



International Students Guide 2019/20

EXETER AND CORNWALL CAMPUSES



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International students checklist

These checklists are a starting point for your planning.

You may want to add to it as you read this guide. Some parts will not be relevant to you, for example if you are an EU student you will not require a student visa.

Preparing to come to University

Make sure you have a valid passport	✓
Satisfy conditions of offer (if applicable)	✓
Respond to CAS email (if applicable)	✓
Obtain Visa (if applicable)	✓
Apply for accommodation	✓
Book place on airport collection service (Freshers' Week only)	✓
Check if you need medical screening or vaccinations	✓
Check if you need an ATAS certificate	✓
Arrange travel insurance	✓
Plan your budget	✓
Read emails from the University	✓
Research International Welcome Programme	✓
Find out about the Global Chums mentoring scheme	✓

Before you leave

Pay your tuition fee deposit (if applicable)	✓
Pay your accommodation fee deposit (if applicable)	✓
Activate your IT account	✓
Complete online registration (EU citizens only)	✓
Apply for your UniCard	✓
Register with a Health Centre	✓
Download the iExeter app	✓
Prepare your documents for International Student Clearance	✓
Buy currency to use while you open a bank account	✓
Print our accommodation information for your hand luggage	✓

When you arrive at the University of Exeter

Tell your family you have arrived	✓
Collect your room key	✓
Collect your Welcome Pack (Freshers' Week)	✓
Attend International Student Clearance and collect your BRP (if necessary)	✓
Collect your UniCard	✓
Complete online registration (if necessary)	✓
Attend International Welcome Programme (or late arrivals meeting)	✓
Attend your academic induction	✓
Complete Police registration (if necessary)	✓
Open a UK bank account	✓
Complete Erasmus, Exchange and Study Abroad paperwork (if necessary)	✓

Welcome to the University of Exeter

Dear Student,

Many congratulations on gaining a place at the University of Exeter. We are proud to welcome students, staff and visitors from around the world and we are looking forward to welcoming you here soon.

The University is based in the South West of England. We have two wonderful locations in the ancient city of Exeter. Our largest campus, Streatham, is a national botanic garden and a thriving education and research hub. St Luke's, a traditional quad campus, is home to our College of Medicine and Health, Sport and Health Sciences and our Graduate School of Education. In Cornwall, our Penryn campus has a range of science, humanities and social science programmes, and is known globally for its research and courses in environment and sustainability, mining engineering and geology. We also have two clinical sites at the Royal Devon and Exeter NHS Foundation Trust and Royal Cornwall Hospitals.

We employ around 4,600 staff and offer the extensive facilities you'd expect to find in an outstanding Russell Group university. The University is known for its friendly and cosmopolitan atmosphere and by studying with us and enjoying the incredible opportunities we provide, your time here will help to set you on the path for success. We offer excellent graduate prospects, ranking 13th in the UK by the Times Good University Guide on this measure and our graduates earn more than the UK average across many of our subjects. We have many high profile alumni, indeed we can count Harry Potter author JK Rowling as one of them!

You are joining a vibrant community of over 23,000 students, including 6,000 non-UK students from 130 different countries. We celebrate our diversity and pride ourselves on excellent student experiences and academic excellence. We hold a Gold award in the Teaching Excellence Framework for the quality of our education and are ranked third in the Russell Group of universities for student experience. Exeter was named The Times and The Sunday Times Sports University of the Year 2015-16. The University was also voted the Sunday Times University of the Year 2012/13.

We are ranked amongst the UK's top universities in the Higher Education league tables produced by the Times and the Sunday Times and amongst the world's top 200 universities in the QS and Times Higher Education rankings. In the latter, we count amongst the top 100 institutions in the world for our provision in programmes such as Geography, Psychology, Theology, History, English and Archaeology. We are 35th in the world in the Leiden ranking for the quality and impact of our research. As a result of our pioneering research in Diabetes we have been awarded the Queen's Anniversary Prize.

Exeter is a special place to study. This guide has been written to help you prepare and make the most of your time here. It is designed to answer practical questions about living and studying at our campuses before you arrive. There is a lot of information but please do read it carefully. If you have further questions please contact any of the people listed in this brochure.

I wish you a safe journey and we look forward to supporting you as you become one of our exceptional students.



Professor Janice Kay CBE
Provost and Senior Deputy Vice-Chancellor

How to use this guide

Coming to study in another country is an exciting experience and we know you will have many questions. This handbook has been written with you in mind and we hope that the information it contains helps you to answer some of those questions and plan for your studies in the UK.

You should read the entire guide as much of the information will be relevant to you. Some information is relevant to all our campuses, some is campus specific and will be noted as such. We recommend that you print the guide and keep it in your hand luggage, along with information about your accommodation, when you travel to the UK. You will then have all the instructions on arrival and useful telephone numbers will be easily accessible.

We also strongly recommend that you make contact with your local British Council office while you are preparing to come to the UK. Take a look at the British Council's website

www.educationuk.org It will provide you with very useful information and give you an exciting taste of life in the UK!



Any questions?

If, after reading the information, you still have questions or would like clarification on any aspects please contact any of the people listed in the guide and they will be pleased to help. If you have more general questions and are not sure who to ask please contact the International Student Support Office:

Exeter campuses email
sid@exeter.ac.uk

Cornwall campuses email
sidcornwall@exeter.ac.uk

If you have a serious problem when you arrive, outside UK office hours, please contact the University emergency telephone number +44 (0)1392 723999. If you arrive in Cornwall, please contact +44 (0)1326 255875.

We look forward to meeting you at the beginning of your stay at the University of Exeter.

Feedback

If you would like to give feedback on this guide you can do so by emailing us at Exeter campuses email **sid@exeter.ac.uk**

Cornwall campuses email
sidcornwall@exeter.ac.uk

Your offer

If your offer is 'unconditional'

This means that we do not require any further evidence from you (prior to arrival at university) to prove that you meet the admission requirements. If you have not done so, you will need to formally accept your offer of a place. If you are an undergraduate, you can do this on your UCAS track. You can accept your offer by logging onto the Applicant Gateway, details of how to do this will have been confirmed in your original offer email.

If you require a visa to study, you will need to present original documentation for any qualifications listed on your CAS, along with your visa and passport at International Student Clearance, when you first arrive at the University of Exeter, as you will not be permitted to register until you have done so. If you are an EU passport holder and do not require a visa to study, we will not need to see your passport or documentation prior to online registration. If you are unsure please contact the Admissions Office.

If your documents are not in English, you must also supply a certified translation.

If your offer is 'conditional'

This means that the you have not yet met all the terms of your conditional offer. If you are an undergraduate, you can view the conditions of your offer on UCAS Track. If you are a postgraduate, your offer email will state the conditions of your offer. The offer may be conditional on an exam you have yet to take or for which you are awaiting a result. If this is the case, you should send a copy of your transcript to the Admissions Office as soon as you receive it, even if you

have not achieved the exact grades stated within your offer.

Your offer letter may also ask for an English language score. If you need to improve your English level before meeting the conditions of your offer, you may wish to consider a Summer Pre-Sessional English course at INTO University of Exeter.

You can accept your offer of a place before it becomes unconditional. If you are an undergraduate, you should inform UCAS of your decision. If you are a postgraduate, you can accept your offer by logging onto the Applicant Gateway, details of how to do this will have been confirmed in your original offer email.

You will need to present original documentation for any qualifications listed on your CAS, along with your visa or entry clearance form and passport at International Student Clearance, when you first arrive at the University of Exeter (you will not be permitted to register until you have done so).

If your documents are not in English, you must also supply a certified translation.

If you are a year/semester Study Abroad, International Exchange or Erasmus student

If you have met the requirements for the study abroad/ exchange programme then you will be sent an official acceptance email. This means that we do not require any further evidence from you (prior to arrival at university) to prove that you meet the admission requirements. If you require a Tier 4 (General) Student visa to study, you will need

to present original documentation for any qualifications listed on your CAS, along with your visa and passport at International Student Clearance on arrival at the university. You will not be permitted to complete university online registration until you have done so. If your documents are not in English, you must also supply a certified translation. Students studying on a Short Term Study visa will also need to present their passport and visa before they are able to register. If you are unsure of requirements, please contact your home university international office or email inbound@exeter.ac.uk

Pre-departure briefings

We organise a number of social media offer holder groups and pre-departure briefings for international offer holders which provide an opportunity to interact with other applicants and/ or current students and resolve any final queries. Invitations to join such activities are emailed to relevant offer holders. In addition the British Council coordinates pre-departure briefing sessions for students coming to the UK. These sessions are open to applicants holding offers from any UK institution. You should contact your nearest British Council office for further information: www.britishcouncil.org.uk

During the summer, we will send you various pre-arrival emails. Please make sure you read them and check your junk email folder to ensure they haven't automatically gone there – they are full of useful information to help you prepare for study and life at Exeter, as well as vital information about your programme during Freshers' Week or January Orientation.

Visas and immigration



Visas and immigration

Checklist

Check you have a valid passport	✓
Satisfy conditions of offer (if applicable)	✓
Read International Student Support Tier 4 website	✓
Receive your CAS, check it is correct	✓
Gather necessary supporting documents	✓
Apply for visa	✓

General advice Passport

Please ensure that you have a valid passport – if you need a new one or if your current passport needs to be renewed, do this as soon as possible because the process can take several months. You must have at least one page which is blank on both sides in your passport and we recommend that your passport be valid for at least six months after you arrive in the UK.

UK immigration

The UK immigration rules affecting everyone coming to live and study in the UK are available on the UK Visas and Immigration (UKVI) website www.gov.uk/check-uk-visa. You can also get relevant information from the British Embassy, equivalent in your country or their partner agency.

All students who are non-EEA nationals and who will be studying in the UK for more than six months will need to apply for a Tier 4 (General) Student 'entry clearance' visa.

Advice and assistance on UK immigration

Before you arrive and while you are studying with us, specialist advice on complex immigration matters is available from the International Student Support Office (ISSO). Email ISSO at sid@exeter.ac.uk or info.penryn@exeter.ac.uk. If you experience any immigration problems please contact us immediately.

ISSO provides immigration advice and services to prospective students, current students and recent graduates, as well as to their spouses and other dependent family members.

The designated advisers in ISSO are the only staff at the University who are authorised to provide immigration advice. They are regulated by the Office of the Immigration Services Commissioner which guarantees the competence of advisers and ensures the quality of the advice or assistance provided. Further details about the Office of the Immigration Services Commissioner are available at www.oisc.gov.uk

Visas and immigration

EEA and Swiss students

At the time of writing (January 2019), the information below is correct but there is constant change in this area.

Up to date information and advice is at www.exeter.ac.uk/eu

Britain is due to leave the UK on 29 March 2019. If you are an EEA or Swiss national and have been accepted onto a course of study in 2019/20, you should be able to enter the UK and begin your course without a problem, but you may need to apply for an immigration status once you're here.

Depending on the rules that have been agreed with the EU, you will either need to apply for pre-settled/settled status in the UK under the EU Settlement Scheme which will allow you to stay in the UK indefinitely, or you will need to apply for a Temporary Visa to cover your next 3 years in the UK.

Your EEA or Swiss national family members will be able to apply for permission to stay in the same way, and in most circumstances your non-EEA family members will be able to do so as well.

You should check www.exeter.ac.uk/eu for up to date information and you can contact ISSO at sid@exeter.ac.uk for advice.

All other international students

Short Term Study - Courses lasting less than six months

Some students on courses of less than six months may wish to apply for a short-term student visa. This is a maximum six month visa and it cannot be extended from within the UK. Working is prohibited but students can study part-time or at a low level. Students on a course of less than six months cannot bring dependants to the UK with them.

This category is only suitable for certain study abroad students or those on short-term English courses who do not wish to continue their studies past six months. We strongly discourage any other students who qualify for the Tier 4 (General) student visa from applying for a short-term student visa. Students on courses of less than 6 months can apply for the Tier 4 (General) visa instead if they wish to work during their studies.

Tier 4 (General) - Courses lasting more than 6 months

Most students who are non-EEA nationals and coming to study in the UK for more than six months will need to apply for a Tier 4 (General) student visa. If you have any other type of visa it is very important that you make sure that this will allow you to study in the UK. If you are unsure please contact sid@exeter.ac.uk

Passengers arriving in the UK without a visa will be refused permission to enter.

ATAS

Some postgraduate courses in scientific areas require students to hold an ATAS certificate. If this applies to you it will say so on your offer letter. A paragraph describing your research should be included in your offer letter and you will need this exact paragraph when submitting your ATAS application

Your finances and fees



Your finances and fees

Checklist

Exchange currency needed	✓
Make a budget plan	✓
Pay tuition fee deposit (if applicable)	✓
Decide method of payment and pay tuition fees	✓
Decide how to pay your accommodation fees	✓
Open a bank account	✓

Bank accounts

There is no limit on the amount of money you can bring with you into Britain, but you may need the approval of exchange control in your own country. Start preparing well in advance by asking advice from your bank at home. If you are carrying €10,000 (or equivalent currency) in cash to the UK and you are travelling from outside the European Union you must complete a cash declaration form. More information is available from the HMRC C9011 form at www.hmrc.gov.uk

There are different types of bank accounts available in the UK. Most students choose a current account. This is the basic account which you use for day-to-day purchases and deposits. This type of account normally comes with a cash card, with which you can take money from cashpoints (ATMs) up to a daily maximum limit. Cashpoints are usually accessible 24-hours a day and located on the exterior walls of banks and in some shops. Some cash machines charge a fee but they will tell you this before completing the transaction.

Opening a bank account

Some worldwide banks allow you to open up a UK bank account from abroad, but many students wait until they get to the UK to open an account so they can see which is the best deal for them. We recommend that you open a bank account as soon as you get to the UK. There is one major bank represented on the Streatham Campus and all major banks are represented in Exeter, Falmouth and Truro town centres.

It can take up to two weeks to open a bank account. You should therefore make sure that you bring enough money to cover your expenses for the first few weeks in the UK. You might consider bringing travellers cheques, a cash card or credit card with you. Please do not carry large amounts of cash with you or keep large amounts of cash in your room.

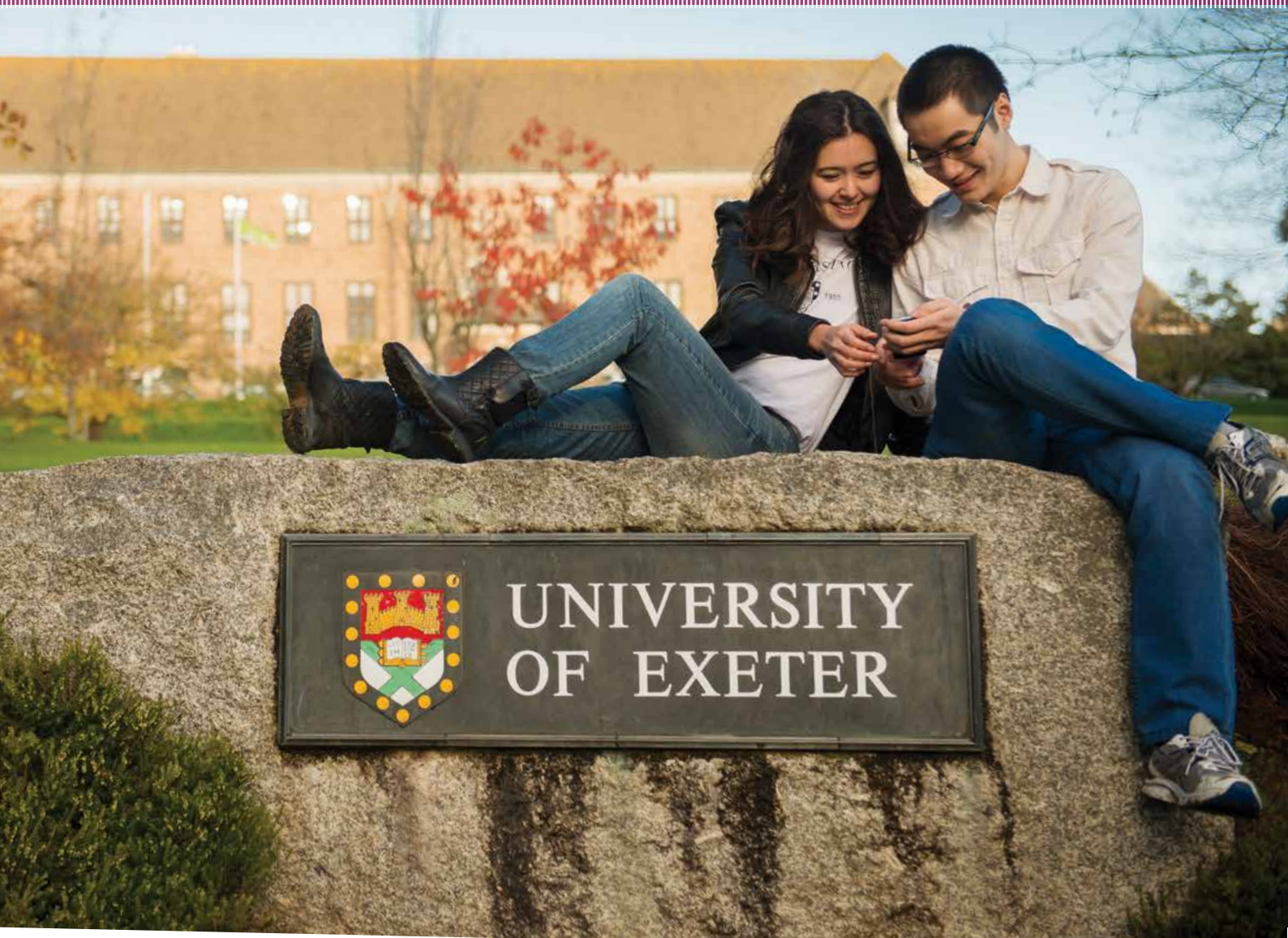
To open an account in the UK you will need:

- an application form from your preferred bank;
- your passport;
- confirmation that you are a full-time student. Print a bank letter from the iExeter Student Record tab once you have registered online or from the Penryn Info Point in the Peter Lanyon Building at the Penryn Campus.
- proof of your address in the UK. This may be confirmed by the University if you have University accommodation or by a formal tenancy agreement if you are in private accommodation.

It is not always possible for students on short courses or exchange programmes to open bank accounts. If you have difficulty please contact sid@exeter.ac.uk or info.penryn@exeter.ac.uk

Once you have successfully opened a UK bank account, please ensure you provide the account details via the student online portal 'iExeter' i.exeter.ac.uk

University fees and charges



Tuition and accommodation fees – due dates

Term	Tuition Fees	Accommodation Fees
Autumn (Term 1)	50% due 7 October 2019*	The amount stated in your accommodation contract due 7 October 2019
Spring (Term 2)	50% due 13 January 2020*	The amount stated in your accommodation contract due 13 January 2020
Summer (Term 3)	N/A	The amount stated in your accommodation contract due 4 May 2020

* If the assessed contribution to tuition fees is less than £500 and/or modular, the full amount is payable.

University fees and charges

- Tuition fees are chargeable for the academic period required by the programme, with annual amounts charged for each academic year of the programme unless otherwise stated. It is to be expected that tuition fees will rise by a modest amount (but no more than 5%) each year, for the duration of study. This is to take into account inflationary pressures.
- Tuition fees can be found at www.exeter.ac.uk/students/finance/studentfees/tuitionfees
- If you are sponsored by an embassy or government, please ensure you provide the Accounts Receivable Team with a financial guarantee. Please email a scanned copy to sid@exeter.ac.uk or provide it during registration.
- You must also make sure your sponsor pays by the due date or you will be liable for late fees. If your sponsor fails to pay, you will be responsible for any fees due.
- University accommodation charges will vary according to the type of accommodation and duration of your contract. See www.exeter.ac.uk/accommodation for further information.
- We recommend that single unaccompanied students allow at least £800 per month for essential living expenses (accommodation, food, books, etc).

How to pay

There are various payment methods available, for more information please refer to the following web page www.exeter.ac.uk/students/finance/howtopay

Other funding/ sponsorship

For details of University funding schemes please see our Funding database: www.exeter.ac.uk/funding/prospective If you are awarded a university-funded scholarship this will be deducted from the fees when we issue your Confirmation of Acceptance of Studies. You may also want to research scholarships from your own Ministry of Education, from the appropriate inter-university organisation, or from the British Council in your home country.

Financial aid for US students

- The University of Exeter participates in the William D Ford Direct Loan Program. The Direct Loan consists of both the Stafford and Plus loan and can provide funding up to your cost of attendance.
- You will need to complete your Free Application for Federal Student Aid (FAFSA). This can be submitted and completed at www.fafsa.ed.gov. Please email sid@exeter.ac.uk once this has been completed.

- You will also need to complete your Master Promissory Note (MPN). If you are also taking a Direct Plus loan you will need to complete a Plus Master promissory note and complete a credit check. Please visit www.studentloans.gov/mydirectloan/index.action
- Please also complete and return the Direct Loan student information and email it to sid@exeter.ac.uk.
- Our school code (also known as the OPE ID) is G009442.
- All information on financial aid for US students can be found at www.exeter.ac.uk/students/finance/studentfunding/internationalstudents/usstudents

Budgeting for life in the UK

Living in Exeter or Falmouth is comparable to living in any other major UK town or city and your cost of living will depend a great deal on your lifestyle. It is estimated that a single student living in Exeter or Cornwall will need approximately £1,015 a month to meet basic living expenses such as accommodation costs, food, books, equipment and other necessities.

The information below should help you begin to plan your finances for living in the UK. Another easy way to understand whether you have budgeted enough is to visit the international student calculator www.studentcalculator.org.uk/international

How much do things cost?

If you do not live in catered halls, the cost of food based on a western-style breakfast, light midday meal and hot evening meal is likely to be £45 – £55 per week. There are many outlets for buying food on campus and a hot meal ranges from £4.00 – £7.00.

Food prices are very different depending on where you shop and what products you buy. Supermarkets often have 'own-label' brands which are cheaper than more recognised brands. You could also explore local markets or bulk buying.

Basic goods	Approximate costs in £
Loaf of white bread	£1.00
1 litre of semi-skimmed milk	£0.75-£1.00
6 medium eggs	£1.50
Margarine (500g)	£1.00-£1.80
Cheese (250g)	£1.99
Cooking oil (1 ltr)	£1.60
Pasta – uncooked spaghetti (500g)	£1.00
Rice (1 kg)	£1.50
Noodles (300g)	£1.40
Drinks	
Cola (2ltr)	£1.50-£1.98
Coffee – instant (100g)	£2.50
Tea bags (80 bags)	£2.00
Mineral water (2ltr)	£0.84

Food from overseas

British shops and larger supermarkets stock a wide range of products including food imported from other countries and food meeting religious requirements, for example, Halal. There are also many local ethnic stores where you can find food you are used to eating at home. Please note, however; prices are often much higher than at home.

Heating and lighting

If you choose to live in private rented accommodation, the cost of heating may not be included in your rent. If you are not used to cold or damp weather, you may need to keep the heating on for eight months of the year and this may add significantly to your bills. Allow a minimum of £500 for the year. Heating and lighting is included in the cost of University accommodation.

Budgeting for life in the UK

Books and equipment

The cost of books varies for different courses and continues to rise; the average figure for one year is £460.

You are strongly advised to check with your college if there are any extra costs anticipated. Second-hand books can be bought on campus and from outlets run by the Students' Guild and similar schemes run at the Penryn Campus.

There are many public computers available to use on campus, but most students choose to bring their own personal computer. If you are not in University accommodation you may be charged extra for internet connection in your room.

Warm clothing

The price of clothes varies enormously and how much you spend will depend on your budget. Shops such as Primark, TK Maxx, H&M and some large supermarkets have very inexpensive clothing lines. The average figure for warm clothes, for one year, is £500. Please see our 'what to pack' section for more information.

Visa fees

Should you need to renew your visa whilst you are in the UK, you will have to include the application fee (currently £475 and £475 per dependant – more if you go to the Home Office in person). You and any dependants will also have to attend a biometrics appointment.

Other costs

To cover such items as laundrette and dry-cleaning, personal hygiene items and household articles, you will need approximately £360 for the year.

Entertainment

You will also need some money to follow interests beyond your academic studies. Even the most dedicated students need time to relax and unwind! Here is an idea of how much it might cost you:

	Costs £
Daily newspaper	£0.80-£2.00
Paperback books	£7.00+
Magazine	£2.50+
Cup of coffee	£1.40-£3.00
Cup of tea	£1.00+
Non-alcoholic drink	£1.20+
Glass of wine	£3.50+
Pack of cigarettes (20)	£8.00+
Cinema ticket	£8+

The cost of an evening out will vary. There are a wide range of places and prices in Exeter, Falmouth and their surrounding areas and many offer a student discount. For example, if you go clubbing at the weekend expect to pay between £5 – £10 for entry, or pay £8 for an inexpensive lunch.

Travel

Travelling around the UK can be expensive if you don't plan ahead. There are student discount cards you can buy for national rail and bus networks and these are worth purchasing in if you will use these services. For example, a single rail ticket bought on the day of travel from Exeter to London could cost £50, but if you book in advance and with a student card it could cost around £30. Megabus and National Express offer cheaper alternatives. Low cost airline carriers operate from Exeter, Bristol and Newquay airports and are worth considering if you are looking for a closer alternative to Heathrow.

Useful reference websites:

International student calculator:
www.studentcalculator.org.uk

International Food prices:
www.tesco.com/pricecheck

Books:
www.bookshop.blackwell.co.uk
www.amazon.co.uk

UK weather:
www.bbc.co.uk/weather

UK living and culture:
www.britishcouncil.org

Accommodation



Accommodation at Exeter campuses

Checklist

Check if you are eligible for University accommodation	✓
Applications open 8 April 2019	✓
Guarantee deadline 31 July 2019	✓
Check what is available in your room	✓

Accommodation guarantee: Exeter campuses

With over 5,900 bed spaces at Exeter, we are able to offer accommodation in University owned/approved/managed accommodation to many of our students. We have a wide range of accommodation styles, standards and budgets, designed to suit the different needs on and off campus, of the diverse student community at both undergraduate and postgraduate level.

If you apply by 31 July, we guarantee to offer you accommodation, as long as you have firmly accepted our offer of a place on a degree programme at the University of Exeter and you are in your first year of study.

Applications for 2019-20 will open from 8 April 2019 and we will prioritise applications received by 31 July. For further information please check our webpage:

www.exeter.ac.uk/accommodation/legal/deposit

What accommodation can I apply for?

- Undergraduate students can apply for catered halls or self-catered accommodation (Exeter only).
- International postgraduate students can apply for self-catered accommodation.
- Study Abroad and Exchange students can apply for self-catered accommodation at Exeter, if you are studying for a full year starting in September.
- If you are only in Exeter for one semester please visit the accommodation website for further information. www.exeter.ac.uk/accommodation/students/prospectivestudents/erasmusexchange
- You are defined as an 'international' student if you pay international fees (see your academic offer).
- Take a look at the accommodation website www.exeter.ac.uk/accommodation where you will find comprehensive descriptions of our residences, photo galleries, location maps, sample contracts and current prices.

Virtual tours around the majority of our residences can be seen at www.exeter.ac.uk/virtualtours

Our residences offer accommodation to both home and international students allowing you to live in a multicultural setting.

We aim to offer, as best as we can, single sex flats as well as accommodation living with students who have a quieter lifestyle.

There is a useful list of answers to frequently asked questions at www.exeter.ac.uk/accommodation/applying/faq

Self-catered accommodation

There is a variety of self-catered accommodation including en-suite, standard and self-contained studio rooms.

Flats and houses are shared between three and twelve students, who have their own study bedroom and share communal facilities (bathroom/shower and toilet facilities depend on whether the room is ensuite or not). Each flat has a kitchen which contains: cooker with oven, hob and grill, microwave oven, refrigerator and freezer, and some have a communal dining area or lounge. The study bedrooms vary in size and are furnished with a bed, wardrobe, bookshelves, desk and chair and lamp or fixed lighting. You can find more details of facilities in our residences at www.exeter.ac.uk/accommodation/residences

Alternatively, studio rooms provide an open-plan living space with en-suite facilities and a small kitchenette, so that all your requirements are self-contained in your room.

- All rooms have high speed internet from which this is included in the weekly rent. You will need to bring your own bedding (duvet, sheets, pillow etc) and kitchen items like pots and cooking utensils.

Accommodation at our Exeter campuses

Self-catered accommodation is let for 40, 42, 44 or 51 weeks per year and you will be expected to pay for your accommodation for the full period as stated in your contract.

Catered halls

Catered halls are only available to undergraduate students. They are located on Streatham Campus and there are standard or ensuite rooms available.

A meal plan is included in the rent and it offers 16 meals comprising: breakfast and an evening meal per week, Monday to Friday; and continental breakfast, brunch and an evening meal on Saturday and Sunday.

Catered accommodation is let for 32 weeks – based around our term dates and you will be expected to vacate your room over the Christmas and Easter period.

Students with a disability

We are committed to promoting equality of opportunity and have adapted rooms in most of our residences.

If you have special accommodation requirements should specify these when you making your online application. The Accommodation Office will take this into consideration when allocating your room.

Our dedicated AccessAbility team will be happy to discuss your requirements, in order to find or adapt accommodation that will be suitable for you.

What to bring

What is available in your flat or room varies from residence to residence. Please check at www.exeter.ac.uk/accommodation/students/prospectivestudents/arrivals what will be provided.

Terms of contract

Fees are inclusive of all utilities (heating, water etc), personal effects insurance and WiFi.

Full details will be included in your online accommodation contract.

Accommodation fees are broken down into three terms: Autumn, Spring and Summer. Fees are due on the first Monday of each term and a late fee will be applied automatically if they are not paid on time. If you prefer, you can pay for all your accommodation in one payment at the beginning of the academic year.

You will be expected to honour your contract for the full period as stated. Your only right to cancel is explained in our cancellation policy. (www.exeter.ac.uk/accommodation/students/prospectivestudents/termsandconditions)

If you fail to notify us within the five day period you can only terminate the accommodation agreement in accordance with the procedure set out in the accommodation agreement.

Application process

If you are a postgraduate student you can apply for accommodation after you have firmly accepted your academic offer at Exeter and after your tuition deposit has been processed. To be guaranteed accommodation, you must apply by 31 July 2019.

Upon receipt of your application you will receive a confirmation email. An accommodation offer and instructions of how to pay the deposit will be sent from late April onwards. The Accommodation Office will not be able to confirm your exact room or address until your arrival in September.

Private sector accommodation

A number of students, especially those with families, prefer to live in private rented accommodation close to the University. Please note that this can take time to arrange and it may be difficult to find a suitable place directly from overseas. Landlords often require references and a substantial deposit.

You can view further information on renting private accommodation at www.exeter.ac.uk/accommodation/privatehousing/housingoptions or take a look at our private accommodation search portal 'Studentpad' to see what's available.

The Guild Advice Team in The Forum offers a private accommodation contract-checking service. We strongly encourage anyone moving into private accommodation to take advantage of this before signing a contract.

Please note that the University will not be involved in the vetting of private accommodation and contracts are signed at the student's own risk.

Accommodation at our Cornwall campuses

Accommodation guarantee: Cornwall campuses

We are able to guarantee an offer of accommodation in university owned, managed or approved residences as long as applications are received between 8 April and 31 July 2019. You will need to have accepted an offer to study with the University of Exeter in order to apply for halls. Accommodation is available to the below students:

- International undergraduate and postgraduate students entering into year one
- Incoming study abroad or Erasmus students based at the Penryn Campus for a single semester or the full academic year

Our Accommodation

Our accommodation at Glasney Student Village and The Sidings is located on, or just a short walk, from the Penryn Campus. They are divided into self-catered flats, each with between four-to- seven bedrooms. The communal kitchen/dining areas are fully fitted and furnished to include a dining table, chairs and television, as well as fridge/freezers, a microwave, toaster and kettle.

All our halls include self-catering facilities, but if you prefer to have your meals prepared, we offer a catered package at Glasney Student Village.

If you don't want the full catered package, you can buy food vouchers or pay as you go.

Halls are accessed via secure entry systems and there is CCTV in operation at most sites. Support is available 24/7, either via the Site Office and Accommodation Office during normal working hours, or, overnight, there is an out-of-hours support team who visit each residence through regular patrols; they can also be contacted by phone.

Utility bills are included within some of our halls. In other residences, bills within a given quota are covered and you'll need to 'top up' if you go over this. Support is provided by Site Managers to make you aware of your electricity usage.

Internet is provided free of charge and in some halls there is the option to pay extra for increased provision.

Increased Options

In addition to the options mentioned, we are also offering the opportunity to apply for other university owned, managed, or approved halls in Penryn and Falmouth. These options are predominantly allocated to Falmouth University students but are also available to University of Exeter students. These options offer a more diverse range of housing to choose from, including studio accommodation. Price range varies depending on the room type (ensuite, studio, standard and unique converted warehouse accommodation), as well as the size of the room. Further information can be found in the "Halls of Residence" section on our website www.fxplus.ac.uk/live.

Room types

En-suite: Rooms are single occupancy with double or single bed, desk and en-suite shower and toilet facilities. There is access to shared kitchen/dining facilities and some residences have a communal lounge area with sofas.

Shared rooms: We have two types of shared room available in Glasney Student Village; both are en-suite and are a lower cost alternative to single occupancy rooms. Our shared accommodation is not en-suite.

- Our studybed rooms accommodate two students offering two single beds, which rotate into a large desk area; there is no need to clear the desk before rotating back to a bed. There are additional shelves/cupboards and wardrobes in these rooms. Studybed rooms can also be allocated as single occupancy.
- Providing a cheaper option, we also have a number of shared rooms with bunk beds. There is extra storage available under the bed and the desk provides space for two students.

*Numbers are limited.

Accommodation at our Penryn Campus

Studio: Each studio apartment is self-contained with en-suite and kitchenette.

Accessible rooms: We have a number of rooms that are suitable for students with a range of disabilities; please discuss individual needs with the Accommodation Office.

Contracts and costs:

Self-catered – single occupancy;
40 weeks approx. £5,800-£7,900

Self-catered – shared occupancy;
40 weeks approx. £3,500-£4,500
Catered - £7,280 - £7,500

Applications

Applications submitted by the deadline of 31 July 2019 are prioritised; however, we are not able to guarantee that you will be allocated your preferred accommodation. During periods of high demand, we enter into agreements with approved accommodation providers in the local area in order to increase the availability of university owned, managed or approved accommodation. If your preferred choice is not available, we will offer you an alternative from our accommodation options.

Private sector accommodation

If you decide not to live on campus, the Penryn Campus Accommodation Office provide support in finding private rented accommodation off-campus, and manage an online accommodation list of local rooms and properties. We also organise annual house-hunting sessions and accommodation fairs during the spring and summer.

Local rents are typically £80 - £100 per week for a room in shared accommodation, excluding utility bills.

For all accommodation enquiries in Cornwall, please contact the Penryn Campus Accommodation Office:

Tel: +44 (0)1326 253639 Email: accommodation@fxplus.ac.uk
Details of the accommodation in Cornwall can be found at either www.exeter.ac.uk/accommodation/cornwallcampuses/students or www.fxplus.ac.uk/live

Students with families



Students with families

Childcare for pre-school children

If your children are young, you will probably have to look after them yourselves as domestic help is hard to find and is very expensive.

There are private day nurseries which take children under school age but many have waiting lists and the costs are high. The Devon Information on Services for Children website has details of playgroups, nurseries, childminders and out of school clubs.

See www.devon.gov.uk/disc and use the search facility.

For information on childcare services in Cornwall visit www.cornwallfisdirectory.org.uk and follow the links to the South West.

The University Family Centre

On the Streatham Campus in Exeter the centre is run by qualified staff and takes children from six weeks to five years of age. You should apply well in advance as demand is very high and places are limited.

Email: familycentre@exeter.ac.uk
Tel: +44 (0)1392 264416
www.exeter.ac.uk/staff/stafflife/childcare/family

Penryn Campus Nursery

On the Penryn Campus, our new 54 place purpose-built 'Little Wonders Nursery' caters for children between 0 to 5 years in three age group rooms: 0 to 2 year olds, 2 to 3 year olds and 3 to 5 year olds. Each room has access to a secure, large, outdoor eco-friendly play and learning area. Opening hours: Monday to Friday, 8am – 6pm.

Parents and carers who are interested in putting their child on a waiting list can contact: nursery@fxplus.ac.uk or call: +44 (0)1326 370408.

Schools

If your children are between five and 16 years old, the Local Education Authority (LEA) has a duty to provide a place for them in a local school.

You can apply for a school place before coming to the UK, and you are encouraged to do so, but any decision will not be made until you have evidence of a right of abode either through nationality or a valid visa. [Click here](#) for more information on Devon LEA and applications.

Schools terms in the UK start at the beginning of September. You may be arriving later than that. The LEA will still provide you with a school place.

Some schools may have a school uniform; others may have a liberal dress code. Discipline is maintained through an agreed behaviour code within the individual school and there is no corporal punishment in state schools. To help your child settle into the school, it would be helpful if you brought a recent teacher's report and some samples of work. You might also like to bring some reading books in your language and a dual dictionary (eg Korean/English) suitable for your child to use in school. Please be aware that schools in the South West have few specially trained language assistants.

You might need to contact the local authority for where you live to apply for a school place as you will be applying outside of the standard admissions time.

For Devon see www.devon.gov.uk/index/learningschools/admissions_transfers

For Cornwall see www.cornwall.gov.uk/education-and-learning/schools-and-colleges/school-admissions

Students with families

Accommodation for families and couples

Places are limited in University-owned accommodation for students with partners and/or with children. A high proportion of new students who are accompanied with others have to seek private accommodation, which may take more time to find. In this instance the University cannot guarantee accommodation or accept any responsibility for housing couples, students with families or single parent families.

We would suggest that if you have not secured accommodation before departure, that you come alone first and your partner or family follow once you have found suitable accommodation.

Please be aware that if you accept a single room in University accommodation you will have to make payments for the entire contract period even if you would like to move out to find suitable family accommodation outside of the University later. Similarly, students who leave private accommodation early may find themselves responsible for full payment until the end of their contract. The Guild Advice Unit and FXU Advice Unit can check your private accommodation contract before you sign it.

Please refer to the section entitled 'Private Sector accommodation' in the accommodation section of this handbook.

Language classes for spouses, partners and families

We offer free language classes for partners of students registered at the University. The aims of the classes are both educational and social: with the emphasis placed on developing fluency in spoken English and acquiring the language skills necessary for day-to-day living in the UK. The classes also act as a social focus and are a means of meeting other families, sharing experiences and providing support. Teaching is informal and very flexible, depending on the needs and ability levels of the groups.

Two classes per week take place during term time in our INTO Centre.

To find out more information on the classes please visit:

www.exeter.ac.uk/newstudents/supportandservices/studentswithfamilies or contact: inseasonal@exeter.ac.uk.

Students based in Cornwall visit: <http://languages.fxplus.ac.uk>

There are other free English classes in Exeter and Cornwall. The International Student Support Office can give you details.

Activities

There is lots to do in Devon and Cornwall for families. The following websites are full of information:

www.dayoutwiththekids.co.uk/search.php?county=Devon

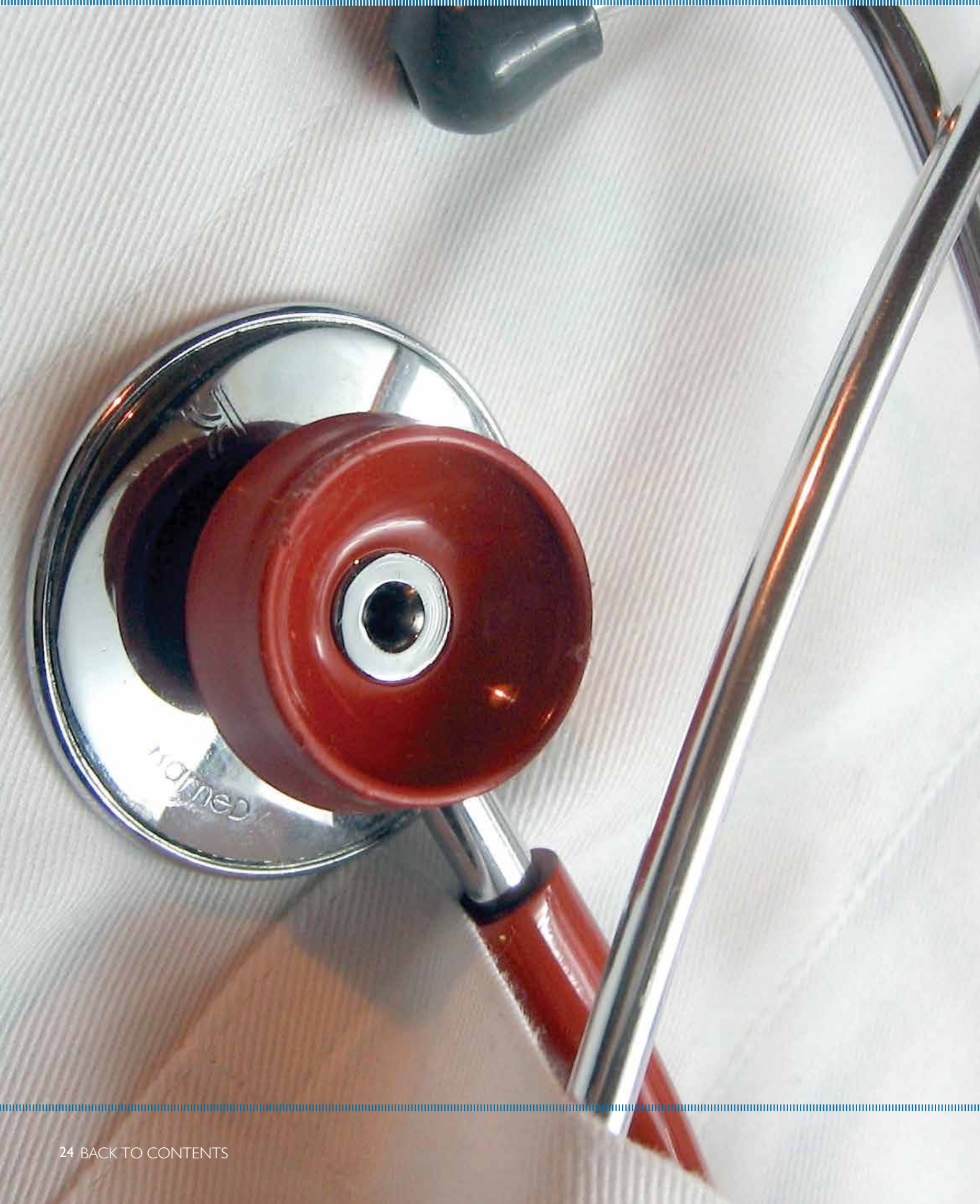
www.netmums.com/southdevon

Exeter Library

Falmouth Library



Healthcare and Medical Insurance



Healthcare and medical insurance

Checklist

Have medical examination and vaccinations (if applicable)	✓
Register with a health centre so you can obtain an NHS number and access medical care	✓
Book an appointment at the health centre if you have an existing medical condition or take medication.	✓
Arrange medical insurance if studying in the UK for less than 6 months.	✓

Registering for NHS medical care

If you are on a course lasting for six months or more you, and dependant members of your family, can access full health care under the National Health Service (NHS). You will be required to pay a 'Health Charge' to enable access to NHS Healthcare when you apply for a Tier 4 or PBS Dependant Visa. The amount will vary depending on the length of your stay in the UK. Once you have paid this charge, most healthcare will be free but you will still pay for prescriptions for medicines (currently £8.80 per item) optician and dental services. Prescriptions are issued by a doctor and the medicines are dispensed at a pharmacy.

To be able to access NHS healthcare you must register with a General Practitioner (GP – doctor) at a GP surgery. Once registered you will be allocated an NHS number which you will need to receive any NHS healthcare.

On the Streatham campus in Exeter there is a specialist GP surgery for students called the Student Health Centre. Please visit www.exeterstudenthealthcentre.co.uk for information about services at the Student Health Centre. **To register please use the online registration service at www.campusdoctor.co.uk/exeter before your arrival in the UK.**

If you are based on the St Lukes campus you may prefer to register at the Heavitree Health Centre www.theheavitreepractice.co.uk Students based in Cornwall should register at The Penryn Surgery www.penrynsurgery.co.uk

If you have a medical condition or are taking regular medication it is important that you book an appointment at a GP surgery when you have registered. If you are taking regular medication you should ensure you bring sufficient supplies to last for your period of stay in the UK – some medications are not available in the UK or cannot be funded by the NHS. Make sure you bring information from your home doctor about any pre-existing health conditions and medication you are taking as you may be questioned on your arrival in the UK and it is important this is available in case of an emergency.

Studying in the UK for less than six months:

If you are studying in the UK for between three and six months you can still register at a GP surgery to access GP healthcare and emergency treatments but you may need to pay if you require some hospital treatments such as seeing a specialist. Some countries have a reciprocal arrangement with the UK to cover urgent treatments that cannot wait until you return home – for information please see www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england EEA or Swiss national students should bring an EHIC (European Health Insurance) Card from your own national health authority.

If you are in the UK for less than three months you cannot register with a GP surgery for an NHS number. You can still be seen in an emergency situation as a temporary patient at a GP surgery, NHS Walk in Centre or Accident and Emergency Department.

Healthcare and medical insurance

Comprehensive private medical insurance

Comprehensive private medical insurance is essential if you are here for less than six months and are not from a country with a reciprocal agreement. You need to arrange this before you leave your home country. Private medical treatment in the UK is expensive.

Medical history

If you have any pre-existing medical condition it would help if you let the Student Health Centre know before you arrive. You can email **studenthealth@exeter.ac.uk** or write to the address on the website (stating on which campus you will be studying). We can then prepare for any care you may need whilst here or check that we can get the same or equivalent medicines here. This information would be treated with confidence and would not be disclosed to the University or any other party without your consent. It would not affect your application or entry to your course.

If you are taking any medication please bring enough with you for the first few weeks at University and take the containers/packets to your first doctor's appointment. We can usually obtain the same, equivalent or near equivalent medication but there may be some exceptions.

If you have had a serious medical illness or operation, a brief doctor's letter in English summarising your medical history will help the Health Centre to provide the best medical care.

Tuberculosis screening

TB screening is required if you are from a country with a high prevalence of tuberculosis; please see <https://www.gov.uk/tb-test-visa>. If you are from a relevant country please print out the form, complete it, checking with your doctor if necessary, and bring the form with you to hand in with your medical registration form. Further information on the NHS is available at www.nhs.uk

Dentists

If you are eligible for NHS treatment you will be eligible for treatment from a dentist accepting NHS patients.

Please note that dentists accepting new patients are extremely limited – hence the need for private insurance.

There are charges for NHS dentist services based on a percentage cost up to a maximum of approximately £219.

Opticians

Eye tests are available at opticians, which can be found in the High Street. You will have to pay a charge of around £25 for an eye test. You will need to pay for lenses and frames which can cost from £40 to over £350.

Useful reference websites:

National Health Service:
www.nhs.uk

Further information on staying healthy in the UK is available at www.ukcisa.org.uk/Information-Advice/Studying--living-in-the-UK/Health-and-healthcare

Studying at the University of Exeter



Studying at the University of Exeter

Preparing to study

You may not have studied in the UK before. Although you will have to satisfy certain academic requirements to receive an offer we would recommend that you do some pre-arrival research into UK study methods too. There is an excellent web resource www.prepareforsuccess.org.uk with interactive modules to give you an insight into study in the UK. Your College may also send you some discipline specific preparatory materials before arrival.

Study methods

While you are studying at the University of Exeter, you will experience several different methods of teaching and learning. You will be trained to read widely around a topic and research it thoroughly, to reflect on the ideas you have encountered and to analyse and describe them. You may be familiar with some or all of the learning activities described below, each of which serves a valuable purpose.

Lectures

Lectures are the most traditional form of teaching. They allow lecturers to teach a large number of students (up to 400). Even if notes are provided you should listen carefully and make your own notes of the important points. You may also be directed to online resources associated with the lecture.

Term dates 2019-20

Freshers' Week	Monday 16 – Sunday 22 September
Term 1	Monday 23 September – Friday 13 December
Term 2	Monday 6 January – Friday 27 March Exam Week 6 – 12 January Term 2 Orientation 13 January 2020
Term 3	Monday 27 April – Friday 12 June

Study Abroad, International Exchange and Erasmus students

Freshers' Week	Monday 16 – Sunday 22 September 2019
Semester 1	Monday 23 September – Saturday 11 January 2020
Semester Two	Monday 13 January – Friday 12 June 2020

Seminars and tutorials

Seminars and tutorials are discussion groups with your tutor and a group of students. The discussion could be about a previous lecture or a specific topic. Sometimes each student is asked to prepare a short presentation for discussion. Seminars and tutorials are more informal than lectures but you are expected to prepare for the discussion topic and to participate in that discussion. This is your opportunity to ask questions and to improve your presentation skills. Always tell the tutor if there is something you have not understood.

Small group work

Most courses provide opportunities for students to work in a small group on a task assigned by the tutor. Group work can be valuable and enjoyable. You will learn from each other and improve your skills.

Workshop, laboratory, field or studio sessions

If you are going to study a subject with a practical element some of your time will be spent in workshop, laboratory, field or studio sessions where you can develop your skills and expertise through practical work.

Afterwards you may have to write up the results and maybe give a presentation on them.

Studying at the University of Exeter

Computer work

Almost all subjects will require some form of computer work as part of the course. You will be required to type your assignments or maybe undertake computer analysis of data. If you have problems with using a computer to complete your work you should contact your personal tutor, IT support or the AccessAbility Office.

Personal and academic tutors

All taught students are allocated a Personal Academic Tutor. They will meet with you in one-to-one meetings, and sometimes in group tutorials as well. For all undergraduates, individual meetings will take place on at least five occasions per year; for postgraduate taught students, meetings with Personal Academic Tutors will take place at least three times. The purpose of the meetings is for you to discuss your transition, academic progress and ambitions, plus you can seek advice and guidance about the range of support services available to you.

Independent study

British higher education places a large emphasis on independent study. On all courses you will be expected to study extensively on your own. You will be asked to read widely on a subject, make notes, research, write and revise outside of formal teaching.

This is especially the case at postgraduate level. Advisors and supervisors will be ready to help but you will have to plan your learning. You will be encouraged to be an active and independent learner.

Assessment

All of the following may constitute assessment: examinations, course work, assignments, projects, presentations or essays. It is your responsibility to check the requirements for each form of assessment at the University of Exeter.

Plagiarism

Plagiarism means copying work from another student, or using, in your work, text or ideas from a publication or any other source, without referencing it correctly. Please note that the University has a very strict definition of plagiarism and the penalties are severe. Further information will be given to you by your College at orientation.

English Language Support

There is free English Language Support available across all our campuses.

At the Exeter campuses, students can access the credit and non credit rated Insessional English Programme including workshops in English for academic purposes, writing tutorials and independent study. General English classes cover speaking practice, British culture and intercultural communications.

Full information can be found at: www.exeter.ac.uk/international/into/programmes/insessional

International students studying in Cornwall will have access to English language throughout their studies via the Languages team.

Academic Skills Development

Study skills support is provided by the Academic Skills and Student Engagement Team (ASSET) on Exeter-based campuses <http://ex.ac.uk/academicskills> or ASK: Academic Skills at the Penryn campus <https://ask.fxplus.ac.uk>

Problems with your studies (taught students)

If you are worried about your progress on your course, or any aspect of your study, speak to the lecturer concerned.

If you have a personal situation that is affecting your studies, arrange to meet with your Personal/Academic Tutor or the ISSO who can help you find the best source of support. It is very important that you tell someone as soon as possible rather than wait.

Tell your College if you are sick and cannot attend lectures or seminars. Your College will have information on their website about who to contact to report sickness absences.

Insessional English language support

The Insessional English Programme provides support for international students, including workshops in English for academic purposes, one-to-one writing tutorials, and opportunities for independent study. There are also general English classes, which provide an excellent forum for speaking practice and learning about British culture.

Full information can be found at: www.exeter.ac.uk/international/into/programmes/insessional and at languages.fxplus.ac.uk/ for students based in Cornwall.

What to pack



What to pack

Hand luggage checklist

Passport and visa (if separate)	✓
Copy of your Confirmation of Acceptance of Studies (CAS)	✓
Some sterling cash/travellers cheques	✓
A copy of this guide	✓
A jumper and umbrella	✓
Label your luggage clearly with full name, University, address	✓

For personal security reasons you are strongly advised not to put all of your personal documents (passport, money, travellers cheques, documents, important addresses and telephone numbers) in one bag, wallet or pocket. Keep them on your person and in your hand luggage, but keep them separate. This will limit the possibility of losing ALL your valuable documents at once, should your baggage be lost or stolen. You will also need to have them to hand in case you are required to show them at immigration. You will not be allowed to collect your main luggage until you have passed through immigration control.

We would recommend you keep photocopies of all your important documents and contact telephone numbers in your main luggage.

Term	Average Temp (Max °C)	Average Temp (Min °C)	Average Temp (Max °F)	Average Temp (Min °F)	Total Rainfall (mm)	Total Rainfall (inches)
Mar to May (Spring)	14	5	57	41	176	7
Jun to Aug (Summer)	21	12	70	53	147	6
Sept to Nov (Autumn / Fall)	16	8	61	46	231	9
Dec to Feb (Winter)	9	3	48	38	230	9

You will need some sterling cash (about £250) and either sterling traveller's cheques (about £300) or access to a credit card when you arrive for immediate expenses for you to use until your bank account is set up. Do not carry large amounts of cash with you.

Climate and clothing

Remember that you will have to carry your luggage yourself at some point. Streatham Campus is very hilly and only a few residences have an elevator. Only pack what you can carry!

The only certainty about the British weather is its changeability. Make sure you carry a jumper in your hand luggage for when you first arrive in the UK.

We would recommend you bring a waterproof coat, umbrella and waterproof shoes. If you do not have these items they can be easily purchased in Exeter, Falmouth or Truro.

Dress in Britain, especially at University, is mostly informal and casual. You will see many students in jeans, jogging trousers and training shoes. It will usually be made clear to you, when you are invited, that an occasion may demand something more formal or smart – if in doubt, just ask. 'Formal' clothes for men (dinner suits, etc) can be hired. You may want to bring your national costume to wear on special occasions.

Travelling to Exeter and Cornwall



Checklist

Consider which airport you wish to arrive at	✓
Plan onward travel to Exeter or Cornwall	✓
Pre-book a seat on the Airport Collection Service September	✓
Label your luggage clearly	✓
Print out your key collection information if in University accommodation	✓

We would encourage students to consider travelling to Exeter and Bristol International Airports or Cardiff Airport rather than Heathrow. You may need to change flights at a European airport such as Paris or Amsterdam but the airports are smaller, immigration processing times shorter and the distance to Exeter is shorter. However, we do realise that flights to Heathrow or Gatwick airports are often cheaper.

When to arrive

We encourage all new students to arrive in time for Freshers' Week (Monday 16 - Sunday 22 September 2019) or January Orientation 2020 (Monday 13 January 2020). At these orientations you will be able to participate in the International Welcome Programme and attend your Academic Induction. To help the large number of students arriving for Freshers' Week we run a subsidised Airport collection service (see below). If you cannot arrive at these times or are a research student arriving outside these orientations please make your way to Exeter or Cornwall using the following

information and either attend a Late Orientation meeting or contact sid@exeter.ac.uk or info.penryn@exeter.ac.uk and we can arrange a meeting with you to give you a short introduction to the University.

Freshers' Week Airport collection Service: Heathrow to Exeter

This service runs on Saturday 14 and Sunday 15 September 2019. This service is available for students and accompanying family members. Seats must be pre booked online. The deadline for booking is 12 September, but places are limited and allocation is made on a first-come first-served basis.

www.exeter.ac.uk/internationalstudents/newstudents/airportcollectionservice

Freshers' Week Airport collection Service to Cornwall

Full details of the Airport Collection Service options can be found on our website from 1 May. Subject to demand, these options may include a collection service from Heathrow Airport to Penryn Campus, and a collection service from Newquay Airport, a small regional airport in Cornwall which is less than an hour's drive from the Penryn Campus and has daily flights to and from Heathrow.

Please note places must usually be booked in advance, with a closing date for bookings in early September. Bookings are offered on a first-come first-served basis, so be sure to book early www.exeter.ac.uk/internationalstudents/newstudents/airportcollectionservice

For further details of UK airports:

Heathrow:

www.heathrowairport.com

Gatwick:

www.gatwickairport.com

Bristol: www.bristolairport.co.uk

Exeter: www.exeter-airport.co.uk

Newquay:

www.newquaycornwallairport.com

What to expect at the airport

When you arrive in Britain your first stop is **Immigration Control** for which you will see two different signs. One queue is for EEA and British passport holders, and one for holders of all other passports.

You may need to show the Immigration Officer all your documents and answer any questions regarding your stay in the UK.

The Immigration Officer will usually put a date stamp in your passport to show the date you entered the UK. You will have permission to stay until your visa or entry clearance expires. It may also be endorsed on your visa that you need to register with the police within seven days of arrival – this is routine procedure for certain visa nationals who are studying in the UK for six months or more. This can be done when you reach Exeter or Cornwall. The Police will be on campus to facilitate Police Registration during Freshers' Week. If you arrive in the UK outside this time see www.exeter.ac.uk/internationalstudents/visaconditions/police/registration for further information on Police Registration.

If you have any problems at Passport Control, you should ask the Immigration Officer to contact Estate Patrol at the University on +44 (0)1392 723999, or the Immigration Advisory Service (IAS) in Hounslow on 0844 887 0111 (09:30 – 17:30).

If you have booked a place on the University's Airport Collection Service (see p.37), and you encounter any problems with the immigration process, let the officer know that you are being met at the airport by staff from the University. After passing through Immigration Control you will be able to collect your luggage from the baggage reclaim area. The next stop is the Customs Hall. If you are not sure what you can or cannot bring into the UK, you should check the UK Customs and Excise website at www.hmrc.gov.uk/customs or ask at your local British Embassy/High Commission. There are very strict laws regarding the importation of foodstuffs and you should consult www.gov.uk/defra to check personal food imports. If you have nothing to declare, use the 'green' channel. Use 'red' if you do have goods to declare, and 'blue' if you have already passed through an EEA airport and your goods have already been cleared.

Travelling to Exeter campuses: Streatham and St Lukes

The following information is for students studying at our Exeter campuses: Streatham and St Lukes.

Trains to Exeter

All trains from Gatwick and

Heathrow will require a number of changes before you reach campus. Be aware that not every train station will have lifts to help you move your luggage between platforms, and luggage storage areas can be limited on trains. www.thetrainline.com to see the quickest route for your arrival time. Booking a ticket in advance is usually cheaper, but check if you can use the ticket on a later service if your arrival into the UK is delayed.

Students living in Exeter should leave the train at Exeter St Davids. There are two train stations in Exeter (St David's and Central), please take a look at a map to decide which station is closest to your accommodation if you are living in private accommodation.

Starting at	Change at	Journey time
Heathrow	Heathrow Express to London Paddington	3 hours
London	Direct to Exeter	3 hours
Gatwick	Reading	3 hours
Bristol Airport Bus	Bristol Temple-meads	2.2 hours

Estimated ticket cost on the day starting at Heathrow (Heathrow Express) £25

Estimated ticket cost on the day starting at London £50 – £130

Estimated ticket cost on the day starting at Gatwick £88 – 115

Estimated ticket cost on the day starting at Bristol Airport (Bus) £11 – £58

We recommend you book a taxi to take you from the train station to your accommodation if you have luggage to transport. Taxis usually wait outside Exeter St David's train station. The local taxi firm is Apple Taxis +44 (0)1392 666666. A taxi to Streatham Campus is around £10.

Coach to Exeter

Coach travel is usually cheaper than train travel, but will take considerably longer. Please be aware that there may be a limit on the luggage you can bring with you, so please check before you book your ticket. Exeter has three bus depots. Please travel to Exeter Bus and Coach Station in central Exeter.

Tickets will be cheaper if bought ahead of time. Please use the following website to see coach times, routes and to book tickets: www.nationalexpress.com or www.megabus.co.uk.

Both National Express and Megabus stop at Exeter City bus station.

Starting at	Change at	Journey time
Heathrow National Express	Heathrow Terminal 2/3	4.5 hours
Gatwick National Express	Heathrow	5.5 hours
Central London Megabus	Direct	5 hours
Bristol Airport National Express	Bristol Coach Station	3.5 hours

Estimated ticket cost on the day starting at Heathrow £28.50

Estimated ticket cost on the day starting at Gatwick £53

Estimated ticket cost on the day starting at Central London £12

Estimated ticket cost on the day starting at Bristol Airport £17

Independent travel to Cornwall campuses: Penryn or Truro

The following information is for students studying at our Penryn Campus, near Falmouth, or for students studying in Truro. Most services will stop at Truro before going on to stop at Penryn or Falmouth.

Trains to Truro, Penryn and Falmouth

All trains from Gatwick and Heathrow will require a number of changes before you reach campus. Be aware that not every train station will have lifts to help you move your luggage between platforms, and luggage storage areas can be limited on trains. Use www.thetrainline.com to see the quickest route for your arrival time. Booking a ticket in advance is usually cheaper, but check if you can use the ticket on a later service if your arrival into the UK is delayed.

Students living in Truro should leave the train at Truro. Students living in Glasney, The Sidings or other Penryn accommodation should leave the train at Penryn. There are three train stations in Falmouth (Penmere, Falmouth Town and Falmouth Docks), please take a look at a map to decide

which station is closest to your accommodation if you are living in private accommodation.

Starting at	Change at	Journey time
Heathrow	Reading and Truro	6.5 hours
Gatwick	Reading and Truro	6.5 hours

Estimated ticket cost on the day starting at Heathrow £170

Estimated ticket cost on the day starting at Gatwick £150

We recommend you book a taxi to take you from the train station to your accommodation if you have luggage to transport. Taxis usually wait outside Truro train station or the staff in the station can provide you with a taxi number. Students arriving at Penryn or any Falmouth train station should call +44 (0)1326 373007 or +44 (0)1326 212141 to book a taxi.

Coach to Penryn and Falmouth

Coach travel is usually cheaper than train travel, but will take considerably longer. Please be aware that there may be a limit on the luggage you can bring with you, so please check before you book your ticket.

Tickets will be cheaper if bought ahead of time. Please use the following website to see coach times, routes and to book tickets:

www.nationalexpress.com or www.megabus.co.uk

Megabus stops directly on Penryn campus and in Falmouth (The

Moor). National Express stops at Penryn Bridge and Falmouth town. Students are advised not to get off at Penryn Bridge, as there is no taxi rank available here. Instead, students should finish their journey in Falmouth and either use the U1, U2 or U3 bus service to the Penryn campus, or taxis are readily available from The Moor to complete your onward journey.

Starting at	Change at	Journey time
Heathrow (National Express)	Plymouth, or direct service available	8 hours
Gatwick (National Express)	Heathrow	9 hours
Central London (Megabus)	Direct	8 hours

Estimated ticket cost on the day Heathrow (National Express) £43

Estimated ticket cost on the day Gatwick (National Express) £58

Estimated ticket cost on the day Central London (Megabus) £22

Coach to Truro

Coach travel is usually cheaper than train travel, but will take considerably longer. Please be aware that there may be a limit on the luggage you can bring with you, so please check before you book your ticket.

Tickets will be cheaper if bought ahead of time. Please see www.nationalexpress.com to book your ticket, check coach routes and times.

Travelling to Exeter and Cornwall

You are strongly recommended to complete your journey to your accommodation via taxi. Taxis are readily available in Truro city centre, or staff in the bus station can provide you with a number to call to book one to complete your onward journey.

Starting at	Change at	Journey time
Heathrow	Plymouth, or direct service available	8 hours
Gatwick	Heathrow	9 hours

Estimated ticket cost on the day starting at Heathrow £43

Estimated ticket cost on the day starting at Gatwick £58

By air (Newquay Airport)

The closest airport to the Penryn Campus is Newquay. Several airlines operate flights from European destinations to Newquay Airport. For more details see www.newquaycornwallairport.com

Flybe (see www.flybe.com) operates flights from London Gatwick (flight time approximately 70 minutes). For public transport connections visit www.traveline.org.uk

Please note that Newquay Airport is approximately 40 km from Penryn and if you are using public transport you will need to take a bus from the airport to Newquay and then another bus to Penryn (typical journey time one hour 30 minutes to 2 hours).

If you choose to get a taxi from Newquay Airport to the Penryn Campus (approximately £70 – £80) you should book your taxi in advance by telephoning +44 (0)1326 373007 or +44 (0)1326 212141.

Arriving at a Channel port

If you are arriving at one of the Channel ports, please check www.thetrainline.com for trains to Exeter St David's or, if you are studying at our Penryn Campus, to Penryn. (Please note: you may have to change trains during your journey.)

If you are bringing your car through a Channel port or the Channel Tunnel, please check www.theaa.com/travelwatch/planner_main.jsp for a route plan and map.

Please be advised that parking on the campuses is extremely limited and could involve a daily fee of £6 if you are not eligible for a parking permit. Please see www.exeter.ac.uk/students/carparking



Your first week



Your first week

Checklist

For arrivals during Freshers' Week/January Orientation

Tell your family you have arrived	✓
Find out about Global Chums mentor	✓
Research Freshers' Week/ and International Welcome Programme. Buy tickets for any social events you want to attend.	✓
Collect your Biometric Residents Permit (BRP)	✓
Present passport and visa, original qualifications at International Student Clearance in the Forum (Exeter) or the Exchange Building at the Penryn Campus (Cornwall)	✓
Receive/collect your UniCard from the Student Services Centre, Forum (Exeter), or the Exchange Building at the Penryn Campus Cornwall	✓
Activate IT account	✓
Complete online registration	✓
Arrange payment of tuition fees	✓
Arrange payment of accommodation fees	✓
Open a bank account	✓
Register with doctor/health centre	✓
Attend College Induction	✓
Register for modules	✓
Register with Police if required by your visa	✓

Checklist

For arrivals outside Freshers' Week/January Orientation

Present passport and visa, original qualifications at International Student Clearance in the Forum (Exeter) or Info at Penryn in the Peter Lanyon Building (Cornwall)	✓
Collect your Biometric Residents Permit (BRP)	✓
Receive your UniCard from the Student Services Desk (SID), Forum (Exeter) or Info at Penryn, Peter Lanyon Building (Cornwall)	✓
Activate IT account	✓
Complete online registration	✓
Attend a Late Orientation meeting	✓
Arrange payment of tuition fees	✓
Arrange payment of accommodation fees	✓
Open a bank account	✓
Register with doctor/health centre	✓
Register with Police if required by your visa	✓
Visit your College hub or Info Point	✓

Your first week

Freshers' Week

16 – 22 September 2019

Freshers' Week is a great opportunity for all new students to orientate themselves to the University of Exeter way of life. The week is packed with academic induction and social activities for all students to join. The International Welcome Programme sessions are specifically for **international students** and provide practical information and help to start your life at the University of Exeter and settle you into your new home as well as social opportunities. You will be able to see your Academic Induction meetings in your online timetable via **iExeter** prior to your arrival in the UK so do remember to download iExeter to your smartphone.

You will receive lots of information about Freshers' Week in the Summer pre-arrival emails. Make sure you read these carefully to help you plan your week. Double check your spam email folder to ensure they haven't gone there. When you arrive in the UK you will receive a Welcome Pack of information when you collect your University accommodation keys. If you are not living in University accommodation, the pre-arrival emails will tell you how to collect your Welcome Pack.

The International Welcome Programme includes the following:

- Dedicated Welcome Team for international students
- Airport collection service
- Official University Welcome
- Living in the UK presentation: banking, healthcare, English culture
- Police Registration
- Working in the UK presentation
- Guided tours of campus and Exeter or Falmouth
- Guided shopping trips into the nearby area
- Learning success in the UK presentation
- English language support
- Social events, day trips and introductions to student societies

Details of the Freshers' Week International Programme will be available at www.exeter.ac.uk/internationalstudents from June. Freshers' week social programme will be available from mid August at www.exeter.ac.uk/newstudents

Your academic induction meetings will be available in iExeter from early September.

January Orientation

13 January 2020

This is a one day condensed version of Freshers' Week particularly for students arriving for Semester 2. It's short so that you can get straight into your studies. There are society and social activities during the following week for you to try. We also hold a pre-orientation event on Friday 10 January 2020 (Streatham Campus) for students arriving early. Read your pre arrival emails for more information on January Orientation.

Attendance is free but you must book your place online at www.exeter.ac.uk/internationalstudents/newstudents/whenyouarrive-exeter

Global Chums Mentor Scheme

Our successful Global Chums Mentor Scheme has been in operation for many years and is available for students arriving at Exeter and Cornwall in September and January. The scheme gives you an opportunity to be matched with a second or third year student to give advice on living in the UK and to help you during. You can ask your mentor anything... what the social scene is like or what it is like to study in the UK!

Further information is available from 1 June at www.exeter.ac.uk/globalchums

Student support services in Exeter



Student Services Centre, The Forum

The Student Information Desk, in the Student Services Centre, (SSC) is your first port of call for all questions you may have regarding the vast array of Student Services offered by the University. Within the SSC you will find: Accommodation, Careers, Chaplaincy, Exams, Fees and Funding, Graduation, Health and Wellbeing, International Student Support Office, IT Helpdesk and UniCard. They will be able to print student letters for you from the University, answer your questions, and book specific appointments for the specialist services.

You can browse frequently asked questions at www.exeter.ac.uk/sid or contact the services and the Student Information Desk advisors at sid@exeter.ac.uk

Part of Student Immigration Services, **International Student Support** are dedicated to advising and supporting all non-UK students across the University. Authorised by the Office of the Immigration Services Commissioner (OISC) they are qualified to provide the most current immigration advice covering a range of visa types.

Appointments are available Monday to Friday and can be booked via sid@exeter.ac.uk

All discussions are in confidence and no information is given to anyone without your consent.

See www.exeter.ac.uk/internationalstudents

INTO University of Exeter provides **English Language support**, preparatory courses for international students looking to study at undergraduate and postgraduate levels as well as a range of classes, workshops and tutorials for students who would like help and support in studying English during their degree programme (the Insessional Programme). see page 33. For further information on INTO programmes see www.exeter.ac.uk/international/into

You may have concerns about adjusting to a new learning environment and study techniques. **Academic Skills Support team** offers support with academic skills development through lectures, workshops and peer support sessions, and online skills.

Our **Library service** offers access to an outstanding collection of online resources, such as e-books and journals, research databases and digitised reading lists; all of which are available to access 24/7, on and off campus. This is in addition to over 1.2 million books and journals that are available in print from our libraries in Exeter and Cornwall. The libraries provide a range of study spaces to suit your needs, including quiet, silent, group and social learning spaces. Other flexible study areas such as the Sanctuary and the Loft (Streatham Campus) are also available. Useful online information is available in the **Pre-arrival Library Guide** and **Library Induction**. If you ever have questions, support is available from the friendly **Library Liaison Team**. Access online support anytime via our collection of **LibGuides**.

More information on Library services, facilities and resources can be found at <http://libguides.exeter.ac.uk/gettingstarted>

The **Students' Guild** is the students' union for everyone studying at the University of Exeter's Streatham or St Luke's campus and exists to support students throughout their time at university. 'Led by students, for students' all those studying at Exeter are automatically members of the Students' Guild and it works in partnership with students to represent the voice of the student body. You can find the Students' Guild on both Streatham and St Luke's campuses.

As a registered charity, the Guild invests every penny of its income back into student services and facilities, working to ensure that every student gets the most out of their time at Exeter.

The Students' Guild is a democratic organisation, supporting students to make decisions and changes through representation systems which include Student Ideas, academic courses and campaign groups. The Students' Guild will help you to share your views and enact real change.

The Guild also provides a wide range of opportunities to join clubs, volunteer in the local area, make new friends and develop your skills. There are more than 260 societies to choose from as well as student media (newspaper, radio and television), fundraising activities with Raise and Give (RAG), and volunteering projects with Exeter Student Volunteers (ESV).

Student support services in Exeter

Music can help you to relax and socialise, as well as improve your self confidence and your concentration. The musical life of Exeter is dynamic and varied, with student societies offering everything from rock bands and musical theatre to full-size orchestras. For more information please see the Students' Guild's Music website at www.exeterguild.org/music

The Students' Guild Advice Unit offers free, independent and confidential information and advice on a range of issues affecting students, including housing, money, welfare and academic problems. The Advice Unit can also support students bringing their families to Exeter. For more information, visit exeterguild.com/advice

Staying active and healthy is essential that's why there are so many ways for all students to engage in sport and physical activity.

The **Athletic Union** have 50 student-led sports clubs which are open to all abilities as well as lots of events throughout the year. The sports facilities are superb including a 200 station gym at the Sports Park. Fitness classes, swimming, badminton, tennis, football, cricket, basketball, table-tennis and much more.

A major aspect of the student sporting experience is the **Intramural sports programme**, which supports students playing in friendly sports competitions against other students. Teams can be entered from friends, halls, courses or societies and are a great way to stay active and make friends. www.exeter.ac.uk/sport

HOST UK arranges for international students to spend a day, weekend or Christmas in a British home. You can visit a host in any part of the UK and experience more of the British culture and people. Further details are available at www.hostuk.org

The **Student Health Centre**, located on Streatham Campus, provides for the healthcare of students at the University. It is a National Health Service facility and part of a large local medical practice. You will need to register on arrival at the University. Please visit www.exeter.ac.uk/shc

AccessAbility Service and **Mental Health Team** offer support to students with a range of disabilities, specific learning difficulties (including dyslexia) and long term health conditions. We can provide advice, guidance, signposting to other services and face-to-face support with accessing learning and teaching opportunities in preparation for and during academic programmes. Staff are qualified professionals and can offer a range of experience and expertise. All enquiries are dealt with confidentially and promptly enabling Exeter students to benefit from the support we offer.

www.exeter.ac.uk/wellbeing

Nightline is a confidential listening and information service funded by the Students' Guild, run by student volunteers. They are available every day of term between 20:00 and 08:00. You can call, Skype, send them an Instant Message at <https://im.exeter.nightline.ac.uk/webim> or text **07786 209309** if you need someone to talk to or just fancy a chat. Nightline also provides information, like the number for a takeaway or for university services. Tel: +44 (0)1392 724000 www.exeterguild.org/exeternightline

The **Wellbeing Services Team** offer a range of support services and psychological therapies to help students manage with their studies when difficult times occur. The team is made up of mental health practitioners and psychological therapists, all of whom can offer support tailored to your individual needs. The Wellbeing Services team can be found at Reed Mews Wellbeing Centre (opposite the Student Health Centre) and we offer support to students on both the Streatham and St Luke's campus www.exeter.ac.uk/wellbeing

The University is an inclusive community. Harassment, bullying, intimidation and discrimination will not be tolerated. If you experience or witness any of the above we encourage you to report it and get the support you might need using our reporting tools: www.exeter.ac.uk/speakout

Living away from home in a new city (or country) can bring new challenges, so every student living in our accommodation in Exeter is assigned a **Residence Life Mentor** – a fellow student who has experience of university life. Your Mentor will visit regularly to answer questions, help with any problems, and keep you up to date with what's going on around campus and in the city. You can speak to them confidentially about whatever's on your mind. And, if you have an urgent worry or problem, Residence Life Team Leaders are on duty every evening to help. www.exeter.ac.uk/residencelifeteam

The support we offer students also extends off campus.

The **Student Community Wardens** can be contacted on: **streetwise@exeter.ac.uk** to arrange friendly welcome meetings at your premises. The Wardens can talk through aspects of community life that you need help with – from explaining the rubbish and recycling rules, to finding out how you can get involved in local events and activities.

Careerzone aims to help you develop the skills and knowledge to secure work or further study after you graduate. We can help you find part-time work, vacation work and volunteering opportunities, either to earn money whilst you are studying or to gain experience of a future area of employment. We also provide support to find, and apply for, graduate-level jobs and postgraduate study. There is a comprehensive programme of careers events available to help enhance your personal and professional skills, improve your job hunting techniques and meet employers on campus. Our professional careers staff also offer one-to-one appointments to guide you towards making informed choices about your future career.

The careers website **www.exeter.ac.uk/careers** contains the information you need to make the most of the opportunities available and to be successful in whatever you choose to do after graduating.

Our **Estate Patrol Security Team** provides a security presence on campus 24 hours a day. Our uniformed staff are available to provide advice and assistance, both day and night, to staff, students and campus visitors. Fire alarms and intruder alarms, together with the University's extensive closed circuit television system are monitored

on site to facilitate a rapid response when required. **In an emergency you are advised to telephone +44 (0) 1392 722222** or for all non-emergency enquiries telephone **+44 (0) 1392 723999**.

Residence Night Patrol staff work closely with the Night Estate Patrol Security Team and Residence Patrollers from 21:15 to 04:00 nightly and are on duty during term time (only). Their role focuses on providing welfare support to students in halls of residence as well as ensuring safety and security overnight.

Car parking

Students who live in the city are not entitled to bring their cars on the campus during weekdays from 8am – 6pm. Car park C is for visitors to the campus only, but parking is available during evenings and weekends. You are respectfully reminded that if you drive a car on a road you must hold a valid driving licence and be covered by adequate insurance.

Chaplaincy

The University of Exeter Chaplaincy Team serves all members of the University – students and staff from all Faith backgrounds and none. The team is made up of 16 Chaplains from many different religions and traditions: Buddhist, Baha'i, Christian, Muslim and Jewish Chaplains. As a Multifaith Chaplaincy Team they are completely impartial, inclusive and non-judgemental and are available to talk with you confidentially at any time. There are three Christian chapels at Exeter University. The Mary Harris Chapel, Roman Catholic Chapel and the St Luke's Chapel. For Muslim students there are prayer rooms available,

which can be found in the Old Library on Streatham campus and in the Holnicote building on the St Luke's campus. We have created a guide for Muslim students in Exeter and Penryn available here in English and Arabic.

They also offer a lovely, comfortable lounge for you to use – the Chaplaincy Quiet Room on Streatham campus, which is a bookable space Monday – Friday 9am – 5pm.

To contact the Chaplains or to find links to other Faith communities in Exeter, please visit: **www.exeter.ac.uk/chaplaincy**. The Chaplaincy can be contacted on tel: 01392 725858 at the Chaplaincy Hub Office. The Chaplaincy can also be contacted out of hours on **07501 512855**.

Environmental sustainability at the University of Exeter

The University takes environmental sustainability very seriously and seeks to promote greater awareness of environmental sustainability issues to students. Students are actively encouraged to help make our campus more sustainable through a number of projects. The University environmental sustainability website **www.exeter.ac.uk/sustainability** contains up-to-date information which details what the University is doing and what you can do. Visit the website today to find out how and where to recycle, how to travel in an environmentally friendly way, how to save energy and money, and opportunities to get involved and volunteer with the sustainability team.

Student support services at in Cornwall

Student support services at Penryn Campus, Cornwall

Prior to arrival, students can contact the Cornwall International Student Advisor on **info.penryn@exeter.ac.uk** for advice and guidance on a number of issues such as visa applications, working during your studies, bringing your family to the UK, plus general information on living in Cornwall and the UK.

Once you arrive in Cornwall the staff in the **Cornwall Education Services Team** can provide advice and guidance academic for any issues you encounter. You can visit us in person at the Info at Penryn in the Peter Lanyon building or via email **info.penryn@exeter.ac.uk**

Student Services provide a range of specialist support services which includes Living Support, Counselling, Chaplaincy and Accessibility Services. They are located on the campus and can offer advice and support, however large or small the problem. **www.fxplus.ac.uk/students/student-services**

ASK: Academic Skills are responsible for running workshops and providing one-to-one advice on topics including study skills, essay writing, and English Language support. There are also evening classes in modern foreign languages. **https://ask.fxplus.ac.uk**

FXU

There are a number of clubs and societies in Cornwall including a strong International Society, which provides a network of friends and support, and arrange outings and events for its members. Other societies include sporting, faith or general interest. A list can be found on the web pages for FXU (the Student Union for students studying in Cornwall). **www.fxu.org.uk**

Career Zone

The Career Zone aims to help you improve your chances of gaining a great job after you graduate.

The service specialises in helping you find part-time work, vacation work and volunteering, either to help you raise money whilst you are studying or to complement a future area of study or career. It also supports you with searching and applying for graduate-level jobs and placement opportunities. There are comprehensive training sessions and events available to help you enhance your personal and professional skills, improve your job hunting skills and meet employers on campus.

Professional careers staff will guide you towards making an informed choice of career or further study. If you already have an idea of what you'd like to do, they can offer specific information and advice for all areas and interests.

The careers website **www.exeter.ac.uk/careers** contains the information you need to make the most of the opportunities available to you on campus to develop your skills and employability.

Multi-Faith Chaplaincy

In Cornwall, a full-time Chaplain and Multi-Faith Team are available to care for students and staff of any faith or no faith.

The Chaplain also acts as a link with representatives of other Faith communities. **www.fxplus.ac.uk/students/student-support-services/multi-faith-chaplaincy**

International Student Support

In Cornwall you will have access to a dedicated International Student Adviser who can provide help and practical advice on a whole range of issues, from immigration and visa queries prior to and during your time in Cornwall.

Drop by the Info at Penryn desk in the Peter Lanyon Building Monday to Friday 9am – 5pm, or email: **info.penryn@exeter.ac.uk**

Living in the UK



Living in the UK and culture shock

Living in a new culture is exciting but can also be challenging. Here is some basic advice about life in the UK.

- Although simple politeness is always expected, British people are generally relaxed. They like to hear 'please' and 'thank you' repeatedly! People here are very friendly but can be reserved, especially when talking to strangers. You might also like to download the British Council's '**Creating Confidence**' booklet.
- It is not polite to be late in Britain. If you find you are going to be late or if you cannot keep an appointment try to contact the person you are going to meet beforehand.
- If you are invited to someone's home for a meal it is polite to take a small gift (for example, wine, chocolates or flowers), or you could invite them to your home in return. It is considered good manners to tell your hosts in advance if you have special religious or dietary requirements.
- When you are in a bank, shop or waiting for a bus you are expected to queue; stand in line and wait your turn. People can get very angry if you 'jump the queue'.
- If you do not drink alcohol, you may be worried if you are invited to go to a pub (public house or bar). Pubs are popular social meeting places and sell a range of soft drinks as well as alcohol. Both men and women are welcome. There is no waiter service and you pay for drinks at the bar when you order them.

- You may be surprised about the amount of alcohol some students consume. Unfortunately it is part of a student drinking culture. Only drink to a level you are comfortable with and not at all if you don't want to. You should never feel pressurised into drinking.
- You may wish to tip. About 10 – 15% for a taxi or in a restaurant is the norm although check a tip has not already been added.
- Men and women have equal rights in the UK. It is illegal to discriminate against anyone according to race, gender, age, class, sexual orientation or disability.
- British attitudes to sex and sexuality may be different from those in your own country. You are free to live according to your own personal standards, ethics and beliefs and not feel pressured to adopt those of any of your fellow students.

Climate and clothing

See 'What to pack' section p.33.

UK food

British people enjoy a great variety of food, including dishes from other countries. Meals in the UK can seem heavy and often rely on meat, potatoes and vegetables. It is important to maintain a good diet and not rely on fast food. If you are unused to cooking, take a look at www.studentcooking.tv where there are many films of recipes for you to try.

Smoking

In 2007 England undertook a complete smoking ban in public places. All University residences and buildings are non-smoking. Make sure you take notice of non-smoking zones in public areas. If you are in the company of others it is polite to ask if they mind whether you smoke, especially at meal times.

Toilets

British toilets are the flushing, pedestal type. Toilet paper is provided and should always be flushed away after use. Separate facilities are usually available for disabled persons and for nappy/baby changing.

Electricity

British electricity works on 230 volts/50 cycles and most socket take 13 amp square pin fused plugs. Make sure your electrical equipment can be used safely at this voltage. Adaptors can be purchased in the campus shops, or don't forget to pack a few in your luggage.

Drinking water

All British tap water is safe to drink unless it is labelled 'not for drinking'. Do not use water from the hot water tap for making hot drinks. You should instead boil a kettle or use a microwave.

Living in the UK and culture shock

Driving in the UK

Very few students have cars, and there is limited parking on campus. It is easy to move around Exeter, Cornwall and their surrounding areas using public transport. Before buying a car, please consider all the costs involved – petrol, insurance and licence (both compulsory), MOT (certificate to prove your car is roadworthy), tax, repairs, etc. It is your responsibility to research the driving laws in the UK and comply. If you are caught without a licence, insurance, MOT and/or tax it can affect your visa status and you will be strictly punished by the police. Please contact sid@exeter.ac.uk or info.penryn@exeter.ac.uk if you are thinking of buying a car or bringing one to campus.

Bicycles

Cycling is a healthy, cheap and convenient way to travel to and from our campuses. You can buy a low cost second-hand bike from a series of events organised by the Sustainability Team, who also sell discounted cycle lights and locks. There are plenty of cycle parking facilities on the campuses, to lock your bike and students can take advantage of free cycle safety check-ups at monthly Dr Bike events. A range of safe cycling information is available on the cycling web pages (www.exeter.ac.uk/sustainability/travel/bike).

Staying safe

Exeter and Cornwall are relatively safe places but by taking on board some simple crime prevention advice you can help to prevent becoming a victim of crime.

- Register any valuable property at www.immobilise.com free of charge.
- Keep your windows and doors shut and locked when you leave your property.
- Don't leave your valuables on view.
- If you have an alarm use it.
- Does your house look secure? If the answer is no speak to your landlord.
- Don't make yourself an easy target – walk and travel in groups at night and swap telephone numbers.
- Be aware of your surroundings
- Stick to well-lit streets and avoid shortcuts after dark.
- Use cash machines during the day or get cash-back in a supermarket. Never write down your PIN number.
- If you are concerned about a situation or feel unsafe go into the nearest shop and ask the assistant for help.

Culture shock

Many international students experience culture shock when they arrive in the UK. The language, clothes, food and behaviour may seem strange compared to what you are used to at home. The rules of academic and social life may be quite different from what you expected. You may have thought you knew a lot about Britain before you came but now find it hard to settle.

This is a very normal experience and most international students find that they soon become accustomed to their surroundings. But sometimes 'culture shock' can feel like an emotional rollercoaster.

Tips to help with transition:

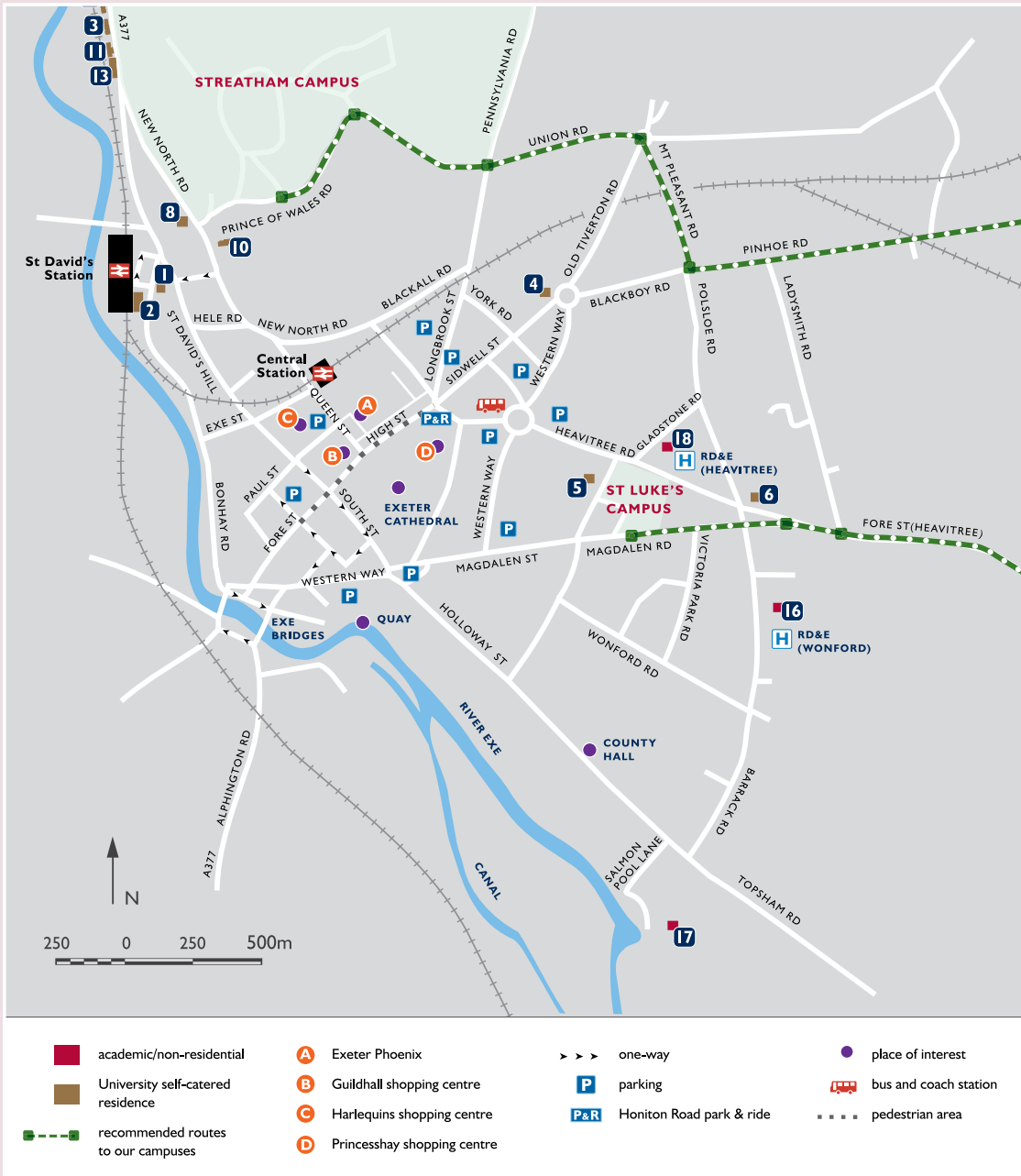
- Remember that culture shock is a normal experience and you're not alone. Talk to other international students who are probably feeling the same way.
- Bring a few familiar items with you to make your room feel more like home.
- Talk to people in your residence and in your classes, even if you are nervous. Most people will be friendly and you will feel more confident.
- Get plenty of rest, eat well and exercise.
- Join student clubs and societies where you can enjoy socialising with British and international students with the same interests.
- If you are finding the transition particularly difficult talk to your Personal Tutor, Residence Life Team, Chaplain, Wellbeing Services or ISSO. These people are trained listeners!
- Contact ISSO sid@exeter.ac.uk or info.penryn@exeter.ac.uk for an appointment and a chat.

We are always willing to listen and help in any way we can.

Maps

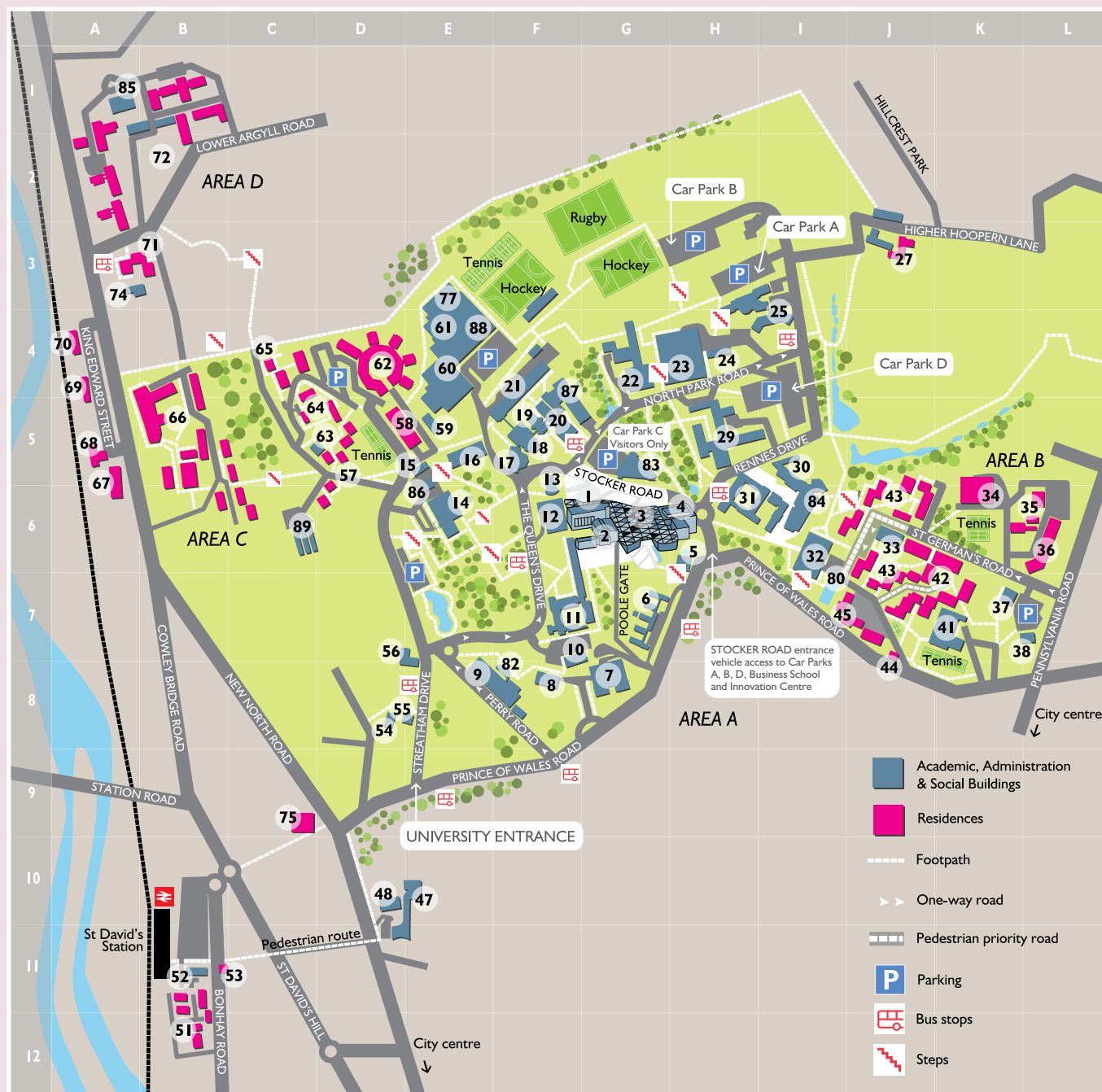


Maps



The Streatham and St Luke's campuses are located within a 15-minute walk of the city centre or a 5-minute bus journey.

Streatham Campus



Streatham Campus

Academic/social buildings

Alexander 47 10E
Drama

Amory 29 5H
Classics and Ancient History
Geography
History
International Relations
Law
Philosophy
Politics
Sociology
Theology

Bill Douglas Cinema Museum 7 8G

Business School Building:One 84 6I
University of Exeter
Business School

Catholic Chaplaincy 74 3A

Cornwall House 32 6I
Music

Cornwall House 80 7I
Swimming Pool

Devonshire House 2 6G

Exeter Northcott Theatre 13 5F

Family Centre 59 5E

Forum 3 6G
Alumni Auditorium
Costa Coffee
Exploration Labs
Forum Library
Retail, Banking and Catering Services
Seminar Rooms
Student Services Centre
Students' Guild Information Point

Geoffrey Pope 20 5F
Biosciences

Great Hall 1 6G

Harrison 23 4H
Computer Science
Engineering
Mathematical Sciences

Hatherly 6 7G
Biosciences

Institute of Arab and Islamic Studies 16 5E
Arab and Islamic Studies

INTO International Study Centre 83 5G

Laver 22 4G
Archaeology

Library 4 6H

Living Systems 87 5F
(to be completed 2016)

Mary Harris Memorial Chapel 10 7F

Newman 18 5F
Lecture Theatres

Northcote House 12 6F

Old Library 7 8G
Research Commons

Peter Chalk Centre 17 5F

Physics 21 4F
Physics
Radiography

Queen's 11 7F
English
Film Studies
Foreign Language Centre
Modern Languages

Reed Hall 14 6E

Reed Mews 15 5E
Wellbeing Centre

Roborough 8 8F
Drama

Sir Christopher Ondaatje Devon Cricket Centre 77 3E

Sports Park 60 4E

Streatham Court 31 6H

University of Exeter Business School
Accounting
Business and Management
Economics

Student Health Centre 86 6E

Tennis Centre 61 4E

Thornlea 48 10D
Drama

University Reception 1 6G

Washington Singer 9 8E
Psychology

Xfi 30 5I
University of Exeter
Business School

Residences

Birks Grange 66 5B

Bonhay House 53 11C

Clydesdale Court 64 5C

Cook Mews 69 4A

Duryard 72 2B

Holland Hall 62 4D

King Edward Court 68 5A

King Edward Studios 67 5B

Lafrowda 43 7J

Llewellyn Mews 70 4A

Lopes Hall 34 6K

Mardon Hall 58 5E

Nash Grove 57 5D

Northfield 75 9C

Pennsylvania Court 36 6L

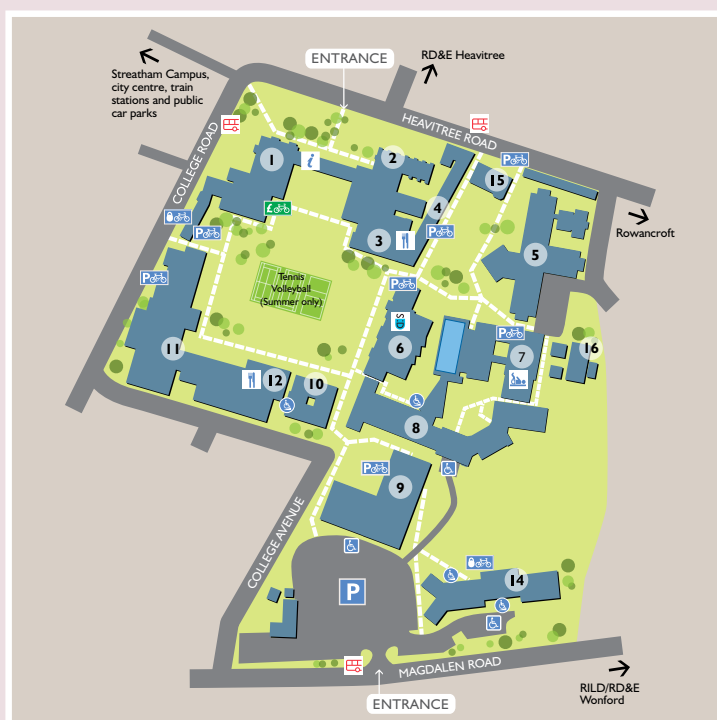
Ransom Pickard 35 6L

Rowe House 45 7J

St David's 51 12B

St German's 42 7K

St Luke's and Penryn campuses



St Luke's Campus

Academic/social buildings

Baring Court	5
Children's Health and Exercise Research Centre	
Graduate School of Education	
Chapel	2
Cross Keys	3
Holnicote	4
Support Services	
Library	6
Medical School Building	8
North Cloisters	1
Graduate School of Education	
Richards	9
Sport and Health Sciences	
Smeall	10
University of Exeter Medical School	
South Cloisters	11
Graduate School of Education	
Sports Centre	7



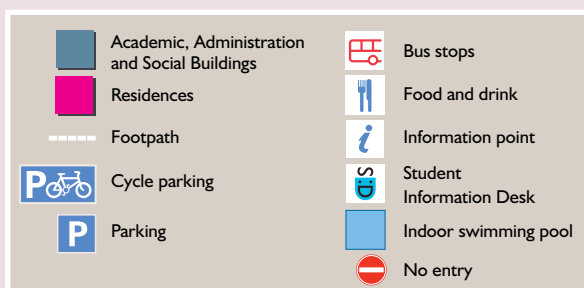
Penryn Campus, Cornwall

Academic/social buildings

The Exchange	1
Daphne du Maurier Building	2
Environment and Sustainability Institute (ESI)	3
Science and Engineering Research Support Facility (SERSF)	4
Peter Lanyon Building	5
Tremough House and The Annexe	9

Self-catered residences

Glasney Student Village	6
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The Penryn Campus is located within a 20-minute walk from Penryn or a 5-minute bus journey.

The department locations are correct as of February 2015

Useful contacts

The University

General information: www.exeter.ac.uk +44 (0)1392 661000

Emergency contact:

Exeter (Estate Patrol Campus Security) +44 (0)1392 722222

Cornwall +44 (0)1326 255875

International Recruitment Team: www.exeter.ac.uk/international

University accommodation: www.exeter.ac.uk/accommodation
+44 (0)1392 723999

Penryn campus accommodation: www.fxplus.ac.uk/accommodation
+44 (0)1326 253639

Academic Colleges: www.exeter.ac.uk/departments

University virtual tours: www.exeter.ac.uk/virtualtours

Visa and pre-arrival information

Visa/entry to the UK: www.gov.uk/visas-immigration

The British Council Worldwide: www.britishcouncil.org

UK Council for International
Student Affairs (UKCISA): www.ukcisa.org.uk

Travel

London airports: www.airwise.com/airports/uk/index.html

Train services: www.thetrainline.com

National coach services: www.nationalexpress.com

Local information

Exeter: www.exeter.gov.uk www.thisisexeter.co.uk

Devon: www.visitdevon.co.uk

Cornwall: www.cornwall.gov.uk www.visitcornwall.com

Britain: www.visitbritain.com