INTERNATIONAL STUDENT HANDBOOK

INTERNATIONAL STUDENT ADVICE
WITH
PLYMOUTH UNIVERSITY
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Welcome to Plymouth University!

We have designed this handbook to:

- Support you practically in completing your first two weeks in Plymouth
- Give you an overview of Plymouth University and the city
- Inspire you to make the most of your time at university and beyond
- Act as a reference guide during your studies

We look forward to seeing you soon, whether you have a question, concern or comment.

Best wishes from

International Student Advice (ISA)
Roland Levinsky Building.
Find out more about us on page 5.

Information for European Union and Economic Area students only is marked with:

Information for students from outside of Europe only is marked with:
International Student Advice

International Student Advice (ISA) at Plymouth University is a team of specialist advisors and information assistants dedicated to supporting all international students.

International Student Advice staff are the only authorised staff at Plymouth University that can offer immigration information and advice to students.

INFORMATION AND ADVICE
We specialise in giving confidential advice to new and current students at Plymouth University and offer the following services:

**Tier 4 student visas:**
- Visa extension application advice
- Visa extension application and document checking service
- Dedicated postal service for students (Student Batch Scheme)
- Dedicated premium service for students (Cardiff Public Enquiry Office)
- Advice on rejections and refusals

**GENERAL IMMIGRATION**
- Short Term Study Visa
- Entry clearance correction scheme
- Visas for dependants
- Visas for visiting family and friends
- Tier 2 (Sponsored worker)
- Visas for Europe
- Tier 4 work regulations
- EU/EEA work regulations
- Police registration
- Doctorate Extension Scheme
- Tier 1 (Graduate Entrepreneur)

Keep updated with the latest immigration news on our website: [www.plymouth.ac.uk/student-life/services/international-students/international-student-advisory-service/important-immigration-news](http://www.plymouth.ac.uk/student-life/services/international-students/international-student-advisory-service/important-immigration-news)

We also offer information and advice on the following:
- Culture shock
- Money
- Council tax
- General academic queries
- Health
- Living in the UK
- Personal Issues

Immigration advice and services regulated by the Immigration Services Commissioner
ACCOMMODATION
If you have chosen a room in University Managed Halls, we hope that you have already picked up the key/key card and are beginning to familiarise yourself with your new home!

If, like some other new international students, you have decided to choose University Approved Private Housing, our Residence Life Team will be able to help you.

PRIVATE ACCOMMODATION
When deciding on where to live, it is very important that you personally visit the property to see that the room and the property meets all your requirements. We therefore suggest that you book temporary accommodation in a guest house or hotel for a couple of days whilst you look for your permanent home. When you are looking at a room please remember the following recommendations from the Residence Life and Student Accommodation Office:

• Find out how much the bills – gas and electricity – cost and how to pay them – many students find it easier to budget if rent is ‘all-inclusive’.

• Ask the landlord lots of questions as you look around e.g. what is included in the rent? How do I contact you if there is a problem? You will find useful information about property visits on the webpages such as a Property Viewing Checklist Information Sheet. www.plymouth.ac.uk/uploads/production/document/path/2/2882/Property_Viewing_Checklist_-_for_students.pdf

• Read any tenancy agreement carefully before you sign. Let the Residence Life Team and the Student Accommodation Office or Students’ Union Advice Centre check it if there is anything you are unsure of. Your contract is a legal document and binds you to the property for the dates stated on the Tenancy Agreement.

• Discuss the length of contract. If you are not studying for the full academic year, ask the landlord whether they will agree to a shorter tenancy agreement. Most landlords offer the minimum of a ten month contract and if signed, you are agreeing to pay rent on your room for the full ten months, so please be very careful and make sure you understand your financial liability. You will have to pay for the length that is stated on the tenancy, regardless if you are living there or not.

• Many landlords take rental payments on a termly basis, however, if you are unable to provide a suitable UK based guarantor, they may ask for the rent for the full length of the Tenancy Agreement.

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

• Information for International students can be found on our web pages. www.plymouth.ac.uk/student-life/services/accommodation/university-approved-private-accommodation-for-international-students

• There is also a page for your parents to read. www.plymouth.ac.uk/study/parents-guide/accommodation-information-for-parents

Any questions regarding private accommodation? Contact:

Residence Life, Mary Newman
landlords@plymouth.ac.uk
(01752) 588644
OPENING A UK BANK ACCOUNT
To open an account, banks usually require:
• A valid passport or national identity card
• A university bank letter which is available from:

  International Student Advice, Roland Levinsky Building
  (overseas students only)

  or

  From your Faculty Support Office
  (EU students only)

You may also be asked for your BRP (Biometric Residence Permit)

See Page 16 for more information on Banks.

PASSPORT AND VISA SCANNING
All universities are required by the Home Office to keep a copy of passport pages showing all personal details and visa stamps or documents (where applicable) to evidence your entitlement to study in the UK and at Plymouth University. This will also include an Identity Card (Biometric Residence Permit) which you should have collected within ten days of entering the UK. You can get these documents scanned at International Student Advice, Roland Levinsky Building.

You will not be able to enrol online until your documents have been scanned.

If you still hold a visa for a previous course at another UK institution, you will need to make a valid visa application with your Plymouth University CAS. Please contact International Student Advice for more advice.

Any questions? Contact:
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

POLICE REGISTRATION
If a person is subject to the police registration condition, this will normally be confirmed as follows:
• For those travelling to the UK, the police registration condition will appear on their entry clearance vignette (visa).
• For those applying from within the UK, the condition will either appear as a remark on their biometric residence permit (BRP), or it may be confirmed solely in the Home Office decision letter.

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

To register for the first time you will need the following:
• your passport with visa
• 1 passport-sized photo
• £34 (cash only)
• university offer letter or student card
• your Biometric Card (where applicable)

Once you have registered you will be asked to return to Charles Cross Police Station to collect your Police Registration Certificate.

Your Police Registration Certificate is an important document and you should keep it safe.

Please remember if you change address and/or your visa is extended you will need to visit Charles Cross Police Station so that your certificate can be updated.

Any questions? Contact:
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
PAYING YOUR TUITION FEES
When you complete online enrolment you will be asked to confirm how you are paying your tuition fees. It is your responsibility to pay your tuition fees before completing enrolment. Details of how you can pay can be found on www.plymouth.ac.uk/study/fees. A minimum of 50% is payable at the time of enrolment with the remainder due at the start of the second term. Failure to pay your tuition fees could mean you incur academic sanctions unless you seek advice as soon as possible. If you are a Tier 4 student visa holder, the university would also have to report you to the UK Home Office, your visa would be curtailed and you would need to leave the UK.

Students who are experiencing unforeseen financial difficulties paying their tuition fees after they have registered on to a programme of study should seek help immediately. Contact the Tuition Fees team – Tel: (01752) 588130 or email tuitionfees@plymouth.ac.uk

Independent advice on financial matters is provided by the Student Union Advice Team – Tel: (01752) 588373 or email advice@su.plymouth.ac.uk

Whilst the university is sympathetic, the quality of learning is dependent upon funding and therefore the university must recover all outstanding debt.

Any questions? Contact:
Tuition fees
tuitionfees@plymouth.ac.uk
(01752) 58 81 30

ONLINE ENROLMENT
Make sure you have uploaded a photo for your University Card. You can do this at https://eservices.plymouth.ac.uk/app

Next you must complete online enrolment. We ask you to confirm online your personal and course information. Once you have completed online enrolment you will be able to log on to your computing account.

For overseas paying students, you will need to get your passport and visa scanned before having access to your computing account.

Any problems? Contact:
For all Library and IT Enquiries phone (01752) 58 85 88, or email libraryanditenquiries@plymouth.ac.uk

COLLECTING YOUR STUDENT CARD
During your course induction programme there will be an enrolment/registration session. You must attend this session to complete enrolment and to collect your University Card. Check your course induction programme for the date and time. You must have completed all of the above steps relevant to you before you can collect your University Card.

Need any help? Contact:
Student Gateway Desk
Roland Levinsky Building
studentgatewaydesk@plymouth.ac.uk
(01752) 58 77 00

REGISTER WITH THE DOCTOR
It is advisable to register with a doctor as soon as possible after enrolling at Plymouth University, this can be done on-line at www.umcplymouth.co.uk or in person at The University Medical Centre; opening hours are 08.30–18.00.

If your course is below 3 months you will be registered as a temporary patient, for courses over 6 months you will be registered as an NHS patient. You will need to provide proof of your educational placement from Plymouth University and photo ID, such as a passport.

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

Any questions? Contact:
Wellbeing Centre
Endsleigh Place
www.umcplymouth.co.uk
(01752) 22 23 41
Support for studying in the UK

The university education system in the UK may be quite different from the education system you have experienced at home. You may come across differences in the style of teaching, your relationship with your lecturers, what is expected of you and the study support that is available.

Often students are a little surprised by the amount of self-study and free thinking that are required of a UK university student, but the learning support available can make the transition much easier.

It is also important to take a look at the student handbook on the university web pages, it will give you all the essential information online relating to your study at Plymouth University.

www.plymouth.ac.uk/your-university/governance/student-handbook

You can also find the rules and regulations that will apply to you and your course. Submission deadlines are very strict and non-negotiable. It is very important that your work is your own, properly referenced and is submitted on time. Processes are in place to ensure that all students are treated fairly however your results could be affected if you do not take the time to check and understand the rules and regulations and seek advice if you need further information.

www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations
ENGLISH LANGUAGE SUPPORT FOR INTERNATIONAL STUDENTS

English Language Support for International Students is the language support service at Plymouth University for students who have English as a second language. It is extra academic support to help students with their coursework and their assessments and is delivered free of charge.

English Language Support for International Students is delivered by staff in the English Language Centre and comprises of a range of tutorials, classes, workshops and less formal activities.

The aim of the language support programme is to help international students to achieve their potential when they study at Plymouth University. This entails providing appropriate support in English for Academic Purposes and helping students to understand what is expected of them when they study in the UK.

Workshops in Academic English

Workshops are held on a variety of topics including academic writing, speaking strategies, giving an academic presentation, critical thinking skills and a range of grammar areas. Sign up for these through our page on the digital learning environment (DLE) here: https://dle.plymouth.ac.uk/course/view.php?id=14924.

Tutorial support

The English Language Centre (ELC) provides one-to-one and small group tutorials to help with:

- coursework assignments
- general English language skills
- academic writing
- oral presentations
- reading strategically
- preparing for examinations

You can sign up for tutorials on our DLE page.

ELC at the Writing Cafe

ELC tutors support international students in their writing at the Writing Café on the top floor of the Babbage building. See our DLE page for details of timings.

In-programme support

In-programme English language support classes are delivered to students on selected degree programmes. This enables international students to attend carefully planned English lessons which cover the academic language and study skills required for their degree course. English Language Centre staff work closely with Programme Managers and lecturers to understand the needs of their students and to provide relevant language and academic skills.

Pronunciation classes

Students with English as a second language can sign up for pronunciation classes on our DLE page.

Drop in Zones

International students who have English as a second language can get support in Drop-in Zones where they can talk to an English Language lecturer about their coursework without booking an appointment. Details of timings are made available on our DLE page.

English Club

English Club is an English speaking club where international students can improve their spoken English language skills in a friendly and supportive environment. English Club uses British and international students as language facilitators. There is no need to book your place for English Club – just come along at 6.00 pm to Cookworthy upper refectory on Tuesdays during term time.
Postgraduate support
The English Language Centre offers workshops to support Masters and PhD students. These are run throughout the year. For details and to sign up for sessions visit our DLE page. Postgraduate students can also join the other activities on offer.

Any questions? Visit our webpages
https://dle.plymouth.ac.uk/course/view.php?id=14924
elc@plymouth.ac.uk

LEARNING DEVELOPMENT
Learning Development can help you address the academic demands of higher education, ensuring you get the most out of your studying and learning. We offer a range of services such as one-to-one and small group tutorials, taught sessions within programmes, online resources and study guides, and much more at the Writing Café. Areas we can help with include:
  • Writing and presenting
  • Developing thinking
  • Using literature critically
  • Managing projects
  • Articulating knowledge
  • Communicating your ideas
  • Preparing for exams and assessment

Writing tutorials are also available from the Royal Literary Writing Fellow.

Any questions? Contact
www.plymouth.ac.uk/learn
learn@plymouth.ac.uk
(01752) 58 76 76

SUM:UP
SUM:UP is part of the Learning Gateway and offers mathematics and statistics support for all students at Plymouth University. SUM:UP provides online and paper-based support, and a drop-in centre (Library 1st Floor, 10.00–16.00 term time, with a reduced service in assessment weeks at the end of each semester) where students can receive one-to-one assistance in a relaxed environment. You can go along and ask questions on any mathematical or statistical topic whatever course you are on!

Any questions? Contact
Learning Gateway
Roland Levinsky Building
lsw@plymouth.ac.uk
(01752) 58 76 76
Your health and wellbeing

Moving to a new country and starting a demanding course of study can sometimes mean that you have little time to look after your health. It is important to make sure you have some understanding of the UK National Health Service (NHS), your entitlement to medical treatment and what to do if you need to access treatment. At Plymouth University we also know how important it is to look after yourself so that you can achieve maximum success in your studies so take a look at the services we can offer you too.

STUDENTS ON COURSES OF MORE THAN 6 MONTHS

All Tier 4 students on a course of six months or more, and their dependant family members, will be required to pay an immigration health surcharge as part of their application process.

If you and your *dependent family members have paid the NHS surcharge you will have the same access to the NHS as a UK permanent resident for the duration of your visa.

*Family members include your husband/wife, and your children aged up to the age of 16 or up to the age of 19 if they are in full-time education.

You may still choose to take out additional medical insurance to cover situations that would not be covered by the NHS such as dental treatment, optician visits and repatriation in a medical emergency.

Please note that your entitlement to UK Healthcare may be affected if you suspend or withdraw from your studies.

STUDENTS ON COURSES OF LESS THAN 6 MONTHS

Students from a European Union or EEA country/Switzerland are entitled to all necessary medical treatment from the NHS, whilst they are studying in the UK. Students should obtain a European Health Insurance Card (EHIC) in their home country before travelling to the UK to demonstrate their entitlement.

Students from outside the European Union or EEA should obtain private medical insurance before travelling to the UK.

UK HEALTHCARE SYSTEM (NATIONAL HEALTH SERVICE/NHS)

REGISTER WITH A DOCTOR

The on-campus NHS facility is the University Medical Centre based at the Well-being Centre, Endsleigh Place (above Boots the chemist).

The centre is run by two GP providers, Beaumont Villa Surgery and Peverell Park Surgery, you are entitled to register with either surgery, the process is simple and takes only a few minutes.
Coming to a new country and calling it ‘home’ is a bit scary, however, making good friends with your Ambassadors or Resident Assistants can help you overcome the fear of being alone or isolated.

Qavitha Buspanathan, Malaysia, BSc(Hons) Psychology

Making an appointment with a doctor
To make an appointment to see a doctor please call the surgery on 01752 222341 and select option 1 for Peverell Park surgery; 2 for Beaumont Villa Surgery. Both surgeries operate a telephone triage system, you will be asked a number of questions by the receptionist, this is to assist the receptionist to book you with the correct health professional.

Please answer the questions as best as possible, it will speed up the process and help you to be booked with the correct health professional.

You will then either be given an appointment to attend the surgery or be offered a telephone call back by the GP. It is important that you keep your details up-to-date with the surgery and have a telephone that we can reach you on.

If you require a doctor out of hours (When the Medical Centre is closed)
For a non-urgent condition such as a sore throat, cough, cold, headache or diarrhoea please visit your local chemist. Boots has a pharmacy on campus at Endsleigh Place.

For a serious illness that cannot wait until the surgery re-opens you are advised to call 111.

A health professional at the 111 service will ask you a number of questions, they will decide if you will need to be seen by a doctor.

For minor injuries such as sprains, bumps to the head, cuts and burns please attend the Minor Injury Unit at the Cumberland Centre. Please call Tel: (01752) 434390 to check opening times.

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

Any questions? Contact:
Wellbeing Centre
Endsleigh Place
www.umcplymouth.co.uk
(01752) 22 23 41

THE STUDENT COUNSELLING AND PERSONAL DEVELOPMENT SERVICE

We’re here to listen
We offer face-to-face consultations and a whole range of Personal Development sessions and groups. You can come to a drop-in session in the Listening Gateway or complete the online form on our website to request an appointment: www.plymouth.ac.uk/student-life/services/learning-gateway/making-an-appointment.

If you’re off campus, you may want to think about E-Counselling.

How can we help you?
When you contact us we will offer you an appointment with a counsellor, mental health worker or wellbeing officer, depending on your needs and what you are wanting to talk about. We will discuss with you the most appropriate source of support for you at this time.

This might range from selected self-help resources, attending a group or a one-off workshops, to having some counselling or other form of one-to-one support. The counselling we offer is short-term and focused on your academic and university life; many people find that just one or two sessions with a counsellor or wellbeing officer can be helpful. Our workers will help you to deal with problems that are having a negative effect on your academic work as well as your enjoyment of university life. If we are not the best service for you, we will provide information and support to help you access other, more appropriate, services both within the University (such as Disability Assist or the Learning Development Team) or in the community.
UPSU Support and Advice, part of the Students’ Union, also provides advice about a whole host of issues including academic, consumer debt, housing, legal, student funding and welfare benefits.

**Personal Development Sessions**
The Learning Gateway runs a Personal Development Programme to help you get the most from your studies and personal life. There’s no need to book for most of the workshops or information sessions – just turn up. We’d love to see you. Dates and details of workshops will be listed at the beginning of term. The kind of sessions you can attend include Mindfulness, Managing Anxiety, Relaxation, Mood Boost and a whole lot more.

We also run a number of groups. As well as a women’s and a men’s group we have an International Student Group which meets weekly and has been really popular – helping students to feel connected, to meet new friends and make the most out of life in the UK.

For more details on all of these workshops and groups check out our website for more information: [www.plymouth.ac.uk/counselling](http://www.plymouth.ac.uk/counselling)

**Anytime Advice and Mental Health Support Line**
To access 24 hour support, day or night, you can call the Anytime Advice and Mental Health Support line for confidential emotional and counselling support, and advice on a wide range of difficulties. Telephone calls are free on 0800 042 0134 (If you’re outside of the UK, please call +44 (0)20 8987 5964) or email: assistance@workplaceoptions.com www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line
The Listening Post
Just need to talk? Come along to our Listening Post service in the Learning Gateway and have a chat with one of our trained listeners. There is no need to make an appointment – the service is available term time between 10am and 4pm.

Mental Health Support
The Mental Health Support team offer short term support, advice and links to services in and outside university for students experiencing mental health difficulties. Call into the drop-in sessions in the Learning Gateway Monday to Friday, 12.45 to 13.45, or email mentalhealthsupport@plymouth.ac.uk
Find out more at www.plymouth.ac.uk/student-life/services/learning-gateway/mentalhealth-support

SHINE
SHINE is a comprehensive web resource created by students, counsellors and researchers. Watch, read, listen, find apps and useful links to the best online resources and information about mental health and well-being. www.plymouth.ac.uk/SHINE

Any questions? Contact
Learning Gateway
Roland Levinsky Building
Find out more at www.plymouth.ac.uk/counselling
Email: studentcounselling@plymouth.ac.uk
Call +44175258767

DISABILITY ASSIST
Disability Assist (DAS) is part of the Learning Support and Wellbeing department and is here to help with your disability related individual study support needs.
If you’re a prospective or current student, or a member of staff supporting students, we are here to assist!
DAS supports international and EU students with disabilities by providing:
• Guidance on disclosing a disability.
• Advice regarding diagnosis if you think you may have dyslexia or another specific learning disability (e.g. DCD (dyspraxia), ADHD, autism).
• A student support document (SSD) reflecting your study requirements and modified assessment provisions (extra time in exams)
• Advice on accessing study skills support and one to one dyslexia study skills tuition.
• Liaison with support workers.
• Liaison with tutors and other university staff, services and external services where appropriate.
• Support groups for ADHD and autism.
• Information resources.
• Equipment loan library (laptops, tablets and voice recorders etc.).

For more information? Contact:
Disability Assist
das@plymouth.ac.uk
01752 58 76 76
or visit us in the
Learning Gateway
Roland Levinsky Building
www.plymouth.ac.uk/student-life/services/learning-gateway/disability-and-dyslexia
Bank accounts in the UK
Most banks will offer international students a current account which will include a debit card that can be used to make cash withdrawals and to make payments in shops and online.
It is unlikely that the account will come with credit facilities such as a credit card (that allows you to make purchases and then pay for them at a later date) or overdraft (that allows you to withdraw money even if you do not have any available funds) but you may be offered a flexible savings account alongside your current account.
Some accounts carry a monthly charge which although might seem like an unnecessary extra payment, it will usually cover some international bank transfers and other services that you would usually pay separately for. It is recommended that you speak to several banks before making a decision on where to open your account.

Opening a bank account
Read the information on opening a bank account in the Getting Started Section at the front of the handbook.

Online banking
Most banks encourage customers to make use of online banking to manage their money.

Visa holders must make sure that they can request original statements when required as part of a visa application.

Transferring money
Transferring money between accounts that is not yours could be viewed as money laundering. This is a criminal offence according to the Financial Services Authority so only let money be transferred to and from your account if it is from a legitimate source.

Banks in Plymouth
Banks are usually open between 9.00 and 17.00, Monday to Saturday but all have an ATM cash withdrawal facility.

- HSBC 4 Old Town Street
- Barclays 140 Armada Way
- Lloyds 8 Royal Parade
- NatWest 12–16 Old Town Street
- Santander 161 Armada Way (Campus Branch Smeaton Building)

Tuition Fees
Students who are experiencing unforeseen financial difficulties in paying tuition fees after they have registered on to a programme of study for that academic year should seek help immediately. Whilst the university is sympathetic the quality of learning is dependent upon funding and therefore the university must recover all outstanding debt. In exceptional circumstances, which are supported by independent documentary evidence such as bank letters or medical letters, a student may request to defer payment.

International Students who hold a Tier 4 visa should note that failure to pay their tuition fees may have consequences for their immigration permission to remain in the UK.
Living costs in Plymouth

Living costs in Plymouth are generally comparable or lower than some other cities in the UK however you will still require a minimum of £800 per month in order to live comfortably. Budgeting can be difficult when you move to a new country with prices very different compared to home. It is really important that you consider your finances carefully so that you know how much you have available to spend each month and can predict if you are going to have financial difficulties.

Support for students in financial difficulty

If you know you are going to have financial difficulties, seek advice straightaway. Student Services staff are available to you to offer advice and the sooner a problem is identified the more options will be available to you.

Undergraduate EU students will have access to University Hardships funds, provided they are already in receipt of a Tuition Fee Loan.

Other students may be able to access limited emergency funding for non-tuition fee costs depending on their situation. Poor budgeting or general hardship will not be considered an emergency situation.

More information?

International Student Advice
Roland Levinsky Building
International.advice@plymouth.ac.uk

Make sure you have your bank account set up and look after your money. Buy the right clothes, bedding and shoes for the weather. Check out good restaurants and cafes in Plymouth because there are many lovely ones that are cheap.

Qavitha Buspanathan, Malaysia, BSc(Hons) Psychology
Adapting to life in the UK

British Cultural Characteristics

Culture is embedded deep within all of us and can produce deep emotions, sometimes when we are not expecting it! Discovering a new culture can be exciting but equally frustrating. Whilst it is not helpful to state that all nationals of a particular country are culturally similar, it can be interesting to point out some of the common cultural characteristics, so you can be a little prepared when you encounter them.

Queuing

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

Punctuality/timings

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

Greetings

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

Weather Talk

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

Politeness

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

British Behaviour

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

Dealing with the shock of a new culture

Many international students will feel homesick at some point in their stay and that homesickness is often one of the stages of ‘culture shock’. Culture shock describes the impact of moving from a familiar culture to one which is unfamiliar. It includes the shock of a new environment, meeting lots of new people and learning the ways of a different country. It also includes the shock of being separated from the important people in your life.

There are many things which can contribute to culture shock including different climate, food, dress, language and having to learn new social ‘rules’ and behaviours.
Sadness, loneliness
Aches, pains, allergies
Insomnia or excessive sleep
Changes in mood, depression, feeling vulnerable
Anger, irritability, resentment
Loss of identity
Lack of confidence
Longing for family
Feeling of being lost or overlooked

Most people experience culture shock in stages. Many people go through different phases of this process a number of times. Some stages may only apply partially to you. Some students may go through the whole process in a day while others may take a lot longer.

You may experience this:

- Home Country
- Honeymoon stage
- Independence stage
- Autonomy stage
- Reintegration stage
- Disintegration stage
- Home Country

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

- Tell yourself that what you are experiencing is normal.
- Stay in touch with home by email, text or telephone.
- Have familiar things with personal meaning around you, such as photos or ornaments.

Try to find familiar food if you can. Eat a healthy and balanced diet.
Learn to include a regular form of physical activity into your routine. Plymouth is a great place to walk around.
Links with a faith community is helpful to some students. Plymouth University chaplaincy welcomes students of all faiths for pastoral or social activities.
Be prepared to take the first step and find activities which will give you a common interest with other students.
Get involved in more university activities – there is so much going on!
Maintain confidence in yourself. Follow your ambitions and continue your plans for the future.

In the UK it is normal to talk through what you are feeling with an advisor or counsellor. The International Student Advice Service has experienced advisers who are available for you to talk with in confidence and you may find talking to a student counsellor useful too.

Remember, you are not alone; we have all experienced culture shock at different times in our lives and being able to recognise it is the first step in overcoming it!

Need any help? Contact
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
Working during your Studies

Working during your studies can benefit your language and employability skills, as well as help you financially. It is important to balance your work, study, and social life, so we recommend that you limit your part-time work to no more than 16–20 hours per week (but check the limitations on your immigration permission if applicable), and remember that your course and studies should take priority.
EEA Students:
Most EU/EEA nationals are free to take employment without having to take permission to work. However if you are a national of Croatia you may have to register for an Accession Worker Card before you can begin a job. Further details about the Scheme are available at www.gov.uk/government/publications/guidance-for-croatian-nationals-on-getting-permission-to-work-in-the-uk

Non-EEA Students:
Most students on a course of more than 6 months are allowed to do some work whilst in the UK. There are certain restrictions on the amount and type of work you can take. You can look at your visa to find out if you have permission to work or not. Students with a work restriction must follow these conditions;
• You can work up to 20 hours a week during term time and full-time during holidays and when doing a work placement year approved by the University. However, you can only work 10 hours a week if you are on a foundation or pre-sessional course.
• You must not engage in business, self-employment or the provision of services as a professional sports person or entertainer.
• You must not pursue a career by filling a permanent full-time vacancy.

Any questions? Contact
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

Part-time employment opportunities with student jobs
Student Jobs are part of the Careers & Employability Service and they advertise part-time jobs on and off the campus.
If you are interested in learning more about part-time vacancies or student jobs events then please visit their website www.plymouth.ac.uk/studentjobs

Any questions? Contact
Careers & Employability Hub
Roland Levinsky Building
studentjobs@plymouth.ac.uk
01752 587722

National Insurance Numbers
A National Insurance Number is a unique number allocated to you that is used to identify you to HM Revenue & Customs and the Department of Work and Pensions.
You do not need to apply for an NI number whilst looking for a job but you do need one when you have successfully got a job. When you are looking for a job you can make an appointment at the Job Centre on Exeter Street in central Plymouth for a National Insurance Interview by telephoning 0845 6000643.
Your family in Plymouth

**EEA Students:**
The partner/child of an EEA student is free to live and work in the UK. It is likely that partners will be liable to pay council tax (if they are not a full-time student).

**Non-EEA Students:**
The spouse, civil partner or child of a non EEA student is likely to require a PBS Dependant visa to be able to live in the UK with the student. Dependants of non EEA students are usually exempt from the payment of council tax.

**Any questions? Contact:**
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

**ACCOMMODATION FOR FAMILIES**
Although Plymouth University does not have managed accommodation suitable for families our, Residence Life and Student Accommodation Office: can help you look for accommodation.

**Any questions? Contact**
Residence Life
Mary Newman Building
residencelife@plymouth.ac.uk
(01752) 58 86 44

**CHILDCARE**
Finding the right childcare is very important and there are different types of childcare available. For more help and advice regarding what childcare is available in your area please contact the Family Information Service on 0800 783 4259 or email enquiries@routeways.org.uk

**FRESHLINGS NURSERY**
Plymouth University has Freshlings Nursery on campus which offers childcare to both staff and students at the University. Once you have confirmation of acceptance on your chosen course and know the sessions required, please make contact to complete a booking form. We do have a waiting list for spaces so recommend you do this as soon as possible.

**Any questions? Contact**
Freshlings Nursery
freshlingsnursery@plymouth.ac.uk
(01752) 58 85 50
SCHOOLS

There is a mixture of provision in the UK between private and state provided childcare and education. Formal education is generally provided by the state, although there are some private schools. Education generally starts between the ages of four and five. The school year runs from September through to July and the school year consists of three terms. It is advised to secure your accommodation before applying for a school place so that the council can try to offer you a local school.

If you need support in finding your child a school place, we would recommend contacting the Plymouth Parent Partnership, where you can access a Choice Advisors to guide you through the process; parentpartnership@plymouth.gov.uk, (01752) 25 89 33 / 0800 9531131, Scott Business Park, Beacon Park Road

State Primary Schools (Age 4–11)

Children enter infant classes in primary schools in the September before they are five.

You will be required to complete an online application for your preferred school the year before the start.

If your child needs a school place mid way through the academic year then you will need to apply online to see if there are any spaces available. There are always school places available somewhere in the city and Plymouth City Council will do their best to allocate a school place.

State Secondary Schools (Age 11–18)

Pupils will normally transfer from primary to secondary education at the beginning of the school year following their eleventh birthday. Choosing a school is a very personal matter and visiting the school and talking to the teaching staff is a very important part of the process. You will be required to complete an online application for your preferred school.

Any questions? Contact

Plymouth City Council, Civic Centre
www.plymouth.gov.uk/homepage/education/schools
(01752) 66 80 00
The local Police would like to offer a warm welcome to you. As a new student to Plymouth we want to advise you that Plymouth is a safe place to live, study and work however we ask that you take the time to read this information, save the police contact numbers on your mobile phones and check out the useful websites and Facebook page.

You are welcome to speak to any officer but your Plymouth University Police Liaison Officer is PCSO 30126 Sarah Pengelly who is based at the local Police Station which is called Charles Cross; this is located on Hampton Street in Greenbank. The Front Office Reception is open between 08.00 and 22.00 Monday to Friday.

Useful Police Contact Details are below:

- **Police Emergency Number:** 999
- **Police General Enquiries Number:** 101

You can visit Devon and Cornwall Police’s website @ [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk) for more information.

You can also “like” the local Neighbourhood’s Police Facebook page by searching on Facebook for Plymouth University Policing Team. This is a great way to receive local updates regarding policing in the area and also any crime prevention events that are taking place.

**LAW**

Laws in England may be different from those in your home country. Here are a few English laws that we would like you to take the time to read:

- You must not carry drugs with you of any kind (unless prescribed by a doctor),
- It is illegal to carry weapons, including self-defence sprays. (e.g. pepper spray)
- You must be 18 to buy alcohol.
- Stealing is illegal.
- Males and females have to be aged 16 years and over to be legally consenting partners in sexual intercourse. Remember that you both must consent to sex to make this a consenting act and not illegal.

**STAY SAFE WHEN YOU’RE GOING OUT**

- Vehicles in England drive on the left. Do not walk straight into the road – remember to look right when you cross the road.
- Find out where you’re going, let someone know, and tell them when to expect you back.
- Plan ahead – how are you going to get there and get home?
- Always go out with people you know and trust.
- Always use well lit, busy roads and avoid shortcuts through dark quiet areas.
- Walk with friends and never walk alone at night, get an official taxi (call a taxi company)
- Be aware of strangers who try to speak to you or call you over to their car, even if the people seem friendly and especially if they seem intoxicated.
- Never take money or gifts from people you don’t know.
- Consider carrying a personal attack alarm.
- Never carry all of your money or passport with you and try to carry your valuables such as cameras out of view.
- Never lend your passport or identification for someone else to use. It will be confiscated and potentially destroyed.
KEEPING YOUR HOME SAFE

• Keep all doors and windows shut and locked, don’t just rely on your housemate to do it. Why not stick up a poster to remind everyone?
• Make sure all valuables are out of sight from opportunist thieves.
• If you have a burglar alarm, use it!
• Make sure that you property mark your valuables using an ultra-violet marking pen and also record any serial numbers on www.immobilise.com. We suggest that you record the property with the words PLYM UNI and then your student ID number and surname.
• If you are not happy with the standard of your security then speak to your landlord or letting agency. Don’t settle for second best!
• When securing your pedal cycle in a public place, make sure that you lock to something secure like a bike rack or lamp post and use a ‘D Lock’.
• Record and register your bike’s model, make and frame number by visiting www.bikeregister.com

RACIAL HARASSMENT

Britain is multi-cultural but unfortunately, there are individuals and minority groups who are racially prejudiced. Racial verbal abuse, harassment or violence is against the law and should be immediately reported. There are several ways to report an incident:

• If you are in danger you should telephone 999.
• You can telephone the Diversity Team at Charles Cross Police Station on 101
• You can go to any Police Station in person.
• You can visit www.report-it.org.uk
• You can visit ISA, Roland Levinsky Building
• You can visit UPSU advice, Student’s Union.
• You can complete a Racist Incident Report Form, available on the Student Portal (anonymously or named to request feedback and support)

To be able to offer you the support you need and to tackle racism directly we encourage you to report any incident, no matter how minor.

PROTECT YOURSELF AGAINST IDENTITY THEFT AND FRAUD

Identity theft happens when fraudsters access enough information about someone’s identity (such as their name, date of birth, current or previous addresses) to commit identity fraud. What can you do?

• Don’t throw out anything with your name, address or financial details without shredding it first.
• If you receive an unsolicited email or phone call from what appears to be your bank or building society asking for your security details, never reveal your full password, login details or account numbers. Be aware that a bank will never ask for your PIN or for a whole security number or password.
• If you are concerned about the source of a call, ask the caller to give you a main switchboard number for you to call them back on. Alternatively, hang up and call your bank back on the legitimate phone number printed on your bank statements.
• Check your statements carefully and report anything suspicious to the bank or financial service provider concerned.
• Don’t leave things like bills lying around for others to look at.
• If you’re expecting a bank or credit card statement and it doesn’t arrive, tell your bank or credit card company.
• Fraudsters have been known to call students claiming to be from the Home Office Visa and Immigration Service and telling students they have a fee or fine to pay to sort out a problem with their visa. The Home Office will never ask for money from you in this way. Tell ISA if this happens to you.
• Some thieves will try and get money from your family and friends by claiming to be you. They will tell your contacts, usually be email or instant messaging, that you are in trouble and need money urgently. If your contacts get an email like this you should tell them not to pay any money unless they have spoken to you, or to the University first.
Places to practice your faith

Britain is multi-cultural and most of the world’s major religions are practiced here with absolute freedom of worship.

THE MULTI-FAITH CHAPLAINCY
Open between 10.00–16.00 every weekday during term time, offers free tea or coffee all year round in a comfortable lounge with wireless access to the University network. They also have a quiet room for prayer, reflection, meditation or just a place to think, as well as an Islamic Prayer Room located within their premises.

Places of worship
If you are looking for a church the multi-faith Chaplaincy produces a ‘Places of Worship in Plymouth’ leaflet. The list is not comprehensive, as there are over 100 churches in the local area. The ones included are closest to the city centre and the student communities. All churches welcome students, and some have special student events. The list also includes other faiths.

Around Plymouth you can find a lot of different faith groups. If you are looking for a group which is not mentioned in the leaflet ask in the Chaplaincy Office, or contact Plymouth Centre for Faiths and Cultural Diversity.

Plymouth Centre for Faiths and Cultural Diversity
The Annexe, Salisbury Rd School, St Judes, PL4 8QZ
(01752) 25 44 38

Any questions? Contact
Multi-Faith Chaplaincy
Kirkby Terrace
chaplaincy@plymouth.ac.uk
(01752) 58 77 60
Facebook: Plymouth Multi Faith Chaplaincy
Useful information

APPEALS AND COMPLAINTS
The University aim to provide high quality service to all of our students. Unfortunately things occasionally go wrong. Whatever your complaint you can expect it to be dealt with promptly and fairly and in line with the University’s policies and procedures. You will not be disadvantaged or treated less favourably by making a complaint. For more information visit www.plymouth.ac.uk/student-life/your-studies/essential-information/complaints-appeals-and-conduct

Any questions? Contact:
Complaints and Appeals
4th Floor, Nancy Astor Building
complaints@plymouth.ac.uk
appeals@plymouth.ac.uk
(01752) 58 20 52

COMPUTING
As a student with Plymouth, you have access to computers (PCs or Macs) in open access areas across the University.
All students have access to a 50GB mailbox and 25GB of file storage through Office 365, our cloud-based email, collaboration and data storage service. And because it’s browser-based, you are able to access all these services from virtually any computer or mobile device with an Internet connection. The whole campus is covered by a secure, high-speed Wi-Fi network called Eduroam (and wired access in halls) so you can use your laptop anywhere you like. Open Access IT facilities are available
• Within the Charles Seale-Hayne Library, all day, every day of the year. You will need your University card to swipe in at all times.
• In the Babbage Building 08.00–22.30 Monday to Friday; 07.30–22.30 Saturday and Sunday.

COUNCIL TAX
Council Tax is a fee payable to local authorities for public services. Full-time students are, in most cases, entitled to a 100% exemption. If you receive a bill requesting that you pay council tax then please do not ignore it and make sure you request a council tax exemption certificate from your faculty.

DRIVING
Laws and regulations for driving and owning a car in the UK are very strict. Please check that you have met all the legal requirements before you start to drive in the UK. www.gov.uk/browse/driving

INSURANCE
For student belongings, travel and medical insurance, check online to see what each company can offer you.
LIBRARY
The library offers:
• A range of study spaces for silent, quiet and group study, plus bookable study rooms.
• Extensive print and electronic resources (including around 350,000 books)
• Space for preparing presentations
• Open access computing, printers and edit suite
• A free scan to USB facility
• A café including vending facilities for food and drink
• Wi-Fi access for your own laptop

Any questions? Contact
Charles Seale-Hayne Library
libraryanditenquiries@plymouth.ac.uk
(01752) 58 85 88

PARKING FINES
Plymouth has many controlled parking zones, especially in the city centre and around the university. This means that parking is only permitted with a council permit or a parking ticket from a pay & display machine. You can be fined approximately £60 for not having the right ticket.
www.plymouth.gov.uk/homepage/transportandroads/parking/parkingtickets.htm

PLAGIARISM
Plagiarism is an offence under the University regulations on examination and assessment offences. It is normally defined as the representation of another person’s work as your own, without acknowledging the source.
For more information of Regulation of the university please visit: www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations

POSTAL SERVICES
Post Offices are usually open on weekdays from 9.00–17.30. Find your nearest post office through this link: www.royalmail.com/branch-finder

RUBBISH & RECYCLING
If you are living in private accommodation you will be expected to organise your own rubbish. Council collections are once a week. You must ensure that your refuse is not placed out for collection until 6pm the evening before collection.
www.plymouth.gov.uk/homepage/environmentandplanning/rubbishandrecycling/rubbish.htm

SMOKING BAN
Smoking is banned in all enclosed public spaces. You can be fined for not following the regulations.
www.smokefreeengland.co.uk/what-do-i-do/quick-guide

STORAGE AND SHIPPING
There is no storage place at Plymouth University campus but there are several companies in Plymouth that offer secure summer storage for students.

STUDENT GATEWAY DESK
Many of the student services that you will use during your time as a student can be accessed through the Student Gateway Desk, Ground Floor Roland Levinsky Building. At the Student Gateway desk you will be able to ask for information and staff will be happy to point you in the right direction.
TELEPHONING
To stay in touch with home and friends you can use:

• **International Phone Cards:** Use on public or private phones, can be bought in University Wines, North Hill and other shops.

• **Mobile Phones:** Pay-as-you-go or contract. Check contracts carefully before signing.

• **Skype:** Free international calls through the internet, available in Babbage Open Access. Headset needed. www.skype.com

TELEVISION LICENCES
If you are in halls you will require a TV licence if you own a television. If you are in private accommodation you will normally only require one per household. You can be fined and even taken to court if you do not buy a television licence.

For more information, go to www.tvlicensing.co.uk

TRANSPORT

**Bus:** The bus companies in Plymouth are First Western National and Plymouth City Bus.

For more information about fares, timetables, discounted season tickets and special deals for students visit their websites.

www.firstgroup.com/ukbus/devon_cornwall
www.plymouthbus.co.uk

**Trains:** The main train station in Plymouth can be found just off North Road East, only a short walk from the university. Full-time students can apply for a Young Persons Railcard, which will get you 1/3 off most tickets prices. For more information about train fares, timetable and special deals visit their website.

www.nationalrail.co.uk

**Coach:** National Express run coaches all over the UK. Coaches depart from Bretonside Bus Station. A Young Persons Coachcard offers savings of around 30% and are available to full-time students. You can purchase tickets and discount cards online at www.nationalexpress.co.uk

UKCISA
ISA operates according to the UKCISA / AISA Code of Ethics. UKCISA is an organisation that provides advice and guidance for international students studying in the UK. It has a useful website with regularly updated guidance sheets and has an advice line especially for student queries.

www.ukcisa.org.uk
Tel: 020 7107 9922
(Monday to Friday 13.00–16.00)

UNIVERSITY CARD
Your university card will be issued to you during your induction to the university. This card will allow you to:

• Gain access to the Library facilities which include borrowing, printing and photocopying. Equipment is available to loan for a small fee.

• Access to University buildings/rooms as appropriate

Also students will require a card to:

• Hand in coursework
• Prove their ID for exams
• Scan for attendance at lectures
• Can be used in campus cafes if pre-loaded with credit

Any questions? Contact
Card Office
cardoffice@plymouth.ac.uk
(01752) 588422
Making the most of your experience in Plymouth

SOCIAL ACTIVITIES

International Students Activity Programme:
International Student Advice provides a calendar of cultural, educational and social activities for international students. The aim of the programme is to assist students in familiarising themselves with their local area, to make the most of their free time and to have valuable experiences outside of university life.

Any questions? Contact
International Student Advice Service
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

Join a Society:
Postgrad Society
Meet with other postgraduate students socially and join trips and events for you and your family.
pgsoc@plymouth.ac.uk

Erasmus Student Network
Society for all exchange and international students.
esnplymouth@gmail.com

Chinese Students & Scholars Association
Celebrate Chinese festivals and meet people from all over China. To find out more email:
cssaplymouth@googlemail.com

Students’ Union Societies
There are over 100 societies to choose from which are run by students for students. To find out more check out the UPSU website: www.upsu.com

VOLUNTEER IN THE COMMUNITY

Volunteering means giving up some of your spare time to help others or the environment.

The Volunteer Department in the Students’ Union promotes and supports student volunteering in the community and can help you find the perfect activity to meet people and have fun, get to know the local area, enhance those all-important ‘soft skills’, complement your studies, learn new skills, access free training or simply to try something completely new!

If you have a Tier 4 student visa, any volunteering may affect the numbers of hours you can work. Speak to ISA first. If you are on a Short Term Study visa you cannot do unpaid (or paid) work.

Visit your friendly Volunteering Department in The Hive, Students’ Union Building, for a chat or visit www.upsu.com/volunteering or email the Volunteering Department at volunteer@su.plymouth.ac.uk.

Personally, I have two favourite places in Plymouth. One is the Hoe, the other one is the university library. The Hoe is a really beautiful place, students can enjoy leisure time there and soak up the sun. Oh, people also can go deep sea fishing, really fun! I like the library because it is helpful for students to study.

Xueying Zou, China, Fdn Accounting & Finance
NANCY ASTOR SPORTS CENTRE

On campus, this student friendly sports centre is run by the Students’ Union. Facilities include:

- Multi-Purpose Sports Hall
- 50 Station Gym
- Exercise Studio
- 3 Squash Courts
- Sports Injury Clinic

The sports hall can host a variety of activities including badminton, basketball, table tennis and five-a-side football whilst the exercise studio hosts a variety of exercise classes including Aerobics, Yoga, Pilates, Spin, Body Conditioning and Dance Fitness. There are a variety of membership types available as well as pay as you go options to use the gym and attend the classes.

To view the sporting activities and memberships available to you please visit: www.upsu.com/sports/sportsfitnesscentre/

Any questions? Contact
Nancy Astor Sports Centre
recreation@su.plymouth.ac.uk
(01752) 58 85 10

GET ACTIVE

The Plymouth Life Centre offers facilities such as swimming*, badminton, climbing walls*, gymnasium, netball, trampolining, indoor cycling, bowls, squash and aerobic classes.

*Free sessions available for students

ENGLISH CLUB

English Club is an English speaking club where international students can improve their spoken English language skills in a friendly and supportive environment. English Club uses British and international students as language facilitators. The student committee which helps to run English Club organises occasional social activities outside the club to encourage all students to play a role in the wider university and local community.

email: elc@plymouth.ac.uk

PLYMOUTH AWARD

The Plymouth Award is a nationally recognised certificate that helps you reflect on the activities that you do outside of your University studies and this helps enhance your employability. So, if you enjoy taking part in sporting activities, part-time work, volunteering or participating in University clubs and societies then the Plymouth Award offers you a chance to get rewarded for your contribution.

Any questions? Contact
Careers & Employability Hub
Roland Levinsky Building
www.plymouth.ac.uk/plymouthaward
plymouthward@plymouth.ac.uk

BECOME A STUDENT AMBASSADOR

Student Ambassadors are current students who are recruited, trained and paid to deliver events and activities on behalf of the University. As an Ambassador, you would support the activities of Plymouth University, gaining valuable experience and learning.

The benefits of becoming a Student Ambassador:

- work flexibly around your studies
- develop vital communication, leadership and teamworking skills
- gain valuable experience in a large organisation
- enhance your CV
- earn while you learn

Any questions? Contact
Student Jobs
www.plymouth.ac.uk/studentjobs
studentjobs@plymouth.ac.uk
(01752) 58 77 22
University of Plymouth Students’ Union (UPSU)

University of Plymouth Students’ Union (UPSU) is an independent registered charity that seeks to represent all the students of Plymouth University. We facilitate student representation at all levels, host the sports clubs, societies, manage campus sport facilities and provide volunteering opportunities, independent advice, Give it a Go activities, intramural sport, entertainment, shop, accommodation agency, catering and bars. UPSU is led by a friendly team of Executive officers, who are elected each year by the students.

To find out more please see upsu.com follow on twitter @upsu like on facebook.com/upsunion

UPSU OFFERS:
• A free confidential advice service to all students on almost any issue
• Course and School representatives
• Student forums
• Sports clubs
• Sports centre
• Give It A Go session
• Intramural sport
• Societies
• Volunteering opportunities
• Course and School representatives
• Regular events and entertainment throughout the year
• Cafes, bars and lounges to catch up with friends
• A shop to buy your Plymouth University merchandise and grab a snack or lunch
• A sports centre, providing a range of sports and fitness facilities

UPSU EXECUTIVE OFFICERS
UPSU has an Executive Officer that specifically works for international students, VP International & Outreach. By representing you, they ensure that you are able to make the most of your experience at Plymouth University. It is their job to listen to your issues and to create change; they are there for you. UPSU encourages international students to join the Global Students’ Forum, an international student-led group to express ideas, opinions and proposals.

For more information see upsu.com

UPSU Forums:
UPSU has 15 different Student Forums (including a Global Students Forum) that bring like-minded people together to discuss similar issues and work together to achieve great things for Plymouth students. Each Forum is run by students for students. Whether you want to get really involved by bringing something to be discussed, or you just want to come along to hear what other people are saying about issues that you care about, everyone is welcome.

Some of UPSU Sports Clubs:
American Football, Archery, Basketball, Brazilian Jiu Jitsu, Cycling, Dance, Lacrosse, Rugby, Surfing, Tennis, Water-skiing and many more – see upsu.com for a complete list

Some UPSU Societies:
Big Band, European Social Network (ESN), International Student Society, Maths and Statistics, Volunteer in Plymouth (VIP), Entrepreneur Society – see upsu.com for a complete list

My top tip is to head down to the UPSU to see the variety of clubs and societies available and to join the one that you are interested in. Not only will you widen your circle of friends, you will also be able to gain new experiences which will make your stay in Plymouth more memorable.

Noor Hasanuddin, India, MPhil/PhD Logistics, Supply Chain and Shipping Management
NUS EXTRA AND ISIC CARD

All Plymouth University students can purchase a National Union of Students Extra card, either online, or available through UPSU. Many shops and restaurants offer a discount to students on production of an NUS card. The NUS Extra card saves you money whilst you are a student. The International Student Identity Card can be bought at the same time as your NUS card. This card can be used overseas, and travel companies sometimes offer discounts on flights for students.

Find out more at www.nus.org.uk
Exploring Plymouth and beyond

TOURIST INFORMATION
For maps and leaflets visit the tourist information centre at Plymouth Mayflower on the Barbican (01752) 30 63 30

THE HOE
For great sea views visit the Hoe. With views over Mount Edgcumbe and Plymouth Sound and the chance to take a trip up the lighthouse, or a whirl on the wheel, it is a great place to start your familiarisation with Plymouth.

THE BARBICAN
This historic marina area of Plymouth is a popular place for tourists, students and locals. It is from here that the Pilgrims set off on their journey to found America in 1620. Now it is a bustling place with cafes, bars and shops to enjoy.

BOAT CRUISES
How about viewing Plymouth from the sea? Join one of the many boat cruises that leave from Mayflower Steps and Phoenix Wharf on the Barbican. Choose from a tour of the Naval Dockyard, a trip over to the village of Cawsands, Mount Batten, Royal William Yard or even fishing trips at sea!

MOUNT EDGCUMBE
This beautiful house and garden is just across the water from Plymouth but easy to get to via the Cremyll Ferry from Admirals Hard, Stonehouse.

ROYAL WILLIAM YARD
With its Grade I listed former Naval buildings and stunning views over the Waterfront, Plymouth’s Royal William Yard is fast becoming one of the most stylish places to dine in the city. For al fresco dining, Royal William Yard can’t be beaten – whether its Italian or Japanese cuisine or quality pub grub, everything tastes better when eaten outdoors looking out over the water.

BEACHES
There are many lovely beaches in Devon and Cornwall and lots are easy to reach by public transport. Newquay is the ‘surfers paradise’ of the UK. Catch a train there and learn to surf or spend the day on the beach.

DARTMOOR
Dartmoor is one of Devon’s and UK’s most well-known landscape. With spectacular moorland vistas, charming villages and wooded valleys it is a magnificent place to explore and it is no wonder that it has been the inspiration of many artists and writers including Arthur Conan Doyle, the creator of Sherlock Holmes.

SALCOMBE
Salcombe is located in the most southerly part of Devon surrounded by picturesque villages, magnificent coastal scenery and stunning beaches. Walking the coastal footpath, sailing in the estuary, or enjoying a leisurely ferry trip there are always plenty of activities in this delightful unspoilt area.

www.traveline.org.uk gives you simple travel options for where you want to visit.

SHOPPING IN PLYMOUTH
Shops are usually open Monday to Saturday, 9.00–17.30 and Sunday from 10.30–16.00. Smaller shops may not open on a Sunday. Supermarkets are usually open until around 22.00 most evenings and Drake Circus Mall is open until 20.00 on Thursdays. We have listed some of the more popular grocery and household shops with students that offer good value.

LOCAL FOOD SHOPS AND SUPERMARKETS:
Co-operative
Regent Street & Mutley Plain
Sainsbury’s
Armada Centre (City Centre) & Mutley Plain

Make a list of everything you would love to try out and cross them out when you do, there’s some sense of fulfilment in that.

Akuchukwu Jacqueline Ibegbule, Nigeria, BSc (Hons) Computing
Tesco Express  Cobourg Street (City Centre) & Mutley Plain
Tesco Metro  New George Street (City Centre)
Aldi  Union Street (City Centre)
Lidl  Union Street (City Centre)

MARKETS
Plymouth Pannier Market  Cornwall Street

INTERNATIONAL/SPECIALIST FOOD SHOPS
There are many international/specialist food shops in Plymouth. Have a walk around and see what mouth watering foods can be found.
More information can be found on our webpages.

HOUSExOLD GOODS
For good value household items such as bedding, (sheets, duvets, pillows), toiletries, stationery and kitchen equipment, try:
Wilkinsons  Armada Centre, City Centre
Poundland  Royal Parade, City Centre

EATING OUT IN PLYMOUTH
There are also lots of local restaurants, cafes and takeaways in Plymouth to suit all budgets, tastes and cuisines. Eating out is a big part of most students’ social life and many will eat out once a week or more depending on their budget.
More information can be found on our webpages.

CASH MACHINES
There are two cashpoint machines at the entrance of the Science and Technology faculty, just by the Roland Levinsky Building.
The Careers and Employability Hub offers you impartial information, advice and guidance to support you throughout your time at the University. We work with academics, departments (alumni and Student Union), employers and ISA to develop workshops, fairs and skills sessions that are all aimed to enhance your employability.

What we can help you with:
- career direction and options with your subject
- postgraduate study and advice on your personal statement
- job searching within the UK and beyond
- work experience, part-time jobs and volunteering
- CV and application support and how to adapt to the UK and beyond
- interview and presentation skills
- support with extra-curricular activities through the Plymouth Award and competitions such as Flux and UBC
- learn more about careers in other countries

How we do it:
- in person through employability and placement drop in sessions
- one-to-one appointments with a Careers Adviser
- accelerate workshops on a range of topics including working freelance
- events that bring employers to the campus
- access our information online with ‘Career Navigator’
- ‘GoinGlobal’ which offers advice on working abroad along with job/ internship opportunities
- a bi-annual employability conference for international students, organised in partnership with ISAS

For more Information? Contact
The Careers and Employability Hub
Roland Levinsky Building
www.plymouth.ac.uk/employability
employability@plymouth.ac.uk
(01752) 58 74 56

Part-time employment opportunities with student jobs
Student Jobs are part of the Careers & Employability Service and they advertise part-time jobs on and off the campus.
If you are interested in learning more about part-time vacancies or student jobs events then please visit their website www.plymouth.ac.uk/studentjobs

Any questions? Contact
Careers & Employability Hub
Roland Levinsky Building
studentjobs@plymouth.ac.uk
01752 587722
TIER 2 SPONSORED WORKER
As a recent graduate you can apply in the UK under Tier 2 Sponsored worker if you can find a Tier 2 registered employer who can offer you a position with a minimum salary of £20,800. You will need to apply in the UK before your student immigration permission expires.

DOCTORATE EXTENSION SCHEME
The Doctorate Extension Scheme gives doctorate graduates the chance to apply for a visa under Tier 4 to allow them to work without restriction in the UK for up to 12 months following the expected final completion date of their course. The aim of the extra 12 months in the UK is for the doctorate graduate to find employment with a Tier 2 employer or to set up a business that will enable them to stay in the UK as a Tier 1 Entrepreneur. Doctorate students will usually apply for the scheme after their viva but before their final submission.

TIER 1 GRADUATE ENTREPRENEUR
The Tier 1 (Graduate Entrepreneur) scheme allows recent international graduates that are identified as having developed innovative business ideas and/or entrepreneurial skills, to extend their stay in the UK after graduation to develop and establish their business, under the supervision of their academic institution. Successful applicants will be granted a 12 month visa and have the chance to apply for a second 12 month visa if the business is making progress. Although graduates will be expected to spend the majority of their time setting up the business, they will also be able to work outside the business in order to help support themselves financially. There are very limited spaces on the Tier 1 (Graduate Entrepreneur) scheme through Plymouth University so speak with an advisor in ISA first for more details. Other working after your studies options may be available to you: www.ukcisa.org.uk/Information--Advice/Working/Working-after-studies

For more information? Contact:
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
If you are in the UK with Tier 4 (G) student immigration permission it is very important that you are aware of the conditions that you need to follow and the responsibilities that Plymouth University has.

You will need to:

• Provide Plymouth University with a copy of your passport and visa
• Biometric Residence Permit when requested – you will be required to do this every year before enrolling
• Every time you obtain a new Tier 4 (General) Student visa, bring your Biometric Residence Permit and your passport to the International Student Advice to be scanned.
• Remain registered as a full-time student and attend all of your lectures/classes. You are not allowed any unauthorised absences so you must inform your faculty and the compliance team if you are not able to attend (please see below for how to inform us).
• Inform ISA if you change immigration status and no longer have Tier 4 immigration permission.
• Register with the police if it states on your visa/letter that you are required to do so. Keep your police certificate up-to-date with your current address and immigration permission.
• Keep your contact details up-to-date regularly via the student portal.
• Leave the UK if you stop studying (for example if you suspend or withdraw from your studies).
• Respond promptly to any communications you receive from Plymouth University regarding your Tier 4 visa, your enrolment at Plymouth University and your engagement with your course.
• Attend ISA to re-enrol every academic year (or every new stage of your programme)
• Do not breach the conditions of your visa. This includes ensuring that you do not work more hours than you are permitted.
• Inform ISA if your application to UK Visas and Immigration is refused.
• Update Visas and Immigration with any change in your personal circumstances including address, family situation, criminal convictions and new identity documents.

Failure to comply with the above means the university will have to report you to the UK Visas and Immigration which could result in your visa being cancelled.

It is also a good idea to:

• Make a note in your diary four months before your current immigration permission runs out
• Keep copies of your personal documents
• Keep all correspondence with UK immigration authorities
• Keep out of trouble with the police and avoid committing driving offences

INTERNATIONAL STUDENT ENGAGEMENT MONITORING

This information applies to all international students who have a Tier 4 student visa.

Universities are required to ensure their international students are fully registered and attending their studies and are required to notify the UK Visas and Immigration (UKVI) if students are not in attendance, or are not engaging with their studies. Demonstrating a good attendance record is therefore extremely important.
To ensure students are able to demonstrate a record of attendance/engagement, Plymouth University has implemented an Engagement Monitoring System in line with UKVI regulations which involves the following:

**REGISTRATION**
You must complete the registration process to be fully registered. A student who is not fully registered, within the prescribed time, will be withdrawn from the system and the UKVI will be notified.

**ATTENDANCE**
You must attend all classes (lectures, seminars, one to one meetings, studio sessions etc.) that you are scheduled to attend.

**RECORDING OF OTHER TYPES OF ENGAGEMENT (Postgraduate Taught and Research Students)**
During the dissertation period students are expected to meet with their supervisor at least once a month and ensure these meetings are recorded via University systems. Research students should also meet with their supervisory team at least once a month and ensure these meetings are recorded in GradBook.

**EXAMINATIONS**
You must attend all examinations required on your course.

**SUBMISSION OF COURSEWORK AND OTHER ASSESSMENTS**
Coursework must be completed and submitted on time. A missed assessment or coursework submission is recorded as an absence.

**ATTENDANCE CONTACTS**
Students do not need to record their attendance during term holidays, but should be aware of the dates of official University holidays, as they differ between course levels. Students who have a study abroad year or are on work placements will make arrangements with the Compliance team in advance for attendance/engagement monitoring.

**PLACEMENTS**
Usually only placements which are an integral and an assessed part of your course will be authorised and the Compliance team will be required to report this to the UKVI. Placements/internships that are not an assessed and integral part of your course will not usually be authorised.

If you decide after arriving in the UK to add a work placement to your course, you may as a result need to spend longer in the UK. This may mean you will have to make another Tier 4 immigration application and you will have to return home to do this. For these reasons, it is important that you discuss adding a work placement with International Student Advice as early as possible, as we might not be able to offer this option.

Postgraduate Taught and Postgraduate Research Students should note that the summer vacation period does not apply to their courses, and so the Tier 4 term time working restrictions still apply. Postgraduate Taught students are expected to be working on their dissertation during this period.

**NON-ATTENDANCE – ABSENCES AND MOBILITY**
If you are unable to submit an assessment or miss an attendance contact, you will be noted as absent for each separate activity. If you do not attend classes, this will also be noted by your School and the Compliance team. If you can provide a valid reason for your absence, your School/Compliance team can register this as an authorised absence, depending on the length of the absence, the reason and how it affects your studies. Please inform the compliance team if you will be absent during term time OR will be undertaking a period of mobility (usually Research Students only) OR will be going on a field trip or otherwise will be away from the University or the UK during term time. Please use the form found here www.plymouth.ac.uk/international/compliance/current-student to inform us of this OR if you are a Research student, mobility must be requested through GradBook.
UNAUTHORISED ABSENCES AND REPORTING TO THE UKVI

An unauthorised absence is a missed assessment, a missed attendance contact or non-attendance in classes. This will be investigated further and may result in your withdrawal from your studies, reporting to UKVI and your visa being cancelled. You will then be required to leave the UK.

NEEDING HELP?

If you are having difficulties with your studies or finding it difficult to attend, please come and talk to an advisor at ISA or speak to your tutor or programme leader as soon as possible.

Need any help? Contact:
International Student Advice
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

STUDY LIMIT

Under the rules of the UKVI a Tier 4 application must not lead to you spending more than five years on courses at degree level. This means a limit of 5 years to complete an undergraduate degree, study placement (if applicable) and a master’s degree. This 5-year limit is in addition to any time spent studying below degree level as a Tier 4 (General) student, any time spent in the Tier 4 (Child) category, please be aware that time spent studying at Plymouth University International College (PUIC) may count towards your study limit and the extra time you are given before the course (maximum one month) and after a course (maximum four months).

It is very important you study hard to pass all your coursework and exams first time because you may run out of time to repeat any parts of your degree. If you are struggling with your studies, please seek help immediately.

There are a few course exceptions to this rule so please visit http://bit.do/ukcisa for more information or pop in to ISA and we will be able to help.

OTHER IMMIGRATION ISSUES

Exit Checks
From 8 April 2015 All passengers leaving the country on scheduled commercial international air, sea and rail routes will be required to show passports or travel documents when leaving the UK. The information collected will be used by the Home Office to improve migration controls and security. Where possible it is advised to complete Advance Passenger Information (API) prior to travel to reduce any delays.

NHS Surcharge
From 6 April 2015 the UKVI implemented a new Health charge for those applying for a visa outside the UK and who are applying to stay longer than six months in the UK. For more information see page 12.

Right to Rent Checks
Since 1 February 2016, landlords in England have had to comply with the new ‘right-to-rent’ rules. This means that when they agree new tenancies, they must check the immigration status of their tenants.
### Useful Contact Telephone Numbers

#### LEISURE & TRAVEL

<table>
<thead>
<tr>
<th>Venue</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Vue Cinema</td>
<td>08712 240240</td>
</tr>
<tr>
<td>Reel Cinema</td>
<td>(01752) 22 55 53</td>
</tr>
<tr>
<td>Plymouth Arts Centre</td>
<td>(01752) 20 61 14</td>
</tr>
<tr>
<td>Theatre Royal</td>
<td>(01752) 26 72 22</td>
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<tr>
<td>Barbican Theatre</td>
<td>(01752) 26 71 31</td>
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<tr>
<td>Plymouth Life Centre</td>
<td>(01752) 60 69 00</td>
</tr>
<tr>
<td>Pavilions Leisure Centre</td>
<td>0845 1461460</td>
</tr>
<tr>
<td>Tourist Information</td>
<td>(01752) 30 63 30</td>
</tr>
<tr>
<td>Plymouth City Council</td>
<td>(01752) 66 80 00</td>
</tr>
<tr>
<td>First Devon and Cornwall Buses</td>
<td>0845 6001420</td>
</tr>
<tr>
<td>Plymouth Citybus</td>
<td>0845 0772223</td>
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<tr>
<td>National Rail Enquiries</td>
<td>08457 484950</td>
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#### UNIVERSITY

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>International Student Advice</td>
<td>(01752) 58 77 40</td>
</tr>
<tr>
<td>Medical Centre</td>
<td>(01752) 22 31 41</td>
</tr>
<tr>
<td>Student Counselling</td>
<td>(01752) 58 76 76</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>(01752) 58 77 60</td>
</tr>
<tr>
<td>English Language Support</td>
<td>(01752) 58 57 36</td>
</tr>
<tr>
<td>Student Accommodation Office</td>
<td>(01752) 58 86 44</td>
</tr>
<tr>
<td>Freshlings Nursery</td>
<td>(01752) 23 23 38</td>
</tr>
<tr>
<td>Learning Development</td>
<td>(01752) 58 76 76</td>
</tr>
<tr>
<td>Careers and Employability</td>
<td>(01752) 58 74 56</td>
</tr>
<tr>
<td>Student Funding</td>
<td>(01752) 58 76 80</td>
</tr>
<tr>
<td>Disability Assist</td>
<td>(01752) 58 76 76</td>
</tr>
<tr>
<td>Student Computer Enquiries</td>
<td>(01752) 58 85 88</td>
</tr>
<tr>
<td>Students' Union</td>
<td>(01752) 58 83 88</td>
</tr>
<tr>
<td>Students' Union Advice</td>
<td>(01752) 58 83 73</td>
</tr>
<tr>
<td>Nancy Astor Sports Centre</td>
<td>(01752) 58 85 10</td>
</tr>
<tr>
<td>UPSU Safe taxi Scheme</td>
<td>(01752) 66 62 22</td>
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#### HELP

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<th>Service</th>
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<tr>
<td>Emergency (Police/Fire/Ambulance)</td>
<td>999</td>
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<tr>
<td>(or 112 from a mobile phone)</td>
<td></td>
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<tr>
<td>University Security</td>
<td>(01752) 58 84 00</td>
</tr>
<tr>
<td>Charles Cross Police Station</td>
<td>101</td>
</tr>
<tr>
<td>NHS Direct (medical service)</td>
<td>111</td>
</tr>
<tr>
<td>Samaritans 24hr Counselling Service</td>
<td>08457 909090</td>
</tr>
<tr>
<td>UKCISA Student Advice Line</td>
<td>0207 788 9214</td>
</tr>
</tbody>
</table>
INTERNATIONAL STUDENT ADVICE (ISA)

Based in the Student Gateway
Ground Floor
Roland Levinsky Building

Email: international.advice@plymouth.ac.uk
Tel: (01752) 58 77 40
www.plymouth.ac.uk/isas

Visit our facebook page

The University is committed to the promotion of equality and diversity. If you require this publication in an alternative format, please contact us on the number above.