YOUR JOURNEY STARTS HERE WITH PLYMOUTH UNIVERSITY

FACULTY OF BUSINESS

WELCOME PACK FOR UNDERGRADUATE STUDENTS

SEPTEMBER 2016

Please bring this information to your induction sessions
Dear Student,

Welcome to the Faculty of Business.

We are very pleased that you have chosen to come to Plymouth, and we are confident that you will enjoy your time with us.

When you arrive at the University in September, you will be given a great deal of information. During induction you will receive, among other things, a very comprehensive Student Handbook giving details about your programme, the Faculty and the University as a whole. However, we felt that there were some things it might be helpful for you to know about the school before you arrive. So this booklet is designed to help with some of the more common enquiries that students have before they start. We have asked a number of students for their views on this booklet, and it seems that we have covered most of the things students think about before they arrive.

The first week of term is called ‘Induction Week’, and it starts on Monday 19th September 2016. This pack contains the programme of events occurring during Induction Week (also known as Welcome Week), and also includes any information on module choice, as applicable to your programme of study. It is essential that you attend the week, along with the module choice and ID card sessions, as without your ID card you will not have access to any of the University facilities. Please phone the Faculty Support Office if you foresee problems about your attendance on +44 (0)1752 585650.

Thank you and I wish you all the best in your studies with us.

Professor Nikolaos Tzokas
Executive Dean, Faculty of Business
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Key dates

Set out here are some of the key dates of relevance to you during the coming academic year.

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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</thead>
<tbody>
<tr>
<td>Welcome Week</td>
<td>Monday 19th September 2016 to Friday 23rd September 2016</td>
</tr>
<tr>
<td>Semester 1</td>
<td>Monday 26th September 2016 to Friday 27th January 2017</td>
</tr>
<tr>
<td>Christmas Vacation</td>
<td>Monday 19th December 2016 to Friday 6th January 2017</td>
</tr>
<tr>
<td>Semester 2</td>
<td>Monday 30th January 2017 to Friday 2nd June 2017</td>
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<tr>
<td>Easter Vacation</td>
<td>Monday 3rd April 2017 to Friday 21st April 2017</td>
</tr>
<tr>
<td>End of Term</td>
<td>Friday 2nd June 2017</td>
</tr>
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</table>

Please note that you are expected to be here at all times during the formal teaching and exam weeks – under no circumstances should you book holidays or any absences during these weeks, including the resit exam week. Formal attendance is not required outside these dates.

Terms are explained in the ‘What to expect when you come to University’ section.

Important information

The first week of term is called, ‘Welcome Week’, and it starts on Monday 19th September 2016. Your induction programme includes details of all activities and events organised for your course during the week and can be found by using the following link. https://www.plymouth.ac.uk/student-life/new-students/induction

It is essential that you attend the week, along with the module choice and ID card sessions, as without your ID card you will not have access to any of the University facilities. Please phone the Faculty Support Office if you foresee problems about your attendance on +44 (0)1752 585650.
University policies

There are many policies, but there are a few which we feel it is very important for you to know about before you arrive here. The policies indicate how you can expect to be treated, but they are also about how we expect you to behave. More details of these policies are available on request once you become a student here.

Equal opportunities
The University is fully committed to providing equal opportunities for all of its staff, students, applicants and visitors. The University will not tolerate unfair or unlawful discrimination on the grounds of gender, ethnicity, colour, disability, religion, nationality, age, occupation, marital status or sexual orientation or any other irrelevant distinction. The Equal Opportunities Policy and Policy on Harassment apply to all aspects of staff and student activity within the University. Everyone is expected to support and implement the equal opportunities policies and ensure that their behaviour and/or actions do not amount to discrimination or harassment in anyway. Further details of the policies can be found in the University’s Student Handbook or on the University website, where you can download the complete policies.

Disability Assist
The University has a large number of disabled students studying on its courses and recognises that some might need additional support because of particular disabilities. If you have a disability including dyslexia, unseen disabilities and mental health issues, which affects your study, you will need to contact staff in Disability Assist (if you have not already done so), located in the Learning Gateway, Roland Levinsky Building on the main campus. Disability Assist staff will be happy to consider your support provision and can provide advice and help for claiming the Disabled Students’ Allowance (DSA). They can screen for dyslexia, arrange for examination provision, enabler support, study skills and computer training for specialist software paid for through the DSA. If you have a disability you can contact Disability Assist for advice. In the first instance, please phone +44 (0)1752 587676 or email das@plymouth.ac.uk. Please contact Disability Assist early in order that any support requirements can be put in place.

Health and safety
The University takes very seriously its responsibilities in ensuring a safe and healthy environment for all students, staff and members of the public. All staff are aware of their responsibilities and there is a Faculty Health and Safety policy which is available on request. A summary of key aspects of this policy can be found in the Student Handbook, a copy of which will be given to you when you arrive in September. In addition, please note that responsibility for health and safety extends to you too. You must at all times behave in such a way that you do not endanger or put at risk other students, members of staff or members of the public.

Faculty of Business student life hub
You can find all your faculty support services on our student life hub at https://www.plymouth.ac.uk/your-university/about-us/university-structure/faculties/business/student-hub
If you are entering university for the first time, or even if you are returning to higher education, everything may seem a bit strange during your first few days. There are so many new names and faces, but remember, all new students are experiencing the same feelings. Within a few weeks, probably even days, you will have settled in and be enjoying university life. As a new student, take time to acclimatise to your new environment and to get your bearings. Get to know where the main buildings are and don’t be afraid to ask for help if you are not sure where to go or how to use something – take advantage of the experience of others. This booklet aims to give you a brief overview of what we consider to be important information to know prior to you start of study.

**Induction**

The University runs a comprehensive induction programme which begins before the formal start of teaching. Induction week is from Monday 19th September to Friday 23rd September. We regard induction as being critical to your success at university. You will experience new ways of learning and may find that it is a very different type of institution from the one you have attended previously. The first week is primarily about ‘orientation’ – finding your way around, meeting other students, meeting your Programme Lead and Personal Tutor. Also in the first week you will have an introduction to the library and other learning resources available to you at the University and generally getting to know aspects of the faculty and university life. Your Induction schedule includes a detailed timetable of events and is available online, along with your programme handbook and information on your module choices where appropriate.

**Getting ahead with some reading**

Lecturers frequently update reading lists for their students over the summer period, so we cannot give you specific books to read at this stage – you will be guided to key texts and references once teaching starts. However, you would be very well-advised to start reading around the whole of your subject area.

**Online enrolment**

Within your confirmation letter (sent to you by admissions) you will find weblinks to on line enrolment, instructions for completion and information on your induction. Please take a moment to read through these.

**UK students**

As a new student at Plymouth University you will enrol online before the start of the academic year. You will need to check the information about yourself and the course, as currently held on the University computer records system. It will also give you the chance to amend certain personal information.

**International students**

All students who have a tier 4 visa or other type of visa which permits study, are subject to UK Border Agency (Home Office) requirements and are required to have their passport and visa documentation scanned prior to completing online enrolment or attend classes at the University. It is extremely important for you to get your documents.
scanned at the earliest opportunity following your arrival at the University. Failure to do so could result in a delay in enrolment completion which could limit the choices you have regarding the modules you wish to study.

All scanning of documents will be carried out by the International Student Advice Services (ISAS) based in the Roland Levinsky Building on main campus. For further information, please email: international.advice@plymouth.ac.uk

You must attend the Faculty of Business enrolment sessions which will take place during the first few days of induction week, starting on Monday 19th September 2016. If you require any special arrangements during your enrolment session please notify the Faculty Support Office. You must make sure that all your official documents have been scanned by ISAS, BEFORE going to your enrolment session.

Please be aware that your enrolment will not be complete until you have completed online enrolment and have either paid your tuition fees or made an arrangement to pay.

Student computing accounts
You will need to have a computing account to enable you to get information about your course and modules via the Student Portal. The Student Portal is a web-based facility provided to all students and also provides you with University email access. Help sheets for using the Student Portal are available on campus from the Open Access computing areas; the largest of these areas is based in the Babbage Building.

You can register for your computing account after you complete online enrolment for your course. The instructions for online enrolment are in your welcome pack and will guide you through the entire process. Please read through this information before attempting to complete your enrolment or contacting the University for help. You will be directed to a page where you can get your computing account user name and password.

University card
In order to obtain your university card during your induction session, you must upload a photograph through the e-applicant portal at https://eservices.plymouth.ac.uk/app/

Independent learning
You will be expected to attend all lectures and tutorials/workshops, for which you are timetabled but your attendance will not be systematically monitored, and neither will your work outside the classroom. Please note, however, that there is little chance of you passing your first year if you do not attend all lectures and tutorials, or if you do not read further around the subject as directed by your lecturers. It is up to you to ensure that you do this work, meet the deadlines, and sit tests as required. As a rough measure, we expect students to put in the hours they would do for a full-time job; at least 37 hours per week.

Size of classes
You will find that a number of your first year modules will be held in very large lecture theatres, containing 200 or more students. This is because a great deal of your first year is common to many groups of students.
There are two reasons for this:

a) There are a number of areas which we believe all students should cover as grounding for further, more specialised studies in later years.

b) Students have said that they appreciated a broad first year so that if they want to change course at the end of the first year it is usually relatively easy to do so if you have covered certain common areas. The more you specialise later in your course, the less easy it becomes to change your degree.

Contacting staff
Most of your teaching staff will be located in the Cookworthy Building and 9, 10, 19, 20 and 21 Portland Villas. They will give you details of how they may be contacted when they see you. The majority of staff will have information about their ‘office hours’ outside their doors. Many staff are happy for you to contact them using email; details will be given when you first meet them. Staff at Plymouth University are helpful and supportive and you will find that they will treat you as an adult, but will expect you to behave in an ‘adult’ way with them.

Dealing with questions and problems
The first point of contact if you have any issues relating to your time as a student here should be the Faculty Support Office, main reception in the Cookworthy Building. This is located on Hampton Street. You can also talk to staff on +44 (0)1752 585650 or email fobfacultysupport@plymouth.ac.uk. Administration staff in the Faculty Support Office are qualified to help you with a wide range of matters, including information about who to contact for a wide range of issues including accommodation, counselling and hardship funds. They can also provide advice on University regulations, about such issues as assessment and appeals, what you should do if you have a disability affecting your studies, how to change courses and choose electives, how to contact your personal tutor, and so on.

If you are unfortunate to have a period of serious illness, you must seek advice from the Faculty Support Office. This is especially true if you miss a test or a deadline as there are very strict rules about handing work in on time. If you fail to do so because of significant illness or another serious problem, we do take this into account, but there are certain rules that have to be followed to ensure that all students are treated fairly. You will be given more details of these when you arrive.

Changing courses
It is possible to change your course or electives; however, there are only limited times when this can be done. We have found in the past that students struggle to achieve the required academic standard if they switch modules later than one week into teaching. If you want to transfer to a different degree, this can only be done due to specific circumstances and at the very beginning or end of the academic year. Any changes like this must be done according to the University’s regulations. The Faculty Support Office can advise you, but you must also talk to your Programme Leader about any potential change of course.
**Personal Tutor**
If you are struggling with your studies, please don’t suffer in silence. Lecturers are willing to help students who are having difficulties with a specific subject and generally, the sooner help is sought the better. In the first instance you should always speak to Your Personal Tutor or the Programme Lead, but you might find that talking to other students can help to solve your problem.

Once you have completed your enrollment, you may find details of your Personal Tutor as well as your course information at [http://s3.plymouth.ac.uk/s3/](http://s3.plymouth.ac.uk/s3/)

**Students’ Union**
You will need to visit the Students’ Union when you arrive and apply for your NUS card. There are many benefits to be gained from membership including access to social, sports and welfare facilities. The SU is very useful for the academic and administrative staff as it provides an extremely valuable channel of communication between staff and students.

**Course representatives**
Depending on the numbers of students, there will be at least one course representative for each year of your degree. This is an important and interesting role, as the representatives are key figures in communication between lecturers and students via course committees. If you think you might like to be a course representative, please contact your Programme Manager when you arrive – we know they would be delighted to hear from you!

**Part-time work**
Student finances are such that it is almost inevitable that many of you will need to work part-time to support yourselves whilst at university. Many part time work opportunities can be found throughout the city both in national retail chains and independent stores. Plymouth University can help students find suitable part time work through the Student Jobs service located in Nancy Astor Building or via their website [https://www.plymouth.ac.uk/student-life/your-studies/academic-services/careers-and-employability/student-jobs](https://www.plymouth.ac.uk/student-life/your-studies/academic-services/careers-and-employability/student-jobs)

The Careers Gateway also offers students a host of other careers support including careers information, help with CVs and interview practice. We strongly advise you to do no more than 12 hours’ paid work per week. More than this can seriously damage your chances of success in your chosen degree. More information on careers can be found at [https://www.plymouth.ac.uk/student-life/your-studies/academic-services/careers-and-employability](https://www.plymouth.ac.uk/student-life/your-studies/academic-services/careers-and-employability)

**Timetable**
The University uses a computerised timetabling system which will be explained to you during Induction Week. Please bear in mind that your classes can be timetabled any time between 9am and 6pm Monday to Friday, (postgraduate/masters teaching can go on until 7pm) although, wherever possible, undergraduate teaching on a Wednesday afternoon is kept free for sports activities. Please note timetables can be subject to change each term.
Car parking
Plymouth University is a city-centre campus and car parking is therefore extremely limited – for staff as well as students. Limited parking is available in some of the Halls of Residence and facilities are available for disabled students. On-street parking is also restricted. A number of areas around the city centre and the University operate a ‘residents only’ parking scheme. If you are resident in one of these areas - such as St Jude’s, Lipson, or Mutley, the Local Authority (www.plymouth.gov.uk) can sometimes offer parking permits for which you will be charged a fee.

Accommodation
If you require University accommodation, you should have already applied for this by now. Applying for University accommodation must be done via the University website. If you have not yet applied for accommodation you can do this online by visiting www.plymouth.ac.uk/accommodation/

If you have already applied for University accommodation, you can visit the below link for further information about your application and what has been allocated for you. https://plymouth.starrezhousing.com/StarRezPortal

International students
The University is a truly diverse and multicultural working environment. With over 100 nationalities currently studying here, we warmly welcome international students.

We are highly aware of the challenges facing international students in moving away from home in order to study. In order to support our students we have a dedicated Faculty Support Office, International Centre and English Language Centre which are all based in the Cookworthy building. We also have a well-established working relationship with the International Student Advisory Service (ISAS). ISAS provide specialist support and guidance for all Plymouth University international students, which enable you to fulfill your academic potential and to get the most out of your time in the UK. Located in the International Student Gateway, they offer advice to students throughout your university career, from the time an offer at the university is accepted through to graduation.

Faculty of Business student life hub
You can find all your faculty support services and information to enhance your student experience on our student life hub at https://www.plymouth.ac.uk/your-university/about-us/university-structure/faculties/business/student-hub
English Language Centre

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.

The English Language Centre provides the above support through:
- Free English language classes and workshops
- Individual and small group tutorials
- Co-curricula English support
- Email support
- Extra curricula activities.

Free English language classes and workshops

There is a comprehensive programme of English language classes and workshops throughout the academic year. These workshops are for undergraduate and postgraduate students. For information on how to register for these workshops, please contact the English Language Centre directly using the contact details below.

How to find them

The English Language Centre is in the Cookworthy Building on the 3rd floor.

Contact:
Patrick McMahon (Academic Manager ELC), Room 315
T: +44 (0)1752 585627
E: elc@plymouth.ac.uk

Further information about the English Language Centre can be found at www.plymouth.ac.uk/elc
Below are some things you will need to do early on in your time at Plymouth. Some of these will be programmed into your induction timetable, as indicated, but the others will need to be dealt with by you outside of the induction timetable.

<table>
<thead>
<tr>
<th>Action to be taken</th>
<th>Things to do before starting university</th>
<th>Things to do during Induction Week</th>
<th>Things to bring for your enrolment</th>
<th>Tick when complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access and print your Induction Schedule specific to your degree programme</td>
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<tr>
<td>Complete module choice form. You may be required to pick a module as part of your programme of study. Further guidance on this is available from your programme specific Induction webpage</td>
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<tr>
<td>Access your Programme Handbook which can be found on your programme specific Induction webpage</td>
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<tr>
<td><strong>INTERNATIONAL STUDENTS ONLY</strong> Scan Tier 4 visa, passport and Identity card with ISAS (based in Student Gateway) online enrolment must then be completed</td>
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<tr>
<td>Complete online enrolment before arriving at University (UK and EU students only). Bring your induction and enrolment documentation with you on your first day!</td>
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<tr>
<td>Upload your photo for your University Card</td>
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<tr>
<td>Collect your Student ID card at enrolment session</td>
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<tr>
<td>Attend the Information and Library Services session</td>
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<tr>
<td>Register for your computing account</td>
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<tr>
<td>Open a student bank account</td>
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<tr>
<td>Register with a GP (make a note here of his/her name and phone number)</td>
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<tr>
<td>“like” our Facebook <a href="https://www.facebook.com/PlymUniBusiness">www.facebook.com/PlymUniBusiness</a> or follow us on Twitter <a href="https://twitter.com/PlymUniBusiness">twitter.com/PlymUniBusiness</a></td>
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<tr>
<td>The letter from Plymouth University confirming your place</td>
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<tr>
<td>Module choice form if you have not already sent it back to us</td>
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</table>
Helpful hints to get you started....

To begin with, we thought that it might help to remind you of some things you will need to bring with you. Please accept our apologies if you’ve already organised these things!

**Personal practicalities...**

- **Some money** - it is likely to be a few days before you can get access to your student loan (if applicable) therefore we recommend that you have some monies available to you in the interim.
- **Details of your bank account** - this can be found on your statement or cheque book.
- **Your medical card** - obtain this from your current doctor’s surgery so that you can register with a General Practice here.
- **Your mobile telephone** - remember to switch this off during classes and especially during exams and tests - and/or a phone card.
- **Some form of identification** - driving licence, passport or similar, but keep these safe!
- **Notify ‘official’ bodies** of your change of address and change of status to ‘student’.
- **Transferring your bank account** to a local Plymouth branch - remember to note the Plymouth address and account/sort code number. This might not be necessary, but check with your bank before you leave home.
- **Tell your family and friends** where you are going and arrange how to keep in touch with them!

**University essentials...**

- A minimum of **two passport-sized photographs** of yourself – these will be needed for a number of identification and security documents. Please print your name and student reference number on the back of each of these photos before you get here.
- **Letter from your Local Education Authority, Student Loan Company or Sponsor** – confirming their agreement to your studying here, particularly if they are contributing towards your fees. Note: You should ensure you bring a copy of your Student Loan confirmation with you.
- **Pens, paper and clipboard** – these are not supplied by the University and you might find a clipboard more comfortable to use in some lecture rooms. You can also bring laptops and netbooks into lectures.
- **A note of your elective choices** for this year (where appropriate). Further information is provided separately.
- **If you are bringing a car to Plymouth** – your car logbook, insurance documents and driving licence. We hope you won’t be involved in any traffic-related incidents, but you will need these documents if you are.
On the following page you will find a map of the main University campus. As time goes on you will get to know the campus, but to begin with there are some key locations to note. On the right, are the abbreviations used in the timetabling system for these locations.

<table>
<thead>
<tr>
<th>Building name</th>
<th>Building code</th>
<th>Map ref</th>
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<tbody>
<tr>
<td>Babbage</td>
<td>BGB</td>
<td>6</td>
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<tr>
<td>Charles Seale-Hayne Library</td>
<td>-</td>
<td>14</td>
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<tr>
<td>Cookworthy</td>
<td>CKY</td>
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<td>Davy</td>
<td>DYB</td>
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<td>Hepworth House</td>
<td>HPH</td>
<td>1</td>
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<tr>
<td>Isaac Foot</td>
<td>IFB</td>
<td>3</td>
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<tr>
<td>Link</td>
<td>LINK</td>
<td>10</td>
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<tr>
<td>Main Hall</td>
<td>MAIN HALL</td>
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<tr>
<td>Marine Building</td>
<td>-</td>
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<tr>
<td>Mary Newman Hall</td>
<td>MNB</td>
<td>2</td>
</tr>
<tr>
<td>Nancy Astor</td>
<td>NAB</td>
<td>8</td>
</tr>
<tr>
<td>Portland Square</td>
<td>PSQ</td>
<td>18</td>
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<tr>
<td>Robbins Halls / Conference Centre</td>
<td>ROBBINS</td>
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<tr>
<td>Roland Levinsky</td>
<td>RLB</td>
<td>4</td>
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<tr>
<td>Rolle</td>
<td>n/a</td>
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<tr>
<td>Scott</td>
<td>SCB</td>
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<tr>
<td>Sherwell Centre</td>
<td>SHC</td>
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<tr>
<td>Smeaton</td>
<td>SMB</td>
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<tr>
<td>Students’ Union</td>
<td>SU</td>
<td>22</td>
</tr>
<tr>
<td>University Medical Centre</td>
<td>UMC</td>
<td>15</td>
</tr>
</tbody>
</table>
**Additional information**

- Contains mainly lecture theatres, teaching and meeting rooms plus an open access computer area and a cafe.
- Open 24 hours a day with open access computing and printing facilities, wi-fi access, binding and document production equipment, and video editing equipment. A variety of study areas includes individual study rooms, quiet-study desks and group-study areas. There is also a drop-in centre for students to get extra help with maths and statistics, a cafe, vending facilities and media counter.
- Home of the Faculty of Business, there are teaching rooms, executive meeting rooms, extensive computing facilities, a postgraduate lounge, and undergraduate open learning areas, as well as a multimedia business and languages information service and a refectory.
- Contains teaching and research laboratories, lecture theatres and LabPLUS drop-in centre (an open learning area available to all University students interested in the sciences).
- Houses the Exam Team/Graduation Team and Admissions.
- The Student Funding Unit has a friendly team of specially trained staff typically dealing with bursary and hardship related funding here. The Card Office is also based here.
- Accessible via the Davy Building, this houses teaching space, office and laboratories for our Dietetics and Psychology students. Our Enterprise Solutions team is also here offering support to local businesses.
- Used for exams, lectures, SU concerts and other events throughout the year.
- This state-of-the-art facility houses the country’s most advanced wave tank testing equipment, a Marine Innovation Centre for international businesses, the Coastal Ocean and Sediment Transport (COAST) laboratories and the Marine Navigation Centre containing a state-of-the-art ship simulator.
- Student accommodation with great views over the city from the top. The Student Accommodation Office is in this building.
- Houses a cafe, the University’s sports complex (comprising a fitness suite and a sports hall) and offices.
- Has three large lecture theatres with video conferencing facilities, classrooms, a cafe and gallery.
- An accommodation block with conference facilities below with a large lecture theatre and seminar rooms.
- The University’s main reception and home to the Faculty of Arts and Humanities, and Peninsula Arts. There are several lecture theatres, a cinema and gallery, and specialist art and design studios. The building also houses the International Student Gateway, Learning Gateway and Career Gateway.
- Accommodates specialist teaching space for our education and music courses, the Graduate School and laboratories plus a ‘pavilion’ style refectory.
- Provides the focus for film, video photography and sound workshops. As well as teaching space, there are state-of-the-art light and dark rooms, professional photography studios, TV and sound recording studios, gallery space and printing, and ceramic and metal-working facilities.
- This converted church has two large lecture theatres and exhibition space. There is a grand piano in the upper lecture theatre for concerts and recitals.
- Contains lecture theatres, labs, specialised rooms and offices.
- The hub of student life! Inside, there are shops, bars, nightclub areas, eateries, and a traditional pub area with pool tables, games machines and a jukebox.
- On-campus doctor’s surgery with medical care available to all students and open all year round.
Many of you coming to the University for the first time will have received the new Meningitis C vaccination at school, or at college. However, if you are 24 or under and are not sure if you have received this vaccine, please check with your doctor before you get here.

If your own doctor is unable to offer you this vaccination, please register with a GP as soon as you arrive here, if you have not already done so using our Medical Centre’s online registration facilities. Unless there are medical reasons why you shouldn’t have this protection, you will be able to be vaccinated when you get here, free of charge.

This is a very important and effective vaccine, which will give you protection against one strain of meningitis – Meningococcal group C meningitis and septicaemia. However, this is just one strain causing this disease. There is currently no vaccine against other types of meningococcal disease more common to this country – Meningococcal group B meningitis and septicaemia. So we would still ask you to be aware of the symptoms of meningitis and septicaemia, and seek medical advice promptly if you believe someone has this infection. If you would like to know more about meningitis and its symptoms, talk to your own doctor, or ring the Meningitis Now 24 hour Helpline (Freephone 0808 80 10 388) or visit: www.meningitisnow.org. For information about the University Medical Centre, visit: www.umcplymouth.co.uk.