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 the 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 Advisory Service (ISAS)

Student Gateway
Roland Levinsky Building.

Find out more about us on page 38.

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

[European Union icon]

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

[Global icon]
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Checklist for your first two weeks

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.

Everyone who is new to university will be in the same situation and having the same worries as you, so don’t panic and don’t be afraid! The people here are really friendly and easy to approach, don’t be scared to ask any questions you may have.

Hui Yi Sharley Goi, Singapore, BSc (Hons) Marine Biology
PRIVATE ACCOMMODATION

When you are taking a look 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](http://www.plymouth.ac.uk/uploads/production/document/path/2/2882/Property_Viewing_Checklist_-_for_students.pdf)
• Read any contract carefully before you sign. Let 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.
• 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 from around £250 which will be returned at the end of the contract subject to the condition of the property – it is a legal requirement that the landlord must provide you with details of the deposit scheme they are using to protect your money.

Any questions? Contact:
Residence Life,
Mary Newman Building
residencelife@plymouth.ac.uk
(01752) 588644

POLICE REGISTRATION

If you are required to register with the Police, a statement will be printed on your visa. Your statement will say that you must register within 7 days of your arrival. [You will need to register at a Plymouth – Charles Cross Police station.](http://www.plymouth.ac.uk)

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 in person after 14 days 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 Advisory Service
Student Gateway
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
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 Advisory Service, Roland Levinsky Building
  (overseas students only)
  or
  From your Faculty Support Office
  (EU students only)
See Page 16 for more information on Banks.

PASSPORT AND VISA SCANNING
All universities are now 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 the International Student Advisory Service, 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 through the International Student Advisory Service visa scheme before you will be able to online enrol.

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

If you have any questions, please do not be afraid to go to ISAS to ask for help, they are very friendly and helpful.

Jialin Li, China, MSc Business & Management
PAYING YOUR 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. Payment terms and methods 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 are withdrawn from the university unless you seek advice as soon as possible. Withdrawal means you will not be permitted to continue with your course and, if you are a Tier 4 student visa holder, the university will have to report you to the UK Home Office.

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.

Any problems? Contact:
For all computing and IT support contact either Open Access on (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
You need to register with a doctor as soon as possible after you arrive. You can register with either the University Medical Centre or with a GP surgery near where you live. To register you will need to visit the surgery during opening hours and complete a registration form. You will need to take your passport and immigration documents as proof of your entitlement. If you 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.

If your course is for less than six months then you will not be able to register with the medical centre but instead you will be able to access their services when you need to see a doctor or for emergency treatment. For more information visit www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx
If you are from EEA/EU you should obtain a European Health Insurance Card (EHIC) before arrive 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
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 that is available can make the transition much easier.

It is also important to take a look at the student handbook online on the university web pages, it will give you all the essential information 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 and you must ensure 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

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.

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

ELC Academic Writing Room
The ELC Academic Writing Room is a place for all international students to work and write in a supportive environment. Students are encouraged to come to The ELC Academic Writing Room with a laptop and a pen and paper to write and get the support of other students and an English language lecturer.

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
Pronunciation classes are offered to third year direct entry students.

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.

Languages Cafe
The Languages Café is a meeting place for those who wish to practise a variety of languages in an informal environment and have fun while developing their speaking skills. There is a native speaker on each table to help guide the conversation.

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.

Any questions? Visit or email
www.pbs.plymouth.ac.uk/teamweb/elc
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](http://www.plymouth.ac.uk/learn)

learn@plymouth.ac.uk

(01752) 58 76 76

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**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) 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
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**

From the 6th April 2015 all students on a course of six months duration or more and their dependent family members are required to complete an Immigration Health Surcharge (IHS) application. To complete your visa application you would have needed to provide this (IHS) number and pay the charges as required. As part of your immigration application you must submit an application to obtain a IHS number which you then use to apply for your visa to the UK.

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**

If you are on a course of 6 months or more you should register with a doctor as soon as possible after your arrive. The university has its own Wellbeing Centre on campus situated in Endsleigh Place (See Page 7).

If your course is for less than 6 months then you will not be able to register with the medical centre but instead you will be able to access their services when you need to see a doctor or you require emergency treatment.
Making an appointment with a doctor
Contact the Medical Centre as soon as possible if you need to book an appointment to see a doctor. Appointments are usually available within 48 hours or sooner if very urgent.

If you require a doctor out of hours (when the Medical Centre is closed)
For serious illness (for example very high fever, dehydration, rashes etc) you can telephone the free NHS Direct number (111) where a nurse will ask you a series of questions to decide whether you need urgent treatment or not.

If you have a minor injury (for example a small burn, a cut, a sprain, a bumped head etc) you can visit the Cumberland Minor Injuries Unit (MIU) The MIU is open from 08.30–21.00 every day of the year, Tel: (01752) 43 44 00.

If you have a serious injury you can either make your own way to the Accident and Emergency Department at Derriford Hospital Tel: (01752) 20 20 82 or follow the emergency advice below.

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.

Need any help 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 one-to-one consultations and a whole range of Personal Development Sessions and Groups and, if you’re off campus, you may want to think about e-counselling.

How can we help you?
When you see a counsellor, we will assess your needs and offer the most appropriate source of support available at the time. This might range from using selected self-help resources, attending a group, coming to one of our workshops, or having some counselling. The counselling we offer is short-term and focused on your academic and university life and many people find that just one or two sessions can be helpful.

Our Counsellors 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 and if we are not the best service for you, we will discuss this with you and provide information and support to help you access other, more appropriate services.

We are strongly connected to other support services such as Disability Assist, Learning Development, SUM:UP, The Care Leaver Team and the Multi-Faith Chaplaincy.

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 any 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. Here’s a sample of the kind of sessions you can attend: Mindfulness, Managing Anxiety, Mood Boost and a whole lot more. Please check out our website for more information.

Anytime Advice Line
All students are welcome to call the Anytime Advice Line for around the clock, free, confidential assistance for Plymouth University students

0800 042 0134
www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line

Any questions? Contact
Learning Gateway
Roland Levinsky Building
studentcounselling@plymouth.ac.uk
(01752) 58 76 76

DISABILITY ASSIST
Disability Assist is part of Learning Support and Wellbeing and is here to help with your study support requirements if you have a disability.

If you’re a prospective or current student, or a member of staff supporting students, we are here to assist!

What we offer International and EU students:
• 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.
• Modified Assessment Provision (eg extra time in exams).
• Advice on accessing study skills support and one to one dyslexia study skills tuition.
• Help with getting support from the Disabled Students’ Allowances.
• Liaison with support workers.
• Liaison with tutors and other university staff, services and external services where appropriate.
• Personal development workshops.
• Support groups for ADHD and autism.
• Information resources.
• Equipment loan library.

Any questions? Contact
Learning Gateway
Roland Levinsky Building
das@plymouth.ac.uk
(01752) 58 76 76
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 TSB 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 Advisory Service
Student Gateway
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 for 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 do so 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 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 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.
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:

- 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

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 Advisory 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 Advisory Service
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40

Just be adventurous! I treat my time in the UK as a ‘very long holiday’ and that way, I avoid feeling homesick.

Caroline Daumich, Germany, BSc(Hons) Marine Biology

The weather in Plymouth is unsettled, the rain will come at any time, thus an umbrella is necessary!

Minjun Dai, China, Fdn Accounting & Finance
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. You can 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.

Looking for a part-time job
Plymouth University has a Student Job service to match students with suitable part-time work during their studies. Some jobs are available at the university and some local employers also advertise vacancies for students.

Student Jobs
www.plymouth.ac.uk/studentjobs
studentjobs@plymouth.ac.uk
(01752) 58 77 22

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 a NI number to apply for a part-time job or to get paid. However, many employers insist that you have one. 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.

Any questions? Contact
International Student Advisory Service
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
**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 Advisory Service
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. For further information please contact Vicky Smith.

**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 of 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 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. (eg 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-violent 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 ISAS, 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 ISAS 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.
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 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
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. The university has a policy on the complaints and appeals procedure.

Any questions? Contact:
Complaints and Appeals
4th Floor, Nancy Astor Building
complaints@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 10GB mailbox and 25GB of file storage through UPCloud, 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 (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.

Any questions? Contact
Open Access
libraryanditenquiries@plymouth.ac.uk
(01752) 58 85 88

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](http://www.gov.uk/browse/driving)

INSURANCE
For student belongings, travel and medical insurance try [www.endsleigh.co.uk](http://www.endsleigh.co.uk) or you may wish to check online to see if there are any other insurance companies that can offer a competitive rate?

The Charles Seale-Hayne Library is at the heart of the Plymouth campus. It is open all day, every day (including Christmas), giving you access whenever you need it.
LIBRARY
The library offers:
• A great study place
• Extensive resources (with over a half million books)
• Space for preparing presentations
• Open access computing, edit suites and printers
• 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
libraryandenquiries@plymouth.ac.uk
(01752) 58 85 88

POSTAL SERVICES
Post Offices are usually open on weekdays from 9.00–17.30. The main Plymouth Post Office can be found at St Andrews Cross and there is a smaller shop on Mutley Plain. 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.
For international shipping services try Tudor Freight.

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.

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

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
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](http://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](http://www.tvlicensing.co.uk)

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

[First](http://www.firstgroup.com/ukbus/devon_cornwall) [Plymouth](http://www.plymouthbus.co.uk)

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

**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](http://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](http://www.nationalexpress.co.uk)

UKCISA
ISAS 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](http://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, photocopying and loan of equipment is available 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

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:**
The International Student Advisory Service 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.

Activities will include a world food exchange, a trip to Bath, a visit to Dartmoor Zoo and much more.

**Any questions? Contact**
International Student Advisory 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!

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.

NANCY ASTOR SPORTS CENTRE

On campus this student friendly sports and fitness facility is run by the Students’ Union. There is a gym with a range of exercise equipment and machines. On offer is a comprehensive programme of exercise classes including Aerobics, Yoga and Zumba. The sports hall can host a variety of activities including basketball, table tennis and five-a-side football.

To view the sporting activity available to you please visit www.upsu.com/sports

**Any questions? Contact**
Nancy Astor Sports Centre
www.upsu.com/sports
recreation@su.plymouth.ac.uk
(01752) 58 85 10

Personally, I have two favourite places in Plymouth. One is 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*
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

CULTURAL CAFÉ
The Cultural Café is a great place to meet other students from different nationalities and is open on dedicated evenings providing a great social place to gather.
The focus is on celebrating the cultural community, as well as promoting a healthy lifestyle and creativity. Come and relax with friends after work, or grab some delicious food or drink before an evening out.

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

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 and societies, manage campus sport facilities and provide volunteering opportunities, independent advice, entertainment, shop, accommodation, 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 www.upsu.com, follow us on twitter @upsu, like us on facebook.com/upsunion

UPSU OFFERS:

• confidential and free advice to all students on legal, consumer, academic and housing matters and much more
• details of all sports and social clubs (or advice on how you can set up your own club)
• volunteer opportunities in the community
• information on your course and school representatives
• regular events for students from September to May each year, including the annual Summer Ball and day trips throughout the year
• Cafes, bars and lounges to catch up with friends
• a shop to buy your Plymouth University merchandise!
• a sports centre, providing a range of sports and fitness facilities

Some UPSU sports clubs...
American Football, Archery, Basketball, Brazilian Jiu Jitsu, Cycling, Dance, Lacrosse, Rugby, Surfing, Tennis, Water-skiing

Some UPSU social clubs...
Big Band, European Social Network (ESN), International Student Society, Maths and Statistics, Volunteer in Plymouth (ViP), Entrepreneur Society

NUS CARD
All full-time students can buy a National Union of Students card, either online, or available through UPSU from September 2015. 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.

www.nus.org.uk

ISIC CARD
The International Student Identity Card can be bought at the same time as your NUS card, and also separately. This card can be used overseas, and travel companies sometimes offer discounts on flights for students.

UPSU SABBATICAL 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, proposals and complaints.

For more information
studentvoice@su.plymouth.ac.uk

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
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.

Exploring Plymouth and beyond

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
LOCAL FOOD SHOPS AND SUPERMARKETS:

- **Co-operative**: Regent Street & Mutley Plain
- **Sainsbury’s**: Armada Centre (City Centre) & Mutley Plain
- **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

- **Continental Food Centre**: 148 Cornwall St (City Centre)
- **Worldwide Foods**: 138 Cornwall St (City Centre)
- **88 Oriental Supermarket**: 21–22 Parade (City Centre)
- **YW Foods**: 105 New George Street (City Centre)
- **Polish Shop**: 34 Mutley Plan, PL4 6JG
- **Sultan’s Delicatessen**: 41 Mutley Plain
- **Embankment Halal Grocery**: Embankment Rd, PL4 9HY

HOUSEHOLD 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.

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 ISAS 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

Pursuing your future career: Employability
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 £20,300. 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 be also able to work outside the business in order to help support themselves financially.

Other working after your studies options may be available to you: www.ukcisa.org.uk/International-Students/The-next-stage/Working-after-your-studies

For more information? Contact:
International Student Advisory Service
Roland Levinsky Building
international.advice@plymouth.ac.uk
(01752) 58 77 40
The International Student Advisory Service (ISAS) at Plymouth University is a team of specialist advisors and information assistants dedicated to supporting all international students.

The International Student Advisory Service 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 tutorials
- 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
- Student visitor visas
- Entry clearance correction scheme
- Visas for dependants
- Visas for visiting family and friends
- Visitor visas for students
- Tier 2 (Sponsored worker)
- Visas for Europe
- Tier 4 work regulations
- EU/EEA work regulations
- Police registration
- Doctorate Extension Scheme
- Tier 1 (Graduate Entrepreneur)

We also offer information and advice on the following:
- Culture shock
- Money
- Council tax
- General academic queries
- Health
- Living in the UK
- Personal Issues
Please make sure you scan your passport and Visa at the International Student Advisory office once you arrive at the University. You can’t enrol unless you’ve done it!

Muruong Zhao, China, MSc Marketing

Tier 4: Student Responsibilities

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
• Every time you obtain a new Tier 4 (General) Student visa, bring your Biometric Residence Permit and your passport to the International Student Gateway 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 if you are not able to attend.
• Inform ISAS if you change immigration status and no longer have Tier 4 immigration permission.
• Register with the police if it states on your visa 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 via the student portal.
• Leave the UK if you stop studying (for example if you suspend your studies).
• Respond promptly to any communications you receive from Plymouth University regarding your Tier 4 visa.
• Attend the ISAS to re-enrol when requested.
• Do not breach the conditions of your visa. This includes ensuring that you do not work more hours than you are permitted.
• Inform ISAS if your application to the UK Visas and Immigration is refused.
• Update the UK 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 ATTENDANCE MONITORING

This information applies to all international students who have 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. Demonstrating a good attendance record is therefore extremely important.

To ensure students are able to demonstrate a record of attendance, Plymouth University has implemented an Attendance 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 that you are scheduled to attend.

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
You must register your attendance at the ISAS office each month. Our Compliance office will email you every time you need to do this so please check your university emails regularly. Students do not need to record their attendance during term holidays, but should be aware of the dates of holidays, as they differ between course levels. Students who have study abroad or are on work placements will make arrangements with the Compliance team in advance for attendance monitoring.

Only placements which are an integral and assessed part of your course will be authorised, and will be reported to the UKVI by the Compliance Team. Placements/internships that are not on an assessed and integral part of your course will not be authorised.

NON-ATTENDANCE
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.

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 UKVI.

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

Need any help? Contact
International Student Advisory Service
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, and the extra time you are given before the course (maximum one month) and after a course (maximum four months). There are a few course exceptions to this rule so please visit www.ukcis.org.uk/International-Students/Immigration-/Making-a-Tier-4-General-application-in-the-UK/Time-limit-cap-on-study for more information or pop in to ISAS 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.
Useful Contact
Telephone Numbers

LEISURE & TRAVEL

Vue Cinema 08712 240240
Reel Cinema (01752) 22 55 53
Plymouth Arts Centre (01752) 20 61 14
Theatre Royal (01752) 26 72 22
Barbican Theatre (01752) 26 71 31
Plymouth Life Centre (01752) 60 69 00
Pavilions Leisure Centre 0845 1461460
Tourist Information (01752) 30 63 30
Plymouth City Council (01752) 66 80 00
First Devon and Cornwall Buses 0845 6001420
Plymouth Citybus 0845 0772223
National Rail Enquiries 08457 484950

HELP

Emergency (Police/Fire/Ambulance) 999
(or 112 from a mobile phone)
University Security (01752) 58 84 00
Charles Cross Police Station 101
NHS Direct (medical service) 111
Samaritans 24hr Counselling Service 08457 909090
UKCISA Student Advice Line 0207 788 9214

UNIVERSITY

International Student Advisory Service (01752) 58 77 40
Medical Centre (01752) 22 23 41
Student Counselling (01752) 58 76 76
Chaplaincy (01752) 58 77 60
English Language Support (01752) 58 57 36
Student Accommodation Office (01752) 58 86 44
Freshlings Nursery (01752) 23 23 38
Learning Development (01752) 58 76 76
Careers and Employability (01752) 58 74 56
BLIS (01752) 58 56 97
Student Funding (01752) 58 76 80
Disability Assist (01752) 58 76 76
Student Computer Enquiries (01752) 58 85 88
Students’ Union (01752) 58 83 88
Students’ Union Advice (01752) 58 83 73
Nancy Astor Sports Centre (01752) 58 85 10
UPSU Safe taxi Scheme (01752) 66 62 22
INTERNATIONAL STUDENT ADVISORY SERVICE (ISAS)

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

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Visit our facebook page


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