



Handbook for Inbound Study Abroad Students



The information provided in this handbook is for guidance only and is to the best of our knowledge, correct at the time of the publication.

Welcome to the University of Liverpool!

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

As your host university, we will endeavour to help you, and hope that you will have a valuable and enjoyable experience at the University of Liverpool.

Please read this handbook carefully and if you still have any queries email: erasmus@liv.ac.uk

Table of Contents

1. The Study Abroad Team	Page 3
2. Accommodation	Page 4
3. Travel information	Page 6
4. When you Arrive	Page 9
5. Changing Modules	Page 10
6. Staying Healthy	Page 12
7. Settling In	Page 14
8. During your Stay	Page 15
9. Returning Home after your Study Abroad period	Page 17
10. Returning to the University of Liverpool for Masters and PhD	Page 18
11. Useful Links	Page 19
12. Train Network for the Liverpool Area	Page 21

1. The Study Abroad Team

A. Our Contact Details

Telephones: +44-(0)151-794-6982/794-55508 (*Mon-Fri, 9am-5pm*)

Email: erasmus@liverpool.ac.uk

Postal Address:

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

B. Online Appointments:

In case you have any questions, concerns or just to keep in touch, the Study Abroad (SAT) Co-ordinator holds twice weekly appointments. You can make an appointment online at <http://inboundexchange.liv.ac.uk/appointment> - please use Chrome. Appointments are available every Tuesday 10:00 – 12:00 and Wednesday 14:00 – 16:00, during term time only. If you are not able to see the SAT co-ordinator during those hours please email erasmus@liv.ac.uk or call us on 0151 794 6982.

C. Other Useful University Contact Details

- a. Student Administration and Support: studenteng@liverpool.ac.uk / +44-(0)151-794-6759
- b. International Support Team: ist@liverpool.ac.uk
- c. Counselling Service: counserv@liverpool.ac.uk / +44-(0)151-794-3304
- d. Computer Services Helpdesk: helpdesk@liverpool.ac.uk / +44-(0)151-794-4567

D. Meet the Team



Sarah Husain – Head of Study Abroad



Rich Dunning – Deputy Study Abroad Manager



Christina da Silva – Study Abroad Co-ordinator



Hannah Lewis – Study Abroad Assistant

If you are staying at a Halls of Residence you must buy your bedding directly from them.

2. Accommodation

A. Full Year Students

All Inbound Study Abroad Students are usually guaranteed a place in the University of Liverpool Halls of Residence **if staying for the full academic year**

- I. Once accepted by the University you will receive an automatic email inviting you to apply for a room in the University Halls of Residence
- II. Please note that any deposit made to the University Accommodation Office is **not** refundable if you do not stay in the room
- III. You must follow the instructions given by the Accommodation Office and use your ID number
- IV. If successful you will receive a room offer. You must accept the offer within 7 days
- V. The security deposit will be refunded to the same bank account you used to pay after the room has been inspected.

B. Semester One Students:

- I. The University has a number of rooms available in the Study Abroad Village, consisting of Tudor Close and Melville Grove. **The Accommodation Office will contact you directly if you are eligible for a room.** When you receive the email offer please accept it within 7 days
- II. If you have other arrangements please decline the offer. You can also visit the Liverpool Student Homes (LSH) website: <http://www.lsh.liv.ac.uk/> who will help students coming for Semester One only to find accommodation in the private sector
- I. The security deposit will be refunded to the same bank account you used to pay after the room has been inspected.

C. Semester Two Students:

- III. The University has a number of rooms available in the Study Abroad Village, consisting of Tudor Close and Melville Grove. **The Accommodation Office will contact you directly if you are eligible for a room.** When you receive the email offer please accept it within 7 days
- IV. If you have other arrangements please decline the offer. You can also visit the Liverpool Student Homes (LSH) website: <http://www.lsh.liv.ac.uk/> who will help students coming for Semester two only to find accommodation in the private sector

- V. Please note that you will be able to buy bed sheets, pillow and quilt at the Halls. If you are staying in private accommodation you need to buy new bedding. You can buy affordable bedding in various shops in the high street.
- VI. Semester two students should arrive the weekend before the start of classes. Students will need to stay in a hostel/hotel of their choice for two nights and attend the Orientation Session on Sunday before the start of the classes. You will be able to move to your room in the Study Abroad Village on Monday at 8:00 am.

D. Private sector housing:

- I. We advise students to ensure that the accommodation they agree to rent is registered with LSH and/or Accredited with the Liverpool City Council Scheme – CLASS
- II. You should contact LSH before arriving or on arrival. More information under **“Useful Links”** at the end of this handbook.



Mari Escribano (Spain)

3. Travel Information

A. Planning your arrival

- I. Please plan your trip so that you arrive in Liverpool in time for the University Welcome Week, the week before start of term, in mid-September for Semester One and Full Year arrivals. If you are coming at the end of January/February for Semester Two, please plan to arrive on the weekend before the start of the classes
- II. Do not buy your ticket until you receive our Unconditional Offer Letter
- III. Term dates can be found at: <http://www.liv.ac.uk/about/at-a-glance/term-dates.htm>

B. Passport

- I. Make sure your passport and /or ID card is up-to-date and will not expire during your stay in Liverpool
- II. Your passport should be the same that you sent with your application
- III. Non-EU students should bring their passport and a copy of the stamped page to the Orientation Session, where the SAT will verify the copy.

C. Immigration Control

- I. If you are a national of the European Economic Area (EEA), or of Switzerland, the immigration procedures in this section do not apply to you. You are entitled to enter the UK freely and have the right of residence for the duration of your course.
- II. Most international students from outside the EEA need a visa to enter the UK. There are different kinds of visa. The majority of students coming to the University will need a student visa. If you are coming to Liverpool for one year you will need a Tier 4 visa and you will receive a CAS Statement letter and a CAS number.
If you are coming for one semester, obtain your student visitor visa in your home country before travelling.
- III. If you have any problems when you land, you should ask the Immigration Officer to contact the International Support Team (IST):
<https://www.liverpool.ac.uk/studentsupport/ist/> at the University
- IV. You only need to register with the Police if you are from a country listed on the Police Registration Table:

<http://www.merseyside.police.uk/about-us/our-services/registration-for-foreign-nationals.aspx>
- V. Please note: It is your responsibility to ensure you have the correct visa required by UKVI (UK Visas and Immigration) to study or for placements in the UK. For more information please visit the UKVI website:
<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

E. Meet and Greet:

- I. This service is available to students arriving in **September only**. You must book your flight to arrive on the Friday, Saturday or Sunday before the Welcome Week begins. University staff will collect you by coach from **Manchester Airport** from 08:00 until 20:00 to take you to your accommodation.
Link for bookings: <http://www.liverpool.ac.uk/study/international/meet-and-greet>
- II. We cannot offer this serviced for semester two students.

D. Financial matters:

- I. Please ensure that you have enough money to cover all your living expenses before coming to the UK. Erasmus and Exchange Study Abroad students do not pay tuition fees to The University of Liverpool. Sponsored students' tuition fees will be paid by the home University
- II. The *estimated* cost of living expenses in Liverpool are low compared to many other UK cities. Students will need between £6,000 and £7,000 to live in Liverpool for a year. This includes accommodation, food and local travel and will vary depending on your lifestyle. This does not include the cost of travel to Liverpool or transitory accommodation (i.e. hostel/hotel)
- III. Please remember to bring some cash (Sterling) with you for your immediate expenses such as travel fares, accommodation and meals etc. Do not carry more cash than you need for your travelling expenses. Most cash machines will accept cards from banks with the Visa/Maestro logos
- IV. If you wish to open a bank account in Liverpool, you will need a bank letter. Banks prefer to open bank accounts with students staying for more than 6 months. You can only get this letter when you have registered and entered your Liverpool and your home address on the Liverpool Life. Decide which bank you want to have an account with and when you have done this SAT will give you further information. You will need your ID card.

E. What to Pack

- I. The weather in the UK can be very changeable, so it's useful to bring a variety of clothing. The temperature rarely falls below -5 °C and rarely rises above 25 °C. It is not uncommon to experience a mixture of rain and warm sunshine throughout the day. Snow does fall in Liverpool, but heavy snow is not very usual
- II. As Liverpool is home to a diverse community, you can easily find foodstuffs from a variety of ethnic backgrounds, so you do not need to bring food from home
- III. Make sure you pack important documents, like your passport, your offer letter from us and this Handbook in your hand luggage

F. Travel insurance

You need to protect your cash and belongings from theft or loss during your journey, so you are strongly advised to take out travel insurance before you leave your home country. If you have bought anything new before your journey, remember to keep the receipts, the insurance company may ask you to provide them in the event that you have to make a claim. Please ensure you are covered for repatriation.

G. Overnight accommodation

You should consider what time you will arrive in Liverpool and ask your accommodation provider what time they are open until, especially if you are arriving late at night. If you need overnight accommodation you are strongly advised to make a reservation before you leave your home country.

H. Travelling to Liverpool

I. *From Liverpool John Lennon Airport (JLA)*

- a. **By Bus** – A number of bus services run between JLA and the City Centre. Bus route 86A will leave you close to the University campus. Buses usually operate every 30 minutes and the journey lasts around 40 minutes. A bus ticket will cost between £2.10 and £2.50
- b. **By Taxi** – Taxis from JLA to the campus cost between £20-£25 including airport toll. A taxi rank is located directly outside the airport building.

II. *From Manchester Airport:*

- a. **By Train** – During the day and up until 23:00 there are direct trains from Manchester Airport station to Liverpool Lime Street, with a journey time of just over an hour. Cost: approximately £12 - £25
- b. **By coach** – National Express also operates a coach service from Manchester airport to Liverpool. <http://www.nationalexpress.com/home.aspx>
- c. From Lime Street/Liverpool Coach station, taxis are available to take you to your final destination

III. *From a London Airport:*

Students are advised to fly to Liverpool or Manchester as travel from London airports is not always easy. Visit the website of the airport you are flying into for further details of how to travel to Liverpool.

- a. **By plane** - There are direct flights from London Heathrow to Manchester Airport
- b. **By coach** - The National Express coach service has direct services from Heathrow Airport to Liverpool Norton Street coach station
- c. **By train** – There are no direct train services from London airports. You are likely to have to travel to Central London and connect to train services from London Euston.

4. When you arrive

A. Checking your University registration online

- I. Our University student database system is called **Liverpool Life**. You can access the student information database at <https://www.liverpool.ac.uk/student-administration/liverpool-life/>. We use Liverpool Life to tell you important things like when your exams are and your grades. You will be asked to enter your address in Liverpool and your “**emergency contact**” in your country through this portal.
- II. You will receive an email from our system team (i.e. Liverpool Life) one month before your arrival with instructions on what to do to register with the University
- III. You can start the 9 Step registration process from home and confirm arrival (10th step) once you arrive in Liverpool by connecting to a University computer or through your own laptop/tablet/smartphone whilst connected to University Wi-Fi
- IV. You will receive an email with instructions on how to upload your photo. The photo should be a .jpeg less than 1mb. You must do this before your arrival so that SAT can organise for your ID card to be produced.

B. Orientation session and on-campus registration

- I. You will receive information to attend your orientation session with SAT. Attendance is **compulsory**. The Orientation Session covers information about your academic and social life in Liverpool
- II. SAT will check your on-campus registration has been completed and you will be able to collect your ID card.

C. Other University systems:

- I. You can find out how to register on the University’s computer network here <https://register.liverpool.ac.uk/> . Make sure you set up a secret question and have an alternative email address to hand
- II. The same web link above gives you access to **VITAL**, the University’s Virtual Learning Environment, which many professors put class notes on.

D. Facilities at the University:

- I. The University of Liverpool has two major libraries: **Sydney Jones Library** (Humanities and Social Sciences) and **Harold Cohen Library** (for Science, Engineering and Medicine). Welcome LibGuide: are available to introduce new students to the library’s services. This is available at <https://www.liverpool.ac.uk/library> and includes a link to an online version of the Quick Guide, along with other material.
 - II. The University of Liverpool is committed to providing students, staff and visitors with excellent sports provision. See the following link for more information about our multi-million pound Sports Centre: <https://www.liverpool.ac.uk/sports/>

E. Welcome Events:

- I. At the events organised by SAT, you will have the opportunity to meet your fellow study abroad students and SAT staff
- II. You will receive a programme of activities organised during the University Welcome Week (September start) or **SAT Welcome Days** (January/February start) by email.
- III. To check your School events please visit Welcome Week webpage: www.liverpool.ac.uk/welcome/ - Visit your department's Welcome pages

F. People you will need to meet:

I. Your Departmental Study Abroad Co-ordinator:

You will receive a list of the departmental Study Abroad Co-ordinators (SAC) and when they are available to see you. You must see him/her on the dates/times chosen by them. You must meet them so they know you've arrived and you are taking the modules you have been accepted for. The co-ordinators also authorise changes to module choices.

II. Your Buddy

- a. The Study Abroad Team run a Buddy scheme, linking Liverpool students who have studied abroad with Inbound students
- b. If you didn't indicate you wanted a Buddy on your application form, then you should email us as soon as possible to let us know that you would like a Buddy
- c. SAT will give your email addresses to your buddy and vice-versa before you arrive so that you can contact each other via email.
- d. Your Buddy will make arrangements to meet you once you arrive

G. Changing modules:

- I. You have two weeks from the beginning of the semester to change modules in the case of timetable clashes or requirements from your Home University. If you want to change a module of 7.5 credits you will have only the first week to change it
- II. You must take up to a maximum of 60 credit per semester and minimum of 45 (only with your Home University's approval)

III. To change modules, follow the instructions below:

Module(s) already approved on the Learning Agreement	1. Take your Learning Agreement to the Student Experience Team (SET) in the relevant School	2. SET will register you for the relevant module(s) and delete surplus modules	3. Ask the SET for the module timetable	4. The timetable will also appear on Liverpool Life within 48 hours
Changing to a completely new module	1. Request approval from your Home University – send them module description	2. Take their approval and Learning Agreement to the relevant Academic Study Abroad Co-ordinator (SAC) who will sign the change(s)	3. Take your approved Learning Agreement to the SET in the relevant School to have your modules updated	4. Ask the SET for the module timetable. The timetable will also appear on Liverpool Life within 48 hours

SAC: Study Abroad Co-ordinator (departmental)

SET: Student Experience Team (or Support Team)



Flora, University of Toronto

5. Staying Healthy

A. What Health Care am I Entitled to?

- I. The University of Liverpool does not provide or recommend any form of medical or health insurance to inbound students
- II. If you are from another European Union (EU) country please get a European Health Insurance Card (EHIC) before you come to Liverpool. This entitles you to free NHS treatment whilst you are studying in the UK. However, you are still not covered for repatriation to your home country and you must obtain insurance to cover this.
- III. If you are from a country outside the EU and are studying in Liverpool for less than 6 months, you are **not entitled** to free NHS treatment. You must obtain medical insurance before you come to Liverpool.
- IV. If you are from a country outside the EU and are studying in Liverpool for more than 6 months you are eligible for free NHS treatment. However, you are still **not** covered for repatriation to your home country. You must obtain insurance to cover this.
- V. Please visit your dentist and optician before you leave your home country as this treatment can be difficult to obtain and expensive in the UK.
- VI. Please see the 'Health' section of the International Support Team's pages for more information <https://www.liverpool.ac.uk/studentssupport/>

B. Registering with a GP (General Practitioner)

All students are advised to register with a GP locally, to ensure access to full medical care including 24 hour access. To register, go along to any surgery of your choice and simply fill out the necessary forms. The process is quick and easy. You can find GPs, pharmacies and dentists in the area and information about hundreds of health issues on this site www.nhs.uk

C. Accident and Emergency department

Hospitals are for those with serious life threatening illness or injury only please use this service wisely. In some circumstances Accident and Emergency (A&E) may not be the most appropriate place to receive treatment. If you become unwell please make sure that you choose the right service to treat you. If you are uncertain then please contact NHS Direct as per below:

D. NHS Walk – in Services

There are a number of NHS walk in services across Liverpool where you can receive treatment 365 days of the year. For more information visit: <http://www.liverpoolcommunityhealth.nhs.uk/>

E. Pharmacist

Your local pharmacist will deliver friendly, confidential expert advice and treatment of everyday health issues. They are often open until late and no appointment is needed

F. NHS Direct

You can receive confidential telephone health advice 24 hours a day from this service. They will also help you if you are unsure which service to use. Simply phone free on **111**

G. Seeing GP Out of Hours

This is run by local GPs who are available during the evening and at weekends. If you require this service call your GP practice number as usual and you will be given a number to contact or you will be put straight through

H. Sexual Health

To access free, local sexual health advice such as free contraception, (including IUD and emergency contraception) and testing and treatment of sexually shared infections or pregnancy testing and advice please ask at **Student Health on Campus** or visit www.nhs.uk/sexualhealth

I. Dentist

To find a local NHS dentist please call the Patient Advice and Liaison Service (PALS) on **0800 073 1106**. For emergency dental care call NHS Direct on **111**

J. Disability Support

The Study Abroad Team and The Disability Support Team (DST) work closely together to make sure that Disabled Erasmus+/International Exchange Students are supported within their academic studies. Please declare your disability on your Study Abroad application form so that the University can make reasonable adjustments to allow you to concentrate on your studies and support your independence.

Telephone the Disability Support Team on: 00 44 (151) 794 4714 or contact them by email: disteam@liverpool.ac.uk

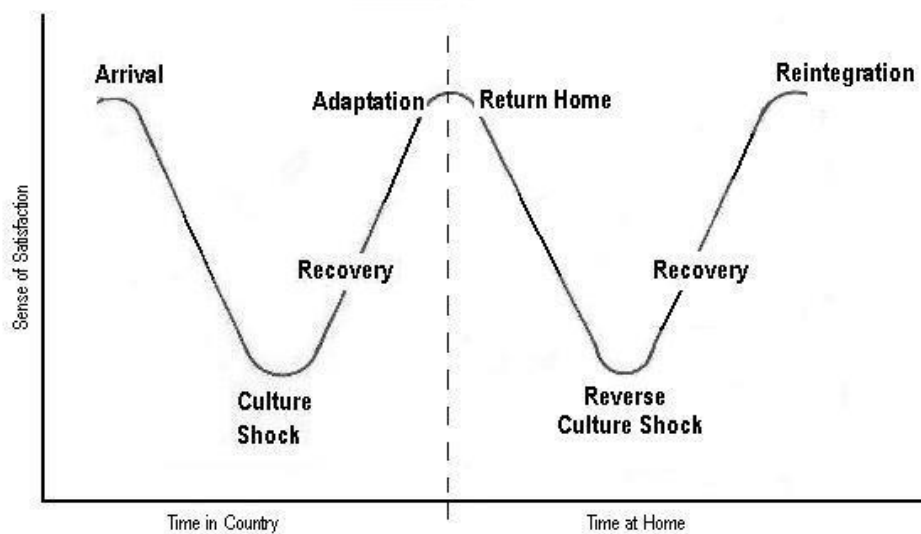
Visit their webpage: <http://www.liverpool.ac.uk/studentsupport/disability/>

6. 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.

A. 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:



B. Dealing with Culture Shock

The more research you have done about Liverpool, and the more familiar you are with the procedures at the 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. And remember, you are not alone! Lots of students who study abroad experience culture shock, so talking to someone about how you feel can be the first step towards settling in. If you're having a really difficult time, then you can always contact SAT and the Counselling Service using the contact details given at the beginning of this guide.

7. During your stay

A. Changing your Dates of Study

I. Extending your stay

Once you have registered the period of stay in Liverpool, you will not be able to extend your stay in Liverpool.

II. Leaving early

You must contact SAT by email and SAT will organise this for you only under exceptional circumstances.

B. Academic Life:

I. Examinations and Coursework:

Coursework is work that you do during the semester (e.g. essays or dissertations etc) and examinations are held at the end of each semester. The assessment of an exchange student is the same as any other student in Liverpool, therefore **assessments are compulsory**. Please check the exam timetable link: <http://www.liverpool.ac.uk/student-administration/exams/>

II. Deadlines:

You must submit coursework by the appropriate deadline and sit exams, otherwise you will lose marks. If ill, please email the department immediately and ask for a Mitigating Circumstances form - you will need a doctor's note.

III. Academic Integrity

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/>

C. Working in the UK:

I. *European Union and EEA Students*

All EEA and Swiss national students can work in the UK.

The University recommends that you do not work more than 15 hours per week during term-time so as not to interfere with your studies. You may work full-time during vacations. You can find more information about the right to work at <http://www.ukcisa.org.uk/>

II. *Non-EU Students*

Students with student visas issued for 6 months or more (i.e. not those on short courses nor those with student visitor visas) are allowed to work part-time while studying (you are **NOT AUTHORISED** to take leave from your studies in order to work):

- **Up to 20 hours per week during the academic year.** (NB the University of Liverpool recommends no more than 15 hours per week.)
- **Full-time in vacations.** (NB this means University vacations, only for registered students.)
- The UK government is making a number of changes to the immigration system. You must check the International Support Team's website: <http://www.liverpool.ac.uk/studentsupport/ist> The IST website is updated as quickly as possible when information changes. You must check these pages regularly.

D. Careers Support:

Please visit the website to find information regarding students part-time work jobs or voluntary opportunities: www.liverpool.ac.uk/careers

Please remember, penalties for working illegally are severe and include possible imprisonment and deportation



"As a member of the Open Air Club, I did a lot of hiking in the Lake District and in Snowdonia in Wales, which I can only recommend. I went to Manchester a couple of times, to York and to different places in Yorkshire."

Beata, Austria

8. Returning Home at the End of your Study Abroad period

At this stage you have finished your exams and the Study Abroad programme, and it is time to return home!

NB: Please note that at the end of the semester your status at the University of Liverpool as a study abroad student will expire and your ID card access will be denied.

A. Signing documents:

Before leaving the University of Liverpool you must make an online appointment to have any departure documents signed and stamped by the SAT Co-ordinator. If you don't have such a document you do not need to meet with SAT.

B. Transcript of marks:

- You will receive an email with your marks from the Student Administration and Support office
- SAT will send the original transcript to your university's Erasmus+ or international office as an official document by DHL
- The original of the transcript will reach you at least two months after the advertisement of your marks.

C. Understanding the Liverpool Grading System:

- Credits are rewarded when a course has been fully completed and an examination has been successfully taken.

University of Liverpool grade	Classification in British Universities
70 - 100	First Class degree
60 - 69	2.1 – Upper Second Class
50 - 59	2.2 – Lower Second Class
45 - 49	Third Class
40- 44	Pass Degree*
0- 39	Fail

*Passed the minimum for graduation but did not achieve honours

- You will have access the university's system indefinitely. Please use your ID number and password (you might need to change it) to have access to the system.

D. Re-sitting Exams

- I. If you fail an examination at Level 1 or 2 you will have the opportunity to take it again in August/September. If the module you failed is Level 3 or higher, you will not be able to re-sit as you will not be a student at Liverpool any longer
- II. If you wish to re-sit an exam module please email: erasmus@liverpool.ac.uk. You should also see our Re-sits web page:
<https://www.liverpool.ac.uk/studentsupport/ist/studying/examinationsandresits/>
- III. **International students** (i.e. from universities outside of the EU) may be given permission to take re-sit exams at their home university. You must contact SAT with your ID number and the module(s) you wish to re-sit and the address where exams pack should be sent to – there are fees to pay. There is also a deadline.
- IV. **EU students** must return to Liverpool to re-sit exams.

Although returning should be relatively easy, some people find it difficult to settle in.

Please give yourself time to get used to life at home again!



"An abroad experience teaches you more than a language, another culture and other habits, because you can also stand back on your culture. It is an incredible personal experience and a real springboard for your carrier."

I tried to visit Liverpool as much as possible, experience 'British habits' such as afternoon tea, British cooking, museums, etc..."

Clarisse, France

9. Returning to the University of Liverpool: Masters and PhD Study

The University of Liverpool welcomes hundreds of international and EU students for Postgraduate (PG) studies every year and would be delighted to see some of our Study Abroad students here on campus again. To see the range of courses we offer at PG level please see: <http://www.liverpool.ac.uk/study/postgraduate/>

The University of Liverpool currently offers discounts of 20% on tuition fees for Postgraduate Taught (PGT) and Master of Research (MRes) programmes. All students who have studied with us on Study Abroad/Erasmus+ will be eligible for this. Please check our Postgraduate Funding tool (see below) to confirm the availability of this discount.

Other sources of funding/scholarship are advertised on our website too, so if you would like to return for PGT, MRes or PhD study beyond 2015-16, please check the website below to clarify opportunities available at the time.

<http://www.liverpool.ac.uk/study/postgraduate/finance/scholarships/>

If you decide to return to the University of Liverpool to continue with your studies, the Study Abroad Team would love to hear from you!



We hope that you have had a happy and successful time at the University of Liverpool!

10. USEFUL LINKS

If you wish to know more about the history of the University of Liverpool see:

<http://www.liverpool.ac.uk/about/history/>

International dialling code for Liverpool

T: +44 (0) 151

University of Liverpool contacts

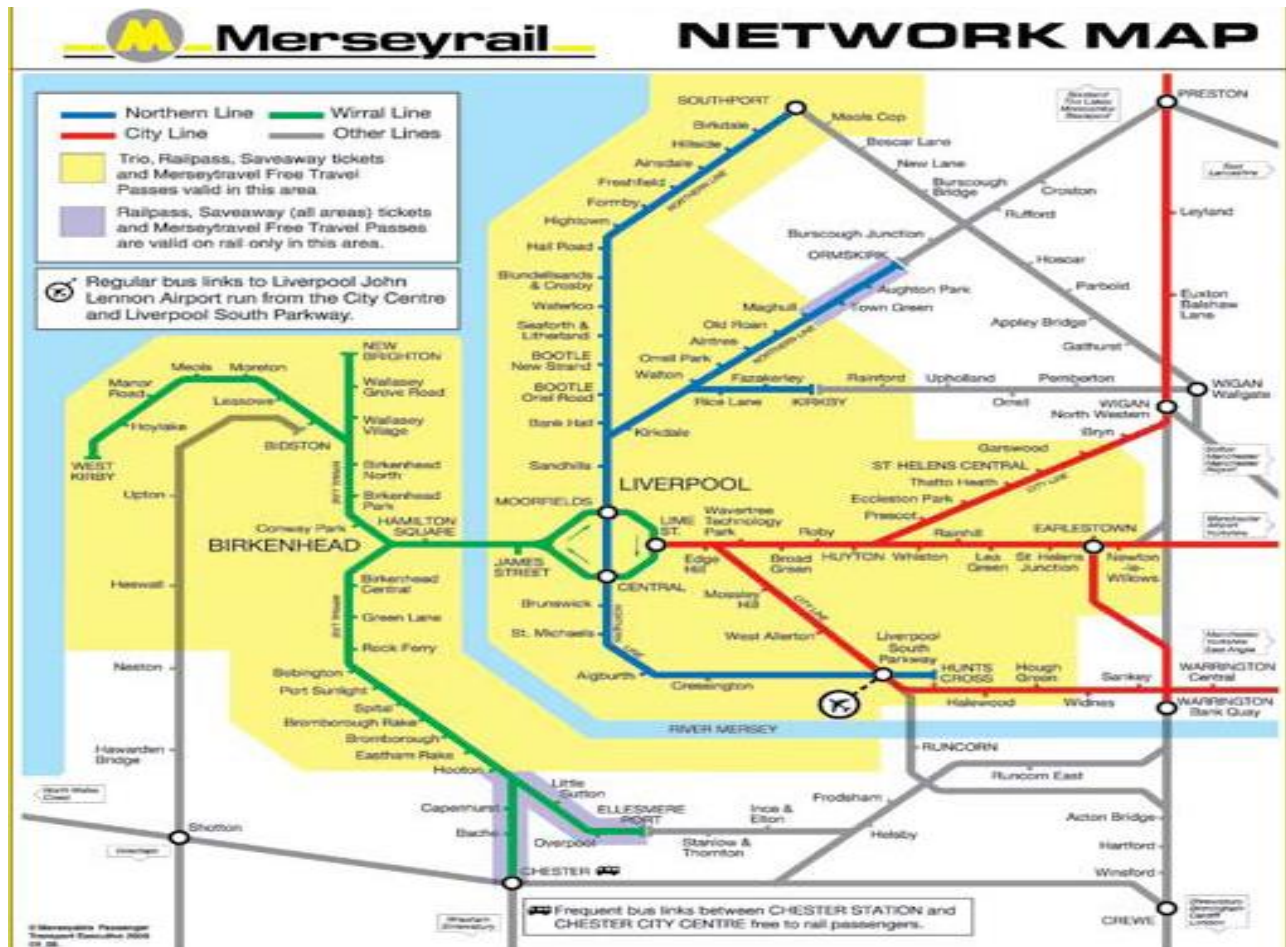
<p>Study Abroad Team (SAT) T: +44 (0) 151 794 6982/794-6759 E: erasmus@liverpool.ac.uk/saeng@liv.ac.uk Web: www.liverpool.ac.uk/inboundexchange</p>	<p>UK Emergency number: Police, Fire Service and Hospitals: 999 Non-emergency number: 101</p>
<p>International Support team (IST) (for visa advice) T: +44 (0) 151 794 5863 E: ist@liverpool.ac.uk Web: www.liverpool.ac.uk/studentsupport/ist</p>	<p>Accommodation Office (University accommodation) T: +44 (0) 151 795 0377 E: accommodation@liverpool.ac.uk Web: www.liverpool.ac.uk/accommodation</p>
<p>Student Administration & Support T: +44 (0) 151 794 6759/5863 E: studenteng@liverpool.ac.uk Web: www.liverpool.ac.uk/sas</p>	<p>Liverpool Student Homes (Student private accommodation) T: +44(0) 151 794 3296 E: lsh@liverpool.ac.uk Web: http://www.liverpool.ac.uk/accommodation/contact/liverpoolstudenthomes/</p>
<p>Guild of Students www.lgos.org</p>	<p>Disability Support Team (DST) The University welcomes applications from disabled students. T: 0044 (0) 151 707 1089 E: disteam@liverpool.ac.uk Web: http://www.liverpool.ac.uk/studentsupport/disability/</p>

Temporary accommodation

<p><u>Liverpool International Inn</u> T: +44 (0) 151 709 8135 E: See 'Contact Us' on website Web: www.internationalinn.co.uk</p>	<p><u>YHA Hostel</u> T: +44 (0)870 770 5924 E: liverpool@yha.org.uk W: www.yha.org.uk</p>
<p><u>Embassie Hostel</u> T: +44(0) 151 7071089 E: embassie@gmail.com W: www.embassie.com</p>	<p><u>Hatters Hostels</u> T: +44 (0)151 7095570 E: liverpool@hattersgroup.com</p>
<p><u>Visiting Liverpool</u> www.visitliverpool.com</p>	<p><u>Visiting London</u> www.visitlondon.com</p>

<p>UK Student Life (Cultural information about the UK) T: + 44 (0)870 2468 Web: www.ukstudentlife.com</p>	<p>International Students' House T: + 44 (0)20 7631 8300 E: accom@ish.org.uk Web: www.ish.org.uk</p>
<p>Visas UK Visas and Immigration (UKVI) www.ukvisas.gov.uk Immigration Advisory Service www.iasuk.org</p>	<p>UKCISA (United Kingdom Council for International Student Affairs) www.ukcisa.org.uk Please check for up to date information, i.e. vaccinations etc.</p>
<u>UK Airports</u>	
<p>Liverpool John Lennon Airport T: + 44 (0)871 5218484 www.liverpooljohnlennonairport.com</p>	<p>The Heathrow Airport – London T : +44(0)870 000 0123</p>
<p>Manchester Airport T : + 44 (0) 8712710711 Web : www.manchesterairport.co.uk</p>	<p>Gatwick Airport www.gatwickairport.com</p>
<u>Transport information</u>	
<p>Public transport in the UK T: + 44 (0)871 2002233 Web www.traveline.org.uk</p>	<p>National Express (coaches) – moved to Liverpool One Bus Station T: + 44 (0) 8717 818181 08:00 – 22:00 www.nationalexpress.com</p>
<p>Train information and ticket purchase www.nationalrail.com</p>	
<p>HM Revenues & Customs T: + 44 (0) 2920 501 261 www.hmrc.gov.uk</p>	

11. Train network for the Liverpool Area



The main train stations for Liverpool city centre are:

- Liverpool Lime Street
- Liverpool Central
- Moorfields

There are two main bus stations in Liverpool:

- **Liverpool 1** Bus Station
- Queens Square Bus Station

Timetables and routes are available from: <http://www.merseytravel.gov.uk/Pages/Welcome.aspx>

Or alternatively call Mersey travel: 0151 227 5181

The cheapest way to utilise the public transport whilst visiting Liverpool and the surrounding areas is to buy a daily / weekly ticket, which offer good savings over individual fares.

These are available through Merseytravel, Post Offices and some newsagents.

We wish you a safe journey and look forward to meeting you soon!