contact you in the unlikely event of an emergency. If you do update your address, you will not receive any grant monies.

1.4 Your Parents/Guardians

Important Reminder: Due to the Data Protection Act, we can’t discuss you or your exchange with anyone. That includes your parents/guardians! So make sure you keep in regular contact with them, because we won’t be able to answer any worried phone calls if you haven’t phoned home (and yes, this does happen every year)!

If you anticipate your parents/guardians will phone the Study Abroad office on your behalf, please grant consent for the study abroad team to speak with them by indicating your permission on the study abroad contract.

Hannah Armstrong tries her hand at canoeing during her exchange to McGill University, Montreal, Canada
2. Academic Matters

It’s important to remember that your time abroad will contribute to your overall degree mark when you graduate. So these are some key academic issues that you need to think about, both before and whilst you’re abroad.

2.1 Changing your Modules

You should have already had your modules approved by your ASAC. For students going on an exchange outside Europe, you will have returned a Course Approval Form. If you are going on an exchange to Europe, you will have completed a Learning Agreement Form before you depart and a Confirmation of Arrival form after you arrive at your host university.

You may find that you cannot register for all the modules you applied for at your University abroad, as at some universities your initial module choice on the application form is only an indication, not a registration. Therefore, you will need to reconfirm your modules with your ASAC on arrival.

If at any point you need to change your modules (e.g. due to classes being full), you MUST get permission from your ASAC in writing. If you don’t, the marks may not count towards your degree, which means you may have to repeat the year. SAT must also have a copy of this permission, so it is easiest to email your ASAC, copying us in.

Please remember that changing modules can be a lengthy and complicated process, and you should only change when academically necessary. Take a copy of your Liverpool transcript with you, as this can be useful when applying for spaces on new modules.

2.2 Recognition of Modules

As long as you complete the curriculum as approved by the University of Liverpool (see 2.1 above), all modules will be fully recognised as part of your Liverpool degree (and therefore all credit can be transferred). The University, therefore, does not have an appeal process regarding academic recognition as all Erasmus+ and International exchange periods are recognised.

2.3 Keeping Records

It is important that you keep a record of all the work undertaken on your exchange. This includes

- Course Syllabus
- Essays/Project Work/ Presentations (marked copies where possible)
- Examination Question Papers (where the University will release them)
- Examination Scripts (where the University will release them)

To save space in your luggage we recommend scanning and saving the documents as PDFs and then emailing them to yourself.

2.4 If You have to Withdraw

If for any reason you have to withdraw from your exchange, you must contact SAT and your ASAC immediately. If you withdraw within 2 weeks of the Liverpool term, you may be able to continue your current year of study as normal at Liverpool. However, after 2 weeks, you may have missed too many lectures to be able to do this. So it’s important to discuss your options as soon as possible.
2.5 Failing

If you fail one or more classes at your Host University there are several options available to you, which are as follows:

a) If, after your grades from your Host University are converted into Liverpool grades, the equivalent of 30 Liverpool credits carry a mark of between 35 and 39, then you may be allowed to carry these as ‘compensatory fails’ depending on the grades you have achieved for the remaining 90 Liverpool credits. Please note however that classes at your Host University which are replacing mandatory Liverpool modules (i.e. those you must take as a core part of your degree) must be passed at 40% or above.

b) If you are able to re-sit at the Host University (i.e. during their re-sit period) and this does not clash with any Liverpool term dates/exam dates (including the August re-sits), then you may do so. Please note that you are responsible for making all the arrangements for this and paying any associated costs. In order for you to progress to your next year of study, we need to have your study abroad transcript by the first week of September at the latest. Therefore, if you do decide to re-sit at the Host University, you need to ensure that we will have your complete transcript by this date.

c) If you cannot re-sit at the Host University, then you may re-sit a comparable/cognate module here in Liverpool during the Summer (i.e. August) re-sit period. This would be a module with a broadly similar syllabus to the module failed at the Host University. Unless mitigating circumstances as provided, then this module will be capped at 40% as per standard University procedure. You may need to do extra reading over the Summer to ensure that you are au fait with the module content.

d) Where there is no comparable module in Liverpool, then your Department may set an alternative assessment based on the module content at the Host University. This is only possible if the Department has an Academic with the necessary expertise. Unless mitigating circumstances are provided, then this module will be capped at 40% as per standard University procedure.

e) Where there is no comparable module in Liverpool, then it is likely you will be asked to repeat your second year by taking a module during the following Academic Year to replace the failed module before progressing to your final year.

2.6 Academic Pre-Departure Briefing

All students should receive an academic pre-departure briefing from their ASAC. This will cover such topics as grade conversion, what happens if you should fail and what to do if you want to change modules. This is a compulsory part of your exchange.

2.7 Registering at Liverpool following your period abroad

If you have successfully progressed from your current year’s studies, your next year’s registration record will automatically be created. Normally, to complete the registration process, students returning for the new session are required to confirm their attendance by logging in to the Spider Student Web from a campus PC (or by using personal equipment in a University wireless zone).

2.7.1 First Semester Placements

For those students attending an authorised placement in the first semester of the new session, the registration process will be completed on your behalf and your details will be passed to the Student Loan Company in the usual way for loan and grant payment purposes.
2.7.2 Second Semester Placements

Students attending an authorised placement in the second semester of the new session **must**
complete the registration process at the start of the academic year. Failure to do so will result in
details not being passed to the Student Loan Company which will result in loans and/or grants
not being paid to you. In the case of returning international students (i.e. those who require a
visa to study in the UK), this may result in the University withdrawing its immigration
sponsorship and informing the UKBA accordingly.

2.8 Extending your Stay

It is not possible to extend your stay at your exchange partner. All such requests will be refused by
the Study Abroad Team.

2.9 A New Learning Environment

Remember that you’ll be studying in a new environment, which may or may not be similar to
Liverpool in terms of academic expectations. Some things that you should consider are:

- **Attendance:** You are expected to attend all your lectures/seminars. In many universities
  your attendance will count towards your final grade
- **Methods of Assessment:** The way you’re assessed for your modules may differ at your host
  university. For example, there may be weekly **pop-quizzes** that count towards your final
  grade
- **Seminars or Lectures?:** Some Universities may rely heavily on seminars rather than lectures
  and vice versa
- **Reading:** For some modules, you may be required to do reading before every
  lecture/seminar

It’s important to familiarise yourself with the differences at your host university. This will not only
help you with your studies, but will also help you to settle in (see Chapter 7).

2.10 Your Transcript/PETA Form

When you leave your exchange, you must return a transcript (Medical Students will use a PETA) to
SAT. This is part of the Study Abroad contract you signed. For all students, your departments will use
your transcript to assign your marks for your time abroad. So it’s especially important to either bring
it with you when you leave or, if it’s not ready when you leave, tell your host university to send a
copy directly to SAT. **If you owe any debts to your host university (i.e. library fines), they won’t**
**release your transcript, which means you will not be able to graduate from your Liverpool degree.**
Make sure you’ve paid everything off!

2.11 Students with a Disability

Disabled Students, i.e. those with a medical condition, mental health condition, learning difficulty or
a physical disability who haven’t informed SAT should do so immediately. We’ll need you to sign a
Consent Form that allows us to share information with the Disability Support Team at UoL, as well as
with your host university. This means that we can arrange appropriate support as necessary. If you
have any further questions about this, please email SAT.
3. **Finance**

You are responsible for funding your time abroad, and you should take the time to research the costs carefully and calculate a budget for your stay. Typically, students report spending slightly more money abroad compared to their average expenditure in Liverpool, mainly due to the fact that they are experiencing a new and exciting culture and want to take advantage on unique opportunities. You should take this into account when budgeting for your time abroad.

3.1 **Tuition Fees**

You’ll be paying your tuition fees directly to the University of Liverpool and won’t be expected to pay any tuition fees to the host university. However, you may have to pay certain things, for example registration fees or for compulsory health insurance. You’ll be responsible for meeting these costs, so it’s important to budget for them.

The Year Abroad fee is applicable where students spend a full year abroad. The Study Abroad Team will confirm this fee for you.

3.2 **Opportunities for Funding**

The Student Loans Company (SLC) may be able to provide you with additional funding for your time abroad (for example towards flights). It’s your responsibility to check whether this is the case. If the SLC require a letter from the University confirming your exchange, please email SAT to request this.

You should receive your normal rate of loan, and may be eligible for a higher rate of loan, as well as contributions towards the costs of flights. Make sure that you mark on your Student Loan form that you will be spending time abroad.

3.3 **Scholarships**

There are a number of funding opportunities available to you, both from The University and outside agencies, the details of which are at: [http://www.liv.ac.uk/study/undergraduate/goabroad/funding/](http://www.liv.ac.uk/study/undergraduate/goabroad/funding/)

- **All International Exchanges (non-Erasmus+)**
  - Liverpool Travel Award Grant, with amounts based on region:
    - South America: £500
    - Asia: £500
    - North America: £600
    - Australia/New Zealand: £750
    - Switzerland: £300

- **USA**
  - The University of Liverpool in America Inc., the charity representing The University in the USA, has provided a generous scholarship of £1000 per student for up to three students, who are in receipt of the Liverpool Bursary.

- **Hong Kong**
  - British Council’s Hong Kong Scholarship for Excellence [www.britishcouncil.org/hongkong-education-scholarships-excellence.htm](http://www.britishcouncil.org/hongkong-education-scholarships-excellence.htm).
All European Exchanges

All exchanges to Europe (excluding Switzerland) fall under the Erasmus+ Programme, funded by the European Commission. The Erasmus+ Grant for students going on an exchange to the EU is discussed in Chapter 4.

3.4 Accessing Money Abroad

Before you go abroad, make sure that you can access your money easily. It can be useful to sign up for internet banking in case you need to move money around. It is also worthwhile checking any charges that your bank may levy for withdrawing cash abroad. You also need to know what you would do in case you need emergency money, for example, is it worthwhile applying for an emergency credit card?

3.4.1 Your UK Bank

Tell your UK bank that you are going away, to prevent them from stopping your card. You should also make sure that you replace any cards that are near their expiry dates, as this is easier to do from home.

3.4.2 Initial Expenditures (be sure to budget!)

During your first few weeks in your host city, you are likely to need large amounts of money, for example for deposits for accommodation. Remember that if your placement starts before the University of Liverpool term, you may not have your SLC money at this point. Plan accordingly. Do not take large amounts of cash, in any currency.

3.4.3 Opening an Account Overseas

If you decide to open an account overseas, shop around for the best deal, especially as you are likely to only be offered an international student account, which may incur fees. Make sure you understand the rules and charges of any account you choose to open.

Also, be aware that bank opening times vary wildly from country to country, so make sure you know when these are! You should also be aware that some countries will not allow you to open a bank account if you are staying for less than 6 months.

Your host university should be able to provide guidance on which banks are appropriate for your needs.

3.5 Important information for current Scholarship/Bursary Holders

If you already receive a scholarship or bursary from the University, you need to check with the department which pays the bursary what will happen whilst you study abroad. With some you will be entitled to the full amount whilst abroad, with others you may receive a reduced amount. Make sure you check before you go!
4. **Grant Information for Students going to Europe (Erasmus+)**

Eligible students who go on an exchange to Europe will receive a monthly Erasmus+ grant from the European Commission. The amount of the grant changes each year. In order to receive the grant, you’ll need to return a number of documents (examples of which were given to you at the Pre-Departure Briefing).

4.1 **Erasmus+ Documents**

<table>
<thead>
<tr>
<th>Document</th>
<th>When should it be completed?</th>
<th>Who needs to sign it/fill it in?</th>
<th>Who should I send it to?</th>
<th>Tick the box once it’s done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Details Form</td>
<td>At the Pre-Departure Briefing (PDB)</td>
<td>Student</td>
<td>Return to SA Co-ordinator at the PDB or by email</td>
<td></td>
</tr>
<tr>
<td>Erasmus Learning Agreement*</td>
<td>Before Departure</td>
<td>Student, University of Liverpool, University of Liverpool</td>
<td>Study Abroad Team for Signing</td>
<td></td>
</tr>
<tr>
<td>Erasmus+ Contract</td>
<td>Before Departure</td>
<td>Student and University of Liverpool</td>
<td>Return to Study Abroad team via email</td>
<td></td>
</tr>
<tr>
<td>Online Linguistic Support Post-test (if studying in language other than English)</td>
<td>Before/At Start of Placement</td>
<td>Student</td>
<td>Submitted online</td>
<td></td>
</tr>
<tr>
<td>Liverpool Life Record</td>
<td>Upon Arrival</td>
<td>Student</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Confirmation of Arrival Form</td>
<td>Upon Arrival (within 14 days of your programme start dates)</td>
<td>Student, Host University, University of Liverpool</td>
<td>Study Abroad Team (via email)</td>
<td></td>
</tr>
<tr>
<td>Attendance Certificate</td>
<td>Upon completion of placement</td>
<td>Student and Host University</td>
<td>Study Abroad Team</td>
<td></td>
</tr>
<tr>
<td>Student Report</td>
<td>Upon completion of placement</td>
<td>Student</td>
<td>Submitted online</td>
<td></td>
</tr>
<tr>
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<td>Upon completion of placement</td>
<td>Student</td>
<td>Submitted online</td>
<td></td>
</tr>
<tr>
<td>Transcript</td>
<td>Upon completion of placement</td>
<td>Student to obtain from host university within five weeks of programme completion</td>
<td>Study Abroad Team</td>
<td></td>
</tr>
</tbody>
</table>

*If you change the modules listed on your learning agreement after arriving abroad, you will need to submit an addendum to your original Learning Agreement which is a form titled “Changes to the Proposed Mobility Programme”

4.2 **How do I return my Documents?**

After you leave Liverpool, all of your documents should be returned via email, excluding the transcript which can arrive by post or email. Please make sure that your forms are signed and stamped before scanning and sending. *Always take a copy for yourself!* Due to the high volume of documents received, The SAT will contact you only if there is a problem with your document.

4.3 **Updating your address in SPIDER**

To update your address on SPIDER, you should log into SPIDER through the Student Homepage. In the section “Personal Information” access Update Address(es) and Phone(s) and select Insert New Address. For “Type of Address to Insert” you should select “Placement Address”.

Version: May 2015
4.4 How is my Grant Paid?

Your grant is paid in two instalments to a UK bank account. You’ll receive your first payment consisting of 70% of your total grant payment once the Study Abroad Team hold your signed Erasmus+ contract and has also received your Erasmus+ Confirmation of Arrival form. SAT will then send your payment to the UoL Finance Office for processing, and both SAT and the Finance Office will email you with details of your payment.

Before paying students the remaining 30%, UoL has to wait to receive the grant money from the Erasmus+ National Agency. This second payment to Liverpool usually occurs in late May which means that you will not receive the grant until after you’ve finished your placement. Additionally, you must submit all of your End of Placement documents to UoL/Erasmus+ before we can pay you the remaining 30%.

4.5 How to remain eligible for the Erasmus+ Grant

In order to remain eligible to receive the Erasmus+ grant, you need to return all the documents listed in 4.1. In fact, the Erasmus+ Contract that you sign is a legally binding agreement that states that you will return all the documents requested. So, if you fail to return the Learning Agreement, you won’t get the grant. If you don’t send back any of the End of Placement documents, you won’t receive the 2nd payment and you will have to pay back the 1st payment. So it’s important to respect the deadlines set by SAT. If at any point you experience difficulties in getting any documents signed by your host university, you MUST contact SAT immediately.

Laura puts the Eiffel Tower in perspective during her study period in Paris
5. **Grant Information for Students going outside Europe**

Eligible students who go on an exchange outside of Europe will receive a one-off Liverpool Travel Award Grant. In order to receive the grant, you’ll need to return a number of documents.

### 5.1 Grant Documents

<table>
<thead>
<tr>
<th>Document</th>
<th>When should it be completed?</th>
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</tr>
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<td>Study Abroad Contract</td>
<td>At the PDB</td>
<td>Student and University of Liverpool</td>
<td>Return to SA Coordinator at the PDB</td>
<td></td>
</tr>
<tr>
<td>Confirmation of Arrival Form</td>
<td>After arrival</td>
<td>Student, Host University and University of Liverpool*</td>
<td>Study Abroad Team</td>
<td></td>
</tr>
<tr>
<td>Liverpool Life Record</td>
<td>After Arrival</td>
<td>Student</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Student Report</td>
<td>Upon completion of placement</td>
<td>Student</td>
<td>Submitted online</td>
<td></td>
</tr>
<tr>
<td>Transcript</td>
<td>Upon completion of placement</td>
<td>Student to obtain from host university within two months of programme completion</td>
<td>Study Abroad Team</td>
<td></td>
</tr>
</tbody>
</table>

*SAT will send it to your department for signing, so return this once you and your host university have signed it.

### 5.2 How do I return the Documents?

After you leave Liverpool, all of your documents should be returned via email, excluding the transcript which can arrive by post or email. Please make sure that any emailed documents are signed and stamped before scanning and sending. *Always take a copy for yourself!* Due to the high volume of documents received, The SAT will contact you only if there is a problem with your document.

**Updating your address in SPIDER**

To update your address on SPIDER, you should log into SPIDER through the Student Homepage. In the section “Personal Information” access Update Address(es) and Phone(s) and select Insert New Address. For “Type of Address to Insert” you should select “Placement Address”

### 5.3 How is my Travel Grant Paid?

Your grant will be paid in one-lump sum into your bank account upon receipt of your Confirmation of Arrival form.

### 5.4 Getting the Travel Grant

In order to receive your Travel Grant, you need to return all the documents listed in 5.1. In fact, the Study Abroad Contract that you sign states that you will return all the documents requested. So, if you fail to return any of the documents listed above, including the transcript, you will have to pay back the entire amount paid to you. So it’s important to respect the deadlines set by SAT. If at any point you experience difficulties in getting any documents signed by your host university, you MUST contact SAT immediately.

Version: May 2015
6. **Accommodation**

Where you’ll be living during your time abroad is often an important issue for students. Whilst much of this will have been covered at your Pre-Application Briefing earlier in the year, please read the information below. Although we will do our best to help you if you have any problems with your living arrangements, remember that, ultimately, accommodation is your responsibility and the University cannot be held liable for any problems you may have.

6.1 **Accommodation in Liverpool**

When advising students in regards to housing, we suggest the following options:

1. **Let a room in the Study Abroad Village!** This is the only UoL Hall where you can live for just one semester, and it is reserved specifically for incoming and outgoing exchange students. It is a truly Global themed hall.
2. **Rent a house in Liverpool for the full year and pay the cost of a full year**
3. **Rent a house in Liverpool for the full year but sublet your room for the semester you are away.** This requires your landlord’s permission (otherwise it’s illegal) and your housemates’ permission. You should have this written into your contract
4. **Rent a house for only the semester that you will be in Liverpool**
5. **You can investigate the possibility of staying in private or university Halls of Residence for one semester only**

Remember, you must consider your options carefully as you are responsible for your own accommodation.

6.2 **Accommodation in your Host Country**

6.2.1 **I’ve got a room in Halls of Residence**

If you’ve been allocated a room in your host university’s halls of residence, it’s important to make sure you’re aware of the following things:

- What is the earliest day I can move into the accommodation?
- Where do I need to go to get the keys/check-in?
- What happens if I arrive out of hours?
- When is the last day that I can stay in the accommodation until?

6.2.2 **I’m going to get private accommodation once I arrive**

If you aren’t staying in halls of residence, then you need to make preparations for finding private accommodation. Consider these points:

- Make sure you have temporary accommodation (e.g. hotel or hostel) for at least 3 days after you arrive
- Speak to the Housing Office and fellow students at your host university for advice, especially about which areas are better than others
- Do not sign a lease until you have seen the property, unless it has been recommended by past exchange students. Always get a native speaker to help you understand contracts, where applicable (but remember that this is not infallible)
- Under no circumstances should you send money and/or bank details to unknown persons before you arrive in your host country
6.3 Accommodation on returning to Liverpool

When returning to Liverpool, the same rules apply as in 5.2.2 above. We also suggest looking at private halls and University of Liverpool residences in the city, if you are unsure about renting private accommodation.

Asha Hassan gears up for a surfing lesson during her exchange to Monash University, Melbourne, Australia
7. **Staying Safe**

The University of Liverpool wants you to have an exciting period abroad. It should be a cultural, personal and academic adventure. So in order for you to enjoy it fully, you need to stay safe. This next section may appear a bit long, but it’s important to us and to you that you read it! And remember, ultimately, as an adult, your personal safety is your responsibility.

7.1 **University of Liverpool Travel Insurance**

7.1.1 **General Coverage**

The University offers a world-wide travel insurance policy (free of charge) for undergraduates on study abroad exchanges. It cannot be used for holidays (unless the main purpose of the journey is for University business such as Study Abroad), and cover must be taken out each time the person travels abroad.

The University travel policy covers up to 1 week before the course start date and 1 week after the course finishes. It does not cover routine prescriptions or check-ups.

To apply for the University travel insurance cover, complete the Insurance Form that will be given to you at your Pre-Application Briefing, or request a form from finsec2@liv.ac.uk in the Insurance Section of the Finance Office.

Students are encouraged to carry the emergency contact numbers provided by the insurer in case you are injured and need local medical cover.

Annex 2 of this handbook includes information for filing an insurance claim.

7.1.2 **Liability Insurance for Medical Students**

All medical students must ensure they have adequate medical indemnity/Medical Malpractice insurance cover prior to departure. UoL does not hold this type of cover, so you must obtain this yourself or ask the host institution to provide it. You should also ensure you are registered with one of the medical defence companies and check that you are covered on your Erasmus+ placement.

7.1.3 **Liability Insurance – All Students**

The University’s Public Liability insurance covers legal liability only. If during your placement you are acting under the direct control or supervision of the host organisation, and your actions result in loss, damage or injury, any resulting legal liability would attach to the host organisation. To clarify this with the host organisation, however, it is necessary to ask them to confirm that their own liability insurance will indemnify you if loss, damage or injury is caused by or to you when you are acting under their supervision or control, and this will be undertaken by the University.
7.2 Before You Leave

7.2.1 Medications

If you take any regular medication, make sure you have enough to last you for your time abroad. If this isn’t possible, take a copy of your prescription and an accompanying doctor’s note. Make sure that the prescription lists the generic name of the drug, rather than any company names.

If you have a pre-existing medical condition you should also consult your GP well in advance on the advisability of travelling and of any restrictions on activities when abroad.

7.2.2 Dental & opticians check

Have a dental and opticians check before leaving the UK, as these may not be covered by insurance policies. Carry with you a copy of your lens prescription if appropriate.

7.2.3 Review the UoL Travel Insurance Policy

Your University of Liverpool Travel Insurance Policy will be emailed to you before you depart and familiarize yourself with the coverage. You can also find the Policy details on the Study Abroad Website, on the Forms and Handbooks page.

7.2.4 Register with Locate & Check the FCO

The Foreign & Commonwealth Office (FCO) provide a free service for British Nationals, called Locate, whereby you can register the details of your period abroad and the FCO will inform the local British Embassy/Consulate. You should also consult the FCO website (www.fco.gov.uk) for information regarding the country you are travelling to.

7.2.5 Copies of Documents

We recommend that you leave copies of all your documents (passport, insurance policy, credit cards etc) with a relative or close friend. Make sure you leave emergency numbers too (e.g. for cancelling credit/debit cards). Check Annex 1 at the end of this handbook for a list of documents that you should take with you. Make sure that you leave these copies in a safe, accessible place whilst in your host country.

7.3 Your Flight

If you are travelling long-haul (flight of more than 4 hours) then there is an increased risk of developing deep vein thrombosis (DVT). To minimise the risk ensure you do not get dehydrated and exercise your legs regularly during the flight. You can also buy flight socks or compression stockings.

7.4 When in Your Host Country

7.4.1 Healthcare Facilities and Emergency Numbers

Make sure that you are aware of the location of the local healthcare facilities, and save the number in your phone. You are strongly advised to carry a medical kit. Within the EU dial 112 to connect to the emergency services. See the table below for the emergency (i.e. equivalent of 999) numbers outside the EU.
Emergency Numbers whilst Abroad

<table>
<thead>
<tr>
<th>Country</th>
<th>Ambulance</th>
<th>Fire</th>
<th>Police</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>000</td>
<td>000</td>
<td>000</td>
</tr>
<tr>
<td>Brazil</td>
<td>192</td>
<td>193</td>
<td>190</td>
</tr>
<tr>
<td>Canada</td>
<td>911</td>
<td>911</td>
<td>911</td>
</tr>
<tr>
<td>China</td>
<td>120</td>
<td>119</td>
<td>110</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>999</td>
<td>999</td>
<td>999</td>
</tr>
<tr>
<td>Malaysia</td>
<td>999</td>
<td>999</td>
<td>999</td>
</tr>
<tr>
<td>U.S.A</td>
<td>911</td>
<td>911</td>
<td>911</td>
</tr>
</tbody>
</table>


7.4.2 Local Consulate/Embassy

Make sure you know the location of and number of your nearest Consulate/Embassy. You can find out this information from [www.fco.gov.uk](http://www.fco.gov.uk). You may want to save their number in your phone. You must write it down in safe place. You should use this number in case of emergency, such as loss of passport. If you are arrested for a serious offence, you must insist on the British Consulate being informed.

7.4.3 Safety in your Host City/Town

When out and about in your host city/town, take the same precautions as you would in the UK. Don't walk by yourself at night (take a safe and appropriate form of transport for your area) and don’t have valuables (such as iPods and cameras) on display, and try not to carry large amounts of cash with you. Try to talk to local students/residents to ask about local trouble areas and any important local customs. Unless required by law, do not carry your passport/national identity card with you. Many countries will accept a photocopy as legitimate identification. Many people’s sensible personal safety habits can become lax whilst abroad. This is the easiest way to get into trouble, so don’t let it happen to you!

7.4.4 Fire

Learn the local instructions on action to be taken in the event of a fire, especially the fire evacuation route for your accommodation. Also take note of the emergency numbers given above.

7.4.5 Eating and Drinking

We want you to have an exciting gastronomical experience whilst abroad, so be adventurous, but be sensible. If local water is not drinkable, buy bottled, try to avoid food that has been made in clearly unsanitary conditions. And if you’re not used to a certain ingredient (e.g. spicy food), it’s a good idea to taste it gradually!

7.4.6 Hot Climates

If you’re travelling to a hot climate, take sensible precautions. Remember to stay hydrated and use a suntan lotion with an appropriate factor.
7.4.7 Driving

If you drive whilst abroad, make sure you are properly insured, that the car you have hired is safe and you are familiar with all the controls before driving off, and that you are fully aware of all the rules and regulations about driving in the country you are in. You may not be used to driving in the weather conditions of the country you are staying in. You should drive even more carefully than you would at home and never pick up hitch-hikers.

7.4.8 Mental/Emotional Health

Whilst usually a great experience, studying abroad can, on occasions, affect your mental/emotional health. Should you feel that your mental/emotional health is being affected by your time abroad, make sure that you speak to your host university about this. It’s also a good idea to speak to SAT and your exchange co-ordinator. If you feel that want to speak to a professional, remember that you can use the University of Liverpool Counselling Service, who can be emailed on counserv@liverpool.ac.uk or rung on 0044-(0)151-794-3304.

7.4.9 Sexual Health

There is a link between going abroad and an increased risk in contracting a sexually transmitted infection (STI). Remember that the incidence of STIs such as HIV/AIDS can sometimes be higher than in the UK. Condoms provide significant protection against HIV and other sexually transmitted infections. You may wish to take EU kite marked condoms with you.

7.4.10 Local Laws

Make sure you are aware of local laws and the regulations of your host university and accommodations. Remember, ignorance is not an excuse!
8. **Travel Practicalities**

The points in this chapter are just a few for you to consider, to help make your travel to your host country as smooth as possible.

8.1 **Flights**

**Remember that you should not buy flights until the release of the Semester 2 exam results.**

This is because final permission for the exchange is usually dependent on you maintaining the average set by your department. Rather more obviously, you also need to wait until your acceptance is confirmed by your host university.

Consider the following when buying flights:

- **Shop around!** Compare prices online and from travel agents (STA Travel are student orientated travel agents). For the cheapest tickets, avoid travelling at weekends and book as far in advance as possible (bearing in mind the need to wait for exam results/acceptance from the host university).

- **For long-haul flights**, make sure you take jet-lag into consideration when choosing arrival times/dates. Allow some time to settle in and get accustomed! Students flying to Australia may want to consider tickets that allow a few days stop in Thailand, Japan or Hong Kong en route.

- **For people who like to take everything plus the kitchen sink**, make sure you’re aware of baggage limits on any airline you fly with. Excess baggage charges can be expensive!

8.2 **Visa**

The same rules apply to the purchasing of a visa (where necessary) as in 7.1 above. Visas may take some time to be issued. Therefore be aware that if you buy flights, and then your visa is not issued in time, you will lose the money spent. Conversely, should you wait to buy flights until your visa is issued, then the cost of the flights may increase. Unfortunately, there is no easy solution to this, and therefore, the order in which you purchase your visas and flights is a decision you must make yourself.

8.3 **ISIC Card**

It can be worth investing in an International Student Identity Card (ISIC). This is the most widely recognised form of student identification in the world. It will help you get discounts on a range of things from travel to entry fees. See [www.isic.org](http://www.isic.org) for more information.

8.4 **Mobile Phone**

Check whether your mobile phone will work abroad. You could also consider buying a cheap pay-as-you-go phone on arrival in your host country. For keeping in touch with people at home, internet based systems like Skype/Google Hangout and What’s App are good options.
9. **Cultural Differences**

One of the most exciting things about studying abroad is the fantastic opportunity to explore and understand a new culture. As you’ll be in the host country for an extended period of time, you’ll have a unique opportunity to truly try and integrate into this new culture. But you need to be aware that the UK is fairly liberal in its attitudes. Also remember that in more rural communities, attitudes may differ from big cities.

9.1 **Alcohol**

The legal drinking age may be different from the UK, and there may be strict rules on where and when alcohol can be consumed. In many cultures, drinking to get drunk (even by young people) may not be the norm, and may be frowned upon. Research cultural norms related to alcohol.

9.2 **Smoking**

Many countries have bans on indoor smoking in public places. If you are a smoker, make sure you’re aware of the rules, or you could face a hefty fine.

9.3 **Drugs**

The drug laws for different countries and even different regions of different countries can be complex. Remember, even in those countries where certain drugs are (technically) legal, laws are not as clear cut as you may think, and may often be different for non-nationals. Punishments for illegal drug use/possession of drugs can often be severe and jail conditions in many countries are harsh. Remember 6.3.10 above: *Ignorance is not an excuse*.

9.4 **Race**

Remember that by very nature of being a foreigner, you are a minority in your host country. This is likely to attract the attention of the local residents, and will predominately be a reflection of friendly and good-natured interest. However, it is best to avoid being overly conspicuous and to steer clear of any confrontational situations.

9.5 **Sexuality**

Expressing sexuality in an unfamiliar society requires sensitivity and an awareness that UK attitudes are not necessarily shared worldwide. This awareness applies equally to both LGBT and heterosexual students. Take your cue from the behaviour of local residents, and consider the following examples:

- How would public displays of affection, such as kissing or holding hands, be perceived in your host country?
- Are there any laws affecting sexual activity in any of the countries (or specific regions of the countries) to which you are travelling? For example, in Malaysia, homosexuality is illegal, and carries a 10 year sentence.
- Is the attitude towards homosexuality any different than the UK?

The FCO ([www.fco.gov.uk](http://www.fco.gov.uk)) has advice and links for LGBT travellers, as well as female travellers.
9.6 Gender

Take into account local attitudes towards dress and behaviour, perhaps particularly so if you are female. Be sensible and realistic about whether you should walk anywhere alone at night, or how it will be perceived if you wear a short skirt or have bare arms or exposed shoulders.

9.7 Special Considerations

When travelling in and around your host country or even further afield, there may be special times of year when you need to think carefully about travel plans. For example, in Brazil, during Carnival, hotels and hostels will fill up quickly. In Muslim countries (or predominately Muslim areas of a country), during Ramadan the population will be fasting between sunrise and sunset and many locals will appreciate sensitivity towards this. Make sure that you are aware of any local/national festivals or holidays, so that you can plan suitable travel.

9.8 Language

For many of you, the national or regional language of your host country will not be English. If you haven’t already, buy a phrase book and/or bilingual dictionary, so that you can show people what you want to say, if you are unable to do so out-loud.

Learning some of the local language can also help with settling in (see Chapter 10).
10. **Settling In**

Arriving in a new country and getting to grips with all the differences can be an exciting, but sometimes challenging experience. However, by following a few simple tips and considering your own thoughts and feelings, you can make this transition as smooth as possible.

10.1 **Culture Shock**

Culture Shock is the term used to describe the range of feelings that someone can experience when arriving and settling into a new country. The graph below shows the W-Curve, displaying the patterns of highs and lows associated with culture shock:

![W-Curve Graph]

For a description of culture shock, and a useful essay written by Prof. Steve Rubenstein, see the SOCLAS Year Abroad Gateway: [http://www.liv.ac.uk/soclas/yrabroad/intercultural](http://www.liv.ac.uk/soclas/yrabroad/intercultural).

10.2 **Dealing with Culture Shock and Homesickness**

The more research you have done on your host country/town, and the more familiar you are with the procedures at your host university, the less shocking Culture Shock is likely to be. Getting involved with local culture (e.g. attending local festivals) and university student life (e.g. joining student clubs) are excellent ways of reducing Culture Shock. Learning some words from the local language, so that you can raise a smile (remember, even if you say something wrong, the effort is appreciated) will help you fit in. And remember, you are not alone! Lots of students who study abroad experience culture shock or homesickness at various times in their experience and talking to someone about how you feel can be the first step towards settling in. If you’re having a truly difficult time, then you can always contact SAT using the contact details given at the beginning of this guide. Your host university international office can also provide assistance.
11. **Preparing to Return Home**

If you’ve left reading this section until you are actually leaving to come home, then we hope you’ve had a great time on your exchange! Although returning should be relatively easy, there are a few things to consider.

11.1 **Paying off any Debts**

If you have any outstanding debts to the host university, you must pay these off before you leave. If you return to Liverpool with outstanding debts, the host university may not release your transcript, which means that you won’t receive any marks and could subsequently lead to you failing the year. Furthermore, students leaving unpaid debts damage the reputation of UoL and can negatively impact the opportunities for future UoL students to go on exchange.

11.2 **Registering for your Final Year**

Ensure you are aware of the procedures for registering for your final year at UoL. Your ASAC will be able to tell you about the relevant procedures.

12. **Welcome Home!**

Congratulations! You have just completed a major milestone in your UoL career! Nationally, less than 5% of all UK university students study abroad so your time abroad will set you apart from your peers. When you return to campus we encourage you to talk with the Careers office about how to represent your time abroad on your CV and how to highlight your gained skills in future job or graduate school interviews. The Study Abroad team loves to hear from returned students and we hope that you will share some of your experience with us too!

12.1 **Reverse Culture Shock**

Upon return home, some students experience Reverse Culture Shock, whereby they feel a bit disillusioned with the UK after all the excitement of the exchange abroad. Following the tips in Chapter 10, when back here in Liverpool can help you to ‘re-settle’ in at home. Also try maintaining links with your host country, perhaps by taking language classes, reading the host country news, or involving yourself with societies that are related to your host culture. The SAT may also ask you to help us promote exchanges to the next cohort of outgoers, which is a great way of reliving your experiences!

12.2 **Helping the Study Abroad Team**

UoL is hoping to double the number of students going abroad by 2015, and for that we need your help! You can help SAT by sending us testimonies (which will be sent to you via email) and sending us photos. We also recruit six to ten Study Abroad Ambassadors every year to help us at events such as the Study Abroad Fair. These are paid positions and you’ll receive information on how to apply for one in summer, so keep checking your UoL email account. Alternatively, we might ask you to come and represent your Host University at the Study Abroad Fair or speak at Pre-Departure Briefings, as you will be the best source of advice and knowledge for students who will be studying abroad after you.
Annex 1

A list of Documents you Should Take with You

<table>
<thead>
<tr>
<th>Document</th>
<th>Have you copied them as well? (tick when done)</th>
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</thead>
<tbody>
<tr>
<td>Passport</td>
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<tr>
<td>EU Health Insurance Card</td>
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<tr>
<td>Driving Licence</td>
<td></td>
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<tr>
<td>Insurance Policy</td>
<td></td>
</tr>
<tr>
<td>Birth Certificate</td>
<td></td>
</tr>
<tr>
<td>Copies of Grant Letters</td>
<td>n/a</td>
</tr>
<tr>
<td>Student Loan details</td>
<td></td>
</tr>
<tr>
<td>Cheque book, cards, travellers cheques, foreign currency</td>
<td></td>
</tr>
<tr>
<td>Passport photographs</td>
<td>n/a</td>
</tr>
<tr>
<td>ISIC Card</td>
<td></td>
</tr>
<tr>
<td>Transcript</td>
<td></td>
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<tr>
<td>Offer Letter</td>
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</tbody>
</table>

Version: May 2015
Annex 2

OVERSEAS MEDICAL ASSISTANCE
IN THE EVENT OF AN EMERGENCY

TELEPHONE: AIG Globe Cover
+44 (0)1273 401 950

and quote reference: Policy No. 001 590 2267

This is operated through a UK telephone number to provide you with direct access for advice and assistance from anywhere in the world, 24 hours a day.

In the event of a medical emergency whilst overseas you should contact the above number to obtain assistance with:

a) Medical
   i) Medical advice, referral or treatment.
   ii) Emergency repatriation.
   iii) Local payment of hospital bills.
   iv) Replacement of essential maintenance medication or drugs.

b) Personal
   i) Replacement of lost or stolen passport, tickets, or other travel documents.
   ii) Cancellation of lost or stolen credit, charge or bankers cards or travellers cheques.
   iii) The tracking of lost luggage.
   iv) Forwarding essential business documents and urgent messages all charges for which will be the sole responsibility of the Insured or Insured Person.
   v) Legal advice.
   vi) The provision of interpreters at business meetings or the translation of documents all charges for which will be the sole responsibility of the Insured or Insured Person.

Globe Cover’s e-mail address is: GlobeCover.claims@aig.com
The University of Liverpool is very grateful to Dr White and Professor John Foreman of UCL and Dr Caroline Whitehand of University of Manchester for their assistance in creating this handbook.