

International Students Guide 2012/13

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 Exeter

Make sure you have a valid passport	✓
Satisfy conditions of offer (if applicable)	✓
Obtain visa	✓
Apply for accommodation	✓
Book place on airport Meet and Greet service	✓
Have medical examination and vaccinations (if applicable)	✓
Arrange travel insurance	✓

Before you leave

Check your transfer to Exeter if you are travelling independently	✓
Buy currency	✓
Decide how to pay for your tuition fees	✓
Decide how to pay your accommodation fees	✓
Pay tuition fee deposit (if applicable)	✓
Pay accommodation deposit	✓
Pack your luggage appropriately	✓
Register electronics on www.immobilise.com	✓

When you arrive in Exeter

Tell your family you have arrived	✓
Register with the police (if applicable)	✓
Register at the University	✓
Receive and activate your UniCard	✓
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/make contact with your College	✓

Welcome to the University of Exeter

Dear Student,

I am delighted that you have chosen to study with the University of Exeter and congratulations on getting a place. We are looking forward to meeting you at our University soon.

We have over 17,000 students and 3,000 staff, which means that we are large enough to offer all the facilities you'd expect to find in a major university, but small enough to retain a friendly and cosmopolitan atmosphere. By coming to Exeter, you are joining a student community of over 4,000 non-UK students from 130 different countries.

We value the contribution you make as an international student to the educational, cultural and social environment of the University. Although we are in the top 10 in the UK Times Good University Guide and have outstanding student satisfaction results we will not stop trying to improve our university and we will work in partnership with our student community to do that.

Studying abroad is exciting but it can also be challenging. This guide has been written with your needs in mind. It is designed to answer practical questions about living and studying at Exeter. 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 to achieve everything you want to at the University.



Professor Neil Armstrong

Senior Deputy Vice Chancellor, Internationalisation

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 compiled 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. We recommend that you print the guide and keep it in your hand luggage when you travel to the UK. You will then have all the instructions on arrival and useful telephone numbers easily accessible.

We would also strongly recommend that you make contact with your local British Council office while you are preparing to come to the UK. They can supply you with a copy of their publication 'Studying and living in the United Kingdom'. It will provide you with very useful information and give you an exciting foretaste 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:

International Student Support Office

Email: sid@exeter.ac.uk

Tel: +44 (0) 1392 724724

If you have a serious problem when you arrive, outside UK office hours, please contact the University emergency telephone number 01392 723999

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 sid@exeter.ac.uk

Your Offer

If your offer is 'Unconditional'

This means that the University does not require any further evidence from you to prove that you meet the admission requirements. If you have not done so you should formally accept your offer of a place. If you are an undergraduate you should inform UCAS of your decision. If you are a postgraduate, you should contact the Admissions Office at the University to confirm your acceptance.

You will need to present original documentation for any qualifications listed on your CAS along with your visa and passport to the Admissions Department when you first arrive at 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 your offer is 'Conditional'

This means that the University requires further evidence of your qualifications before they can give you admission to the University. If you are an Undergraduate you can view the conditions of your offer on UCAS Track. If you are a Postgraduate your offer email and letter 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 are short of the required grade.

Your offer letter may also ask for an English Language score, usually an IELTS or TOEFL. 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 should contact the Admissions Office at the University to confirm your acceptance.

You will need to present original documentation for any qualifications listed on your CAS along with your visa or entry clearance form and passport to the Admissions Department when you first arrive at 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 or International Exchange student

You will have been made a formal offer and will have to fulfil any requirements communicated to you by the terms of the study abroad/exchange programmes. If you are unsure of requirements, please contact your home university international office or email studyabroad@exeter.ac.uk

If you are an Erasmus student

You will not have to fulfil any requirements other than those already communicated to you by the terms of the Erasmus programme and within your letter of acceptance. If you are unsure of requirements, please contact the Erasmus Office at your home university or the Erasmus Officer at Exeter erasmus@exeter.ac.uk

Pre-Departure briefings

In some countries the British Council co-ordinates pre-departure briefing sessions for students coming to the UK. These sessions provide advice which you will find very useful if you are unfamiliar with the UK. You should contact your nearest British Council office for further information:

www.britishcouncil.org.uk

The University also organises pre-departure briefings. Details of these will be sent to you if they are taking place in your home country.

Visas and Immigration



Visas and Immigration

Checklist

Check you have a valid passport	✓
Satisfy conditions of offer (if applicable)	✓
Read Tier 4 guidelines	✓
Receive your CAS, check it is correct	✓
Gather necessary supporting documents	✓
Apply for visa (Tier 4: VAF 9 and appendix 8)	✓

General advice

Passport

Please ensure that you have a valid passport – if you need to get a new one of if your current passport needs to be revalidated, 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 needs to be valid for at least three months after you arrive in the UK.

In some countries passports are gradually being renewed/ updated so that they meet the latest international standard. The new passports are machine readable and contain encoded biometric information (eg. a digital photograph). If you are not living in your own country, please check with your embassy whether you need to return to your home country to get a new passport.

UK immigration

The UK immigration rules affecting everyone coming to live and study in the UK are available on the UK Border Agency (UKBA) website. You can also get relevant information from the British Embassy/High Commission 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. If you experience any immigration problems please contact us immediately.

The ISSO provides immigration advice and services to prospective students, current students and recent graduates, as well as to the spouses and other dependent family members of all these.

The designated advisers in the 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

EEA and Swiss Students

If you are an EEA or Swiss national and have been accepted onto a course of study, you may enter the UK without needing a stamp from an immigration officer and you have the right of residence for the duration of your course.

If you are exercising your treaty right to enter the UK to study, then your husband or wife and your dependant children are entitled to join you in the UK.

We would recommend you apply for an EEA Residence Certificate using form EEA1 after you arrive in the UK.

Bulgarian and Romanian students

If you are a citizen of Bulgaria or Romania we strongly recommend that you apply for a student registration certificate. It is not possible to apply for this overseas, so you need to apply to the UKBA after you arrive in the UK using form BRI. The certificate confirms your rights to live in the UK as a student and work here on a part-time basis whilst you are studying. Please note that you cannot start part-time work without this certificate.

Visas and Immigration

All other international students

Immigration Rules

All students who are non-EEA nationals and will be studying in the UK for more than six months will need to apply for a Tier 4 (General) Student 'entry clearance' visa. Passengers arriving in the UK without entry clearance will be refused permission to enter.

How the Tier 4 (General) Immigration Rules will affect you

Tier 4 (General) Students have a number of specific duties and responsibilities imposed by the UKBA. The key requirements that you should be aware of include the following which you must do:

- comply with the conditions of your immigration permission (e.g. only working part time, registering with the police;
- register on a full-time course of study at the education institution which is printed on the visa in your passport or your BRP (biometric residence permit) card;
- provide the University with specific information including:
 - » a copy of your current passport and visa
 - » a copy of your BRP if one has been issued to you by UKBA
 - » updates on your current address, email, and telephone numbers
 - » updates on any other changes e.g. an extension to your visa

- attend all of your classes and immediately inform your College if you will need to be absent for any reason, even if you will only miss one class.

The University's responsibilities

Any education institution in the UK that wishes to admit students from outside the EEA or Switzerland must hold a licence from the UKBA. The University of Exeter is a licensed Tier 4 (General) sponsor and we have been designated as a Highly Trusted Tier 4 Sponsor. Our responsibilities include:

- ensuring that all our students have immigration permission which allows them to study with us;
- keeping a record of:
 - » your current passport and immigration permission (visa);
 - » your BRP or ICFN if one has been issued to you
 - » your current address, telephone number and other contact details
 - » any changes to your immigration permission;
- monitoring your attendance at the University;
- monitoring progress during your studies;
- reporting to the UKBA if your attendance is poor, if you interrupt your studies for more than 3 months, if you change your programme or if you leave the University.

Tier 4 immigration permission

- To apply for your Tier 4 (General) Student visa you have to score a total of 40 points:
 - 30 points for the Confirmation of Acceptance for Studies (CAS) from the University along with any documents listed in the CAS
 - 10 points for holding the specified amount of 'maintenance' (tuition fee + living expenses) in your personal bank account for a period of 28 days.

Visas and Immigration

CAS

The CAS is a unique reference number given to you by your Tier 4 sponsor and is confirmation of your unconditional offer of a place on a course of study. You may be issued with a CAS by more than one institution but when you use a CAS to apply for immigration permission (a visa) the UKBA will expect you to study at that institution.

The terms 'Tier 4 Sponsor' or 'education sponsor' are used to describe an education institution in the UK where you are planning to study and you will come across these terms in any immigration information or guidance that is issued by UKBA.

We will send you a CAS number once you have accepted an unconditional offer. A 'CAS Statement' will be emailed to you with your CAS number and this document will also confirm the personal and course information that was sent to UKBA to generate your CAS number. Your CAS Statement will be sent by email, from **pbsadmissions@exeter.ac.uk**

Please note that a CAS is only valid for 6 months and that it is not possible to apply under Tier 4 until 3 months before the start of your course.

Supporting documents

You must submit the following documents along with your original passports and the relevant application fee when you are making your Tier 4 application:

Qualifications

Your CAS Statement from the University will include a list of the academic and English language qualifications that were used to assess your application for a place at Exeter. You must submit original certificates or transcripts for each of the qualifications listed on your CAS.

ATAS

Some postgraduate courses in medical sciences, life sciences, physical sciences or engineering require students to hold an ATAS certificate. If this applies to you it will say so on your CAS. A paragraph describing your research should be included in your offer letter and you will need this exact paragraph when submitting your ATAS application. You must receive ATAS clearance before you can apply for your visa and the process can take four weeks so you should submit your application as soon as possible. This process is free and submitted online at www.fco.gov.uk/atas.

Finances

All students applying for Tier 4 visas are required to show that they have access to the following funds:

- Total tuition fees for the academic year PLUS
- £7,200 for your living expenses (the amount may be slightly lower if you have recently completed a course of more than 6 months in the UK but you must check this)

For most students, this total amount of funds MUST be in a personal

bank account for at least 28 days immediately before the application and the balance must never drop below the required amount throughout that period. Officially sponsored students can show their funds in the form of a letter from their official sponsor but note that only certain types of sponsorship qualify to be shown in this way. The financial documentation requirements are very strict and only certain documents will be accepted so you will need to read the relevant section of our website in detail before applying: www.exeter.ac.uk/immigration

The official UK Border Agency Policy Guidance and application forms are available on their website: **www.ukba.homeoffice.gov.uk**

If you have any immigration queries, please contact the International Student Advisers at **sid@exeter.ac.uk**

What next?

Already in the UK

If you are already in the UK with immigration permission as a student (under the previous Immigration Rules) or as a Tier 4 student, you will need to apply for an extension to continue your studies. The current fee to apply within the UK is £394 and £197 per dependant.

If there is more than 1 month before the date your visa expires and the date you are due to start your course at Exeter, you will need to return home to apply for your Tier 4 (General) Student entry clearance. You may wish to do this anyway if you have enough time.

Visas and Immigration

If there is less than 1 month between the date your visa expires and the date you start your new course, or your visa continues past the start date of your new course, you can apply for your visa extension in the UK. Note that if your Tier 4 visa is for a different institution, you MUST submit a new Tier 4 application before you are allowed to register at Exeter. We strongly recommend that all students applying for visas from within the UK, but particularly those switching institutions, apply for their visa extensions through the International Student Support Office. This is a free service with applications checked and advised on by qualified immigration advisers. If you submit your application independently, it may make it much more difficult for you to register.

In these cases, you should contact the International Student Support Office at **sid@exeter.ac.uk** as early as possible to discuss the details of your visa application and arrange an appointment to submit your application if appropriate.

Outside the UK

Courses lasting less than 6 months

Some students on courses of less than six months may wish to apply for a Student Visitor 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 Student Visitor visa.

Courses lasting 6 months or more

If you are planning to study at Exeter on a course lasting more than six months you must apply for immigration permission under Tier 4 (General) before you leave home.

Applying for Tier 4 (General) outside the UK

The UK government website **www.ukba.homeoffice.gov.uk** is very useful because it offers clear information on what you need to do. You will be able to check on this website whether you have to submit a paper application form or online. Even if you are applying online it is helpful to look through the paper application form and the associated Guidance Notes.

You will need to complete an online or a VAF9 form and Appendix 8.

Make sure you find out what arrangements are in place for you to attend in person to provide biometric information, fingerscans and a digital photograph. Make a note of when and where you had your biometrics taken as you may need this when filling in a future application. In some countries, additional documents may be required eg tuberculosis test certificate.

The fee for a Tier 4 (General) application is £289 which has to be paid in your local currency (either online or when you submit a paper application).

You are allowed to come to the UK one month before the start of your degree course.

Do not enter the UK as a General Visitor or a Business Visitor – you will be refused entry and deported. The refusals will be endorsed in your passport.

Refusals

If your Tier 4 application is refused, first of all don't panic! Read carefully through the Refusal Notice that you are given – this sets out the reasons for the refusal. If the UK Border Agency is mistaken in their refusal, it may be possible to request an Administrative Review of the decision but we strongly recommend that you do not do so until you have consulted with the International Student Support Office (**sid@exeter.ac.uk**). It will often be better to submit a new application, fixing the perceived problem, but note that you will require a new CAS to do this. To receive advice on your next steps and to request your new CAS, you will need to scan and email your refusal notice to **pbsadmissions@exeter.ac.uk** copying in **sid@exeter.ac.uk** if possible.

Visas and Immigration

Students with Families

If your spouse and/or dependant (children) are EEA/Swiss citizens then they do not have to apply for immigration permission before travelling to the UK.

Non-EEA students coming to the UK on a postgraduate course of more than 12 months or those sponsored by their national government on a course of six months or more can apply to bring a spouse or civil partner and any children under 18 to the UK as their dependants for the duration of their studies. Each family member needs to apply for immigration permission as a PBS Dependant before travelling to the UK. You should all apply at the same time even if you are planning to travel separately.

The application fee per PBS Dependant is £289 paid in local currency and you will need to show maintenance funds available for each dependant. Each dependant must complete a VAF10 – PBS Dependant application form. Your family will be granted the same length of leave as you have.

In addition to the funds that you are required to show for your visa application (see above), you will need to show at least £4050 per dependant in your bank account, or the bank account of the dependant, for at least 28 days prior to the application. If you are officially sponsored (usually by a government), you do not need to show this money in a bank account as long as your sponsor letter specifically states that all dependant family members are also provided for by your sponsorship.

If your family intend to apply for their visas at a later time, we suggest that you seek advice from the International Student Support Office (sid@exeter.ac.uk). Detailed information about dependant visa applications is included within the Tier 4 guide on our website here: www.exeter.ac.uk/immigration

Note that where students are planning to bring dependant children under 18 to the UK, both parents must be present in the UK unless there are strong extenuating circumstances. The UK Border Agency usually applies a very strict interpretation of these extenuating circumstances and it will not normally be permissible, for example, for one parent to bring the children with them to the UK during their studies while the other parent remains in their home country to work. This is a sensitive area and if you are affected by this rule, please do email sid@exeter.ac.uk to discuss with one of our International Student Advisers.

Working regulations

Non EEA international students on degree-level courses can usually work part-time for a maximum of 20 hours per week during term-time and unlimited hours during University vacations. It is important that you do not let your studies suffer. In reality most postgraduates find that 7-8 hours per week is the most they can do.

Most EEA nationals can immediately work unrestricted hours in the UK. However, Bulgarian and Romanian nationals are also subject to the above working restrictions and must apply for a Worker Authorisation certificate before they can work.

Other nationalities may need to obtain a Work Registration certificate within one month of starting work.

Dependants of non-EEA students on degree-level courses should be given permission to work full-time in the UK if their visas are for 12 months or more. If your dependants are not allowed to work, this will be stated on their visa. If your family are EEA nationals or in the UK on an EEA Family Permit, they should be allowed to work without restriction.

For further information on working in the UK see www.ukisa.org.uk/student/working_during.php

Arriving in the UK

If you have been granted Tier 4 immigration permission you should have no problems coming through immigration control when you arrive in the UK. We recommend that you carry a copy of your CAS Statement or offer letter in your hand luggage, and evidence of your finances such as a bank statement as these may be requested by an Immigration Officer.

The Immigration Officer will date stamp your passport to confirm that you meet all the immigration requirements to study in the UK.

During busy periods it can take as long as three hours to clear immigration control.

Visas and Immigration

If you experience problems at immigration control, contact the International Student Support Office via the University emergency number +44 (0)1392 723999

Registration with the Police

Once you have been admitted to the UK, nationals of some countries are required to register with the police. Your visa stamp will say if you have to register. If it says nothing in this respect, then you do not need to register with the police. If you are required to do so, you must register with the police within 7 days of your arrival in the UK. Information on how to do this can be found at www.exeter.ac.uk/internationalstudents

If you are arriving during Freshers' Week there are special arrangements for you to register on campus during the week.

The registration currently costs £34 (in cash) for each person aged over 16. You must provide your passport, two identical passport sized photographs and an original letter from the University confirming your student status, known as a 'Student Status Letter'. You can request this from the Student Services Centre on Streatham Campus or request it through SID online.

It is your responsibility to inform the police within seven days if you

- change your UK address
- extend or change your immigration permission
- change your place of study



Your finances



Your finances

Checklist

Buy 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 HM Revenue and Customs form C9011 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 cashcard, 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 that 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. We have two major banks represented on the Streatham Camps and all major banks are represented in Exeter and Falmouth city 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, 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. Request a Bank Letter from the Student Information Desk in the Forum.
- 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.

If 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

University fees and charges



University fees and charges

Tuition and accommodation fees – due dates

Term	Tuition Fees	Accommodation Fees
Autumn (Term 1)	50% due 24 September 2012	The amount stated in your accommodation contract due 24 September 2012
Spring (Term 2)	50% due 7 January 2013	The amount stated in your accommodation contract due 7 January 2013
Summer (Term 3)	N/A	The amount stated in your accommodation contract due 29 April 2013

The University charges a tuition fee to all students and an accommodation charge if you take a place in a University residence.

Please see www.exeter.ac.uk/students/finance/studentfees/ for further information.

If you are sponsored by an Embassy, please ensure you provide Student Fees with a Financial Guarantee before you register. You must also make sure your sponsor pays on time, or you'll be charged a late fee. If your sponsor fails to pay, you will be responsible for payment.

Tuition fees are stated in your offer letter and on your CAS. Please bring a copy of these when you register.

University accommodation charges will vary according to the standard of accommodation and duration of your contract. See www.exeter.ac.uk/accommodation for further information on accommodation.

We recommend that single unaccompanied students allow at least £800 per month for essential living expenses (accommodation, food, books, etc).

How to pay

You can pay by:

- online using a credit or debit card www.epay.ex.ac.uk/epay/
- online overseas bank transfer through StudentPay - s15.bbtranz.com/xpay3/introduction.bsp
- credit or debit card by telephone or in person
- UK cheque or bank draft

Further information on payment methods can be found at www.exeter.ac.uk/students/finance/howtopay/

Please note that payments made by non UK debit cards and all credit cards direct to the University of Exeter are subject to a fee of 1.5% added to the payment.

US loan agreements for American students

The University of Exeter will participate in the William D Ford Direct Loan Program in the academic year 2012/13. The Direct Loan consists of both the Stafford and Plus

loan and can provide funding up to your cost of attendance.

As with all federal student aid, you must complete the Free Application for Federal Student Aid (FAFSA). Most students use FAFSA at www.fafsa.ed.gov to complete their application.

The University will use the information from your FAFSA to determine your eligibility and how much student aid you will receive. The University's School Code (also known as the OPE ID) is G009442. Please visit www.exeter.ac.uk/students/finance/studentfees/ for more information

Students and Funding

Grants, scholarships or additional funds are extremely difficult to obtain once you have started your course. If you require sponsorship, you will need to apply to an organisation such as the British Council in your home country; applications for sponsorship cannot be made to the British Council in the UK. The University also has a number of scholarships available. For further details see www.exeter.ac.uk/studying/funding/

Budgeting for life in the UK

Living in Exeter or Falmouth is comparable to living in any other major UK 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 £800 a month to meet basic living expenses such as accommodation costs, food, books and 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 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 £30-£40 per week. There are many outlets for buying food on campus and a hot meal ranges from £3.50-£6.50.

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. Following are some indicative approximate costs:

Basic Goods	Approximate costs in £
Loaf of white bread	£0.80
1 litre of semi-skimmed milk	£0.90
6 medium eggs	£1.50
Margarine (500g)	£1.00
Cheese (250g)	£1.99
Cooking Oil (1 ltr)	£1.40
Pasta – uncooked spaghetti (500g)	£0.65
Rice (1 kg)	£1.45
Noodles (300g)	£1.44
Drinks	
Cola (2ltr)	£1.98
Coffee – Instant (100g)	£1.50
Tea Bags (80 bags)	£1.56
Mineral Water (2ltr)	£0.84

Food from overseas

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

Heating and Lighting

If you choose to live in private rented accommodation, the cost of heating will 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 £400 for the year. Heating and lighting is included in the cost of University accommodation.

Budgeting for life in the UK

Books and equipment

The costs of books varies for different courses and continues to rise; the average figure for one year is £400.

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.

There are many public computers available for students 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 £460. 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 £386 and £193 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 £340 for the year.

Entertainment

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

	Costs £
Daily newspaper	80p-£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	£3.20+
Pack of cigarettes (20)	£7.00
Cinema ticket	£6+

The cost of an evening out will vary. There are a wide range of places and prices in Exeter and the surrounding area 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 £8.00 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 investing in if you will be using those services. For example an on the day ticket from Exeter to London could cost £91 but if you book in advance and with a student card it would cost around £30. Megabus and National Express offer cheaper alternatives. Low cost airline carriers operate from Exeter and Bristol 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 in Exeter

Checklist

Check if you are eligible for University Accommodation	✓
Recommended application deadline 31 July 2012	✓
Pay your accommodation deposit	✓
Check what is available in your room	✓
Order 'starter packs' if necessary	✓

Accommodation guarantee: Exeter and Cornwall campuses

The University guarantees to offer a place in University accommodation to many students. We have a whole range of accommodation styles, standards and budgets to suit the different needs of the diverse student community at both undergraduate and postgraduate level. In particular we guarantee accommodation if you have firmly accepted our offer of a place on a degree programme at the University of Exeter.

We would advise you to make your application by the 31st July. You will need to send a deposit of £300 when you return your contract for accommodation.

- Undergraduate students may apply for Catered Halls or Self-Catering accommodation (Exeter only)

- Postgraduate students may only apply for Self-Catering accommodation
- Study Abroad and Exchange students may only apply for Self-Catering accommodation at an Exeter Campus if they are studying for a full year.
- You are defined as an 'international' student only if you pay international fees (see your *academic offer*).

Have a look at the accommodation website www.exeter.ac.uk/accommodation It is very comprehensive with a full description of residences with lots of pictures, location maps, sample contracts, and prices.

Virtual tours and panoramic views of examples of our accommodation can be seen at www.exeter.ac.uk/virtualtours

Some of our residences have blocks set aside specifically for those undergraduate students who prefer a quieter living environment. We also have dedicated international accommodation available for students who would like to experience living in a multicultural setting.

There is a useful list of answers to Frequently Asked Questions at <http://www.exeter.ac.uk/accommodation/faq/>

Self-catering accommodation

There is a variety of self-catering accommodation ranging from en-suite, standard rooms, to self contained studios.

In our flats and houses, each student has his/her own study bedroom and shares a kitchen, which contains: cooker with oven, hob and grill, microwave oven, refrigerator and freezer. The study bedrooms, which vary in size, are furnished with a bed, wardrobe, bookshelves, desk, chair and lamp. Alternatively, our studio rooms provide an en-suite room with a kitchen facility so that all your requirements are self contained in your room. All rooms have internet access via the University data network (charge is included in weekly rent in most cases.) You will need to bring your own bedding/ kitchen equipment or order a Starter Pack (see details below).

Catered halls

Catered halls are only available to undergraduate students and are, except one, on the Streatham Campus. The residence fee covers accommodation with breakfast and evening meal five days a week and continental breakfast, brunch and evening meal on Saturday and Sunday during term-time. If you choose this option you will be required to move to alternative accommodation during vacation periods.

Accommodation in Exeter

Students with a disability

We have a number of accessible en-suite rooms in the newer halls and flats, as well as some specially adapted rooms in the older residences, which are suitable for students with a range of disabilities. If you have special accommodation needs you should specify these when you apply online and the Accommodation Office will take this into consideration when allocating your room. The University has a dedicated AccessAbility team who will be happy to discuss any concerns you may have. The web address is <http://as.exeter.ac.uk/support/disability/exeter/>

What to bring

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

You can order starter packs of bedding or useful kitchen items from www.all-unied.com/acatalog/University_of_Exeter.html If you order a starter pack in advance this will be provided on your arrival. Don't forget, you can also purchase many reasonably priced items in Exeter and Falmouth.

Terms of contract

Fees are inclusive of all bills, so there is nothing extra to pay for heating, lighting or water rates and, as an added bonus, personal effects insurance cover is also included. Full details will be forwarded with your accommodation agreement.

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

You will be expected to honour your contract for your allocated accommodation for the full period as stated in that contract. Your only right to cancel is under the Consumer Protection (Distance Selling) Regulations 2000 and this is explained at www.exeter.ac.uk/accommodation/essentialinformation/contractualinformation/

If you **fail to notify us within the seven day period** you are **no longer entitled to cancel** the contract and will be required to make payments for your accommodation for the entire contract period.

Application process

If you are a postgraduate student you can apply for accommodation after you have firmly accepted the offer at Exeter and after your tuition deposit has been processed. The recommended application deadline for University accommodation is 31 July 2012. When you apply you will receive an offer and with it, instructions of how to pay your accommodation deposit to confirm acceptance of the offer. The Accommodation Office will not be able to confirm your exact room or address until early September when the full allocations are made.

Private sector accommodation

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

Further information is available on the Accommodation Office [private sector accommodation](#) page. The [Guild Advice Unit](#) in Devonshire House offers a private accommodation contract-checking service which we strongly encourage anyone moving into private accommodation to take advantage of 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.

Other sources of information on private rental accommodation including lettings agencies in the city of Exeter, and the web resource www.exeterstudentpad.co.uk

Accommodation in Cornwall

The following information is for students studying at our Cornwall Campus, near Falmouth in Cornwall.

Self-catering accommodation

Glasney Student Village offers high quality, purpose-built, en-suite accommodation on the Cornwall Campus. Each room is furnished to a very high standard, including a double bed, safe, data point and telephone (external calls are subject to separate contracts and charges). The en-suite facilities include a shower cubicle, toilet, basin, heated towel rail and cabinet. A small number of rooms are furnished with bunk beds and are available on a shared-occupancy basis at reduced rates.

The communal areas, which are regularly visited by the housekeeping team, are modern in design with two fridge freezers, iron and ironing board, oven, hob, microwave, television, kettle, tables and chairs and notice boards. You will also find coin-operated laundrettes, as well as bicycle and surfboard stores. Our cafe, Koofi, which serves Starbucks coffee, fresh salads, pizza, pasta, soup, cakes etc is right at the heart of Glasney Student Village.

We also have a new development which will open ready for September 2012. This new development is only a 10 minute walk from the Tremough Campus and close to Penryn Train Station. This will be managed by a private accommodation provider (CRM Ltd) who will administer contracts and be responsible for the day-to-day running of the 233 rooms on this site. All rooms are en-suite and there is a shared communal area for each flat including a kitchen/diner with cooking facilities, dining table and chairs. Sofas and a TV are provided in this shared space. Further information can be found on the [website](#).

Terms of contract

As a guide, the rent for a single occupancy room in Glasney for 2011/2 was £120 per week, including all utility bills (heating, lighting and water) and contents insurance cover for the bedroom. Accommodation fees are broken down into three terms: Autumn, Spring and Summer. Fees are due at the beginning of each term.

For students on the Cornwall Campus taking a place in Glasney Student Village, accommodation payments should only be made at the Finance Office in the Peter Lanyon Building, telephone +44 (0)1326 253607 or online at <https://secure.falmouth.ac.uk>. Please keep your receipt. Students who are accommodated at the new site near Penryn Train Station will pay directly to the accommodation provider (CRM Ltd) and further details regarding rent and deposit payments will be provided once your application has been successful.

Private sector accommodation

If you decide not to live on campus, the Tremough Campus Accommodation Office can provide a list of properties to rent in the private sector, as well as giving advice and guidance on house hunting and living in private accommodation. Local rents are typically £60-£80 per week for a room in shared accommodation, excluding utility bills. We do strongly advise that you arrange accommodation well before the start of your course.

For all accommodation enquiries in Cornwall please contact the Tremough Campus Accommodation Office: tel: +44 (0) 1326 370436 or email accommodation@tremoughservices.com. Details of the accommodation in Cornwall, can be found at www.tremoughservices.com/accommodation

Students with families



Students with families

The LEA will not allocate your child a school place until you have arrived in the UK and also have a confirmed permanent address. Please note that the school place you are offered may not necessarily be at the school closest to where you live.

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.

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.childcarelink.gov.uk and follow the links to the South West.

The University Family Centre on the Streatham Campus in Exeter is run by qualified staff and takes children from six weeks to five years of age. Parents should apply well in advance if they need a place as demand is very high and places are limited.

For details please contact:

The Family Centre,
Mardon Hill University of Exeter,
Exeter EX4 4QW

Email: familycentre@exeter.ac.uk

Tel: +44 (0) 1392 264416

www.exeter.ac.uk/staff/services/familycentre

Children of students at our Cornwall Campus may attend the day nursery at University College Falmouth's Woodlane Campus, which is close to Falmouth town centre. For details please contact: Nursery Manager, TCS Woodlane Day Nursery, Woodlane, Falmouth TR11 4RH
Tel: +44 (0) 1326 213765

Schools

Should you decide to bring your family and your children are between 5 and 16 years old, the Local Education Authority (LEA) has a duty to provide a place for them in a local school.

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 (e.g. Korean/English) suitable for your child to use in school. Please be aware that schools in Exeter have few specially trained Language Assistants.

For further assistance with placing your child in a school please contact the Students' Guild Advice Unit Student Information Desk
studentadvice@exeter.ac.uk

Family accommodation

Places are limited in University-owned accommodation for married students and students with children. A high proportion of new students who are married and/or have children have to seek private accommodation, which can be difficult to find. In this instance the University cannot guarantee accommodation or accept any responsibility for housing married students, their families or single parent families. We would suggest that if you have not secured accommodation before departure that you come alone first and your family follow once you have found suitable accommodation.

Students who accept a place in University accommodation are expected to honour their contract for the full contracted period.

Students who leave private accommodation early will find themselves responsible for full payment until the end of their contract. The Students' Guild 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.

Students with families

Language classes for spouses and partners

We are well aware that there is a need amongst the families of international students for a language learning facility and additional social focus. Accordingly the University offers weekly classes in Exeter for partners of students registered at the University. The aim of the classes is both educational and social, with the emphasis on developing fluency in spoken

English and acquiring the language skills necessary for day-to-day living in Exeter. As a social focus the classes 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 free classes per week take place during term time in our INTO Centre.

To find out more information on the classes for families contact **sid@exeter.ac.uk**

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



Healthcare and Medical Insurance



Healthcare and Medical Insurance

Checklist

Have medical examination and vaccinations (if applicable)	✓
Contact the Student Health Centre if you have a pre existing medical condition	✓
Register with a Medical Centre on arrival	✓

Registration with a Medical Doctor

If you are on a course lasting for six months or more you can get most healthcare free of charge under the National Health Service (NHS), as can your spouse and any dependants of school age. This applies from the first day of your stay in the UK.

You need to register at a Health Centre with a doctor – a general practitioner (GP). Streatham Campus students should hand the forms in when you register with the University (in an envelope if you wish for confidentiality). St Luke's and Tremough students will be advised on handing them in after arrival. Streatham Campus students normally register with the Student Health Centre on campus www.exeter.ac.uk/shc St Luke's students with the Heavitree Health Centre in Exeter www.theheavitreepractice.co.uk and Tremough students with the Penryn Surgery near the campus in Cornwall www.penrynsurgery.co.uk

If you here for less than six months and are from a country with a reciprocal agreement you can be seen for treatment for things which cannot wait until you get home, further details are on [the website](#).

If you are an EEA or Swiss national student you should bring an EHIC card from your own national health authority.

After you have registered at a health centre you will receive a National Health Card after a few weeks. Students from any country are entitled to free immediate necessary

health care from a doctor (known as a General Practitioner or GP), at a hospital Accident and Emergency Department or an NHS Walk-in Centre.

If appropriate, a doctor may issue you with a prescription. This is medicine which you would collect from a pharmacy. Prescriptions issued by a doctor incur a charge – £7.40 per item at present. If you need to be on continued medication, you may find it cheaper to get a Prescription Pre-payment Certificate. Your doctor will be able to advise you on this.

To register, students should go to the Student Health Centre website at www.exeter.ac.uk/shc follow the links to 'International and INTO students', print out the 'Medical Registration' and 'TB screening' forms, complete them and bring them with you when you arrive. You can translate these forms into other languages on the website but please complete the form in English. Bring the completed forms with you – we cannot accept registration forms electronically as we have to have the signature at the end of the form.

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.

Healthcare and Medical Insurance

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 at 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 the section in the Student Health Centre website www.exeter.ac.uk/shc on TB screening. 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 £204.

Opticians

Eye tests are available at opticians, which can be found in the High Street. You will have to pay a charge of around £20 for an eye test. You will need to pay for lenses and frames which can cost from £35 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/student/info_sheets/keeping_healthy.php

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 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 give information to 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 2012-13

Freshers' Week	Monday 17 – Sunday 23 September
Term 1	Monday 24 September – Friday 14 December
Term 2	Monday 7 January – Friday 29 March Exam week 7-11 January Term 2 orientation 14 January
Term 3	Monday 29 April – Friday 14 June

Seminars

Seminars 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 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 and ask if you can make a separate appointment for further discussion.

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 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 or studio session 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.

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. You may use computers in a classroom or in private study. If you have problems with using a computer to complete your work you should contact your personal tutor, IT support or the AccessAbility Office.

Studying at the University of Exeter

Personal Tutors

All students are allocated a Personal Tutor. They will meet with you termly to discuss any issues arising or your academic progress. They are a good source of information.

Private study

British higher education places a large emphasis on self-teaching. 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, deciding how much time to put into it and which learning methods suit you best. You will be encouraged to be an active and independent learner.

Further information will be available to you when you have registered through Student Skills Development <http://as.exeter.ac.uk/support/development>

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 Exeter.

Plagiarism

Plagiarism means copying work from another student, or any 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 at Exeter. See p.44.

Academic problems

If academic problems occur during your course or you have a personal situation that is affecting your academic progress it is very important that you tell someone as soon as possible. Don't leave things for weeks in the hope that they will get better – have a confidential conversation with the lecturer concerned, your personal tutor or the ISSO. It is also important to tell your College if you are sick and cannot attend lectures or seminars. Your College will have information on their website of who to contact to report sickness absences.

What to Pack

Hand luggage checklist

Passport and visa (if separate)	✓
Copy of your Confirmed Offer letter (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 you lose or have your bag(s) 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)	18	7	64	45	199	8
Jun to Aug (Summer)	25	14	78	57	194	8
Sept to Nov (Autumn / Fall)	18	9	64	48	274	11
Dec to Feb (Winter)	9	3	48	38	305	12

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. Exeter campus is very hilly and only a few residences have a lift. 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.

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 in Exeter. You may want to bring your national costume to wear on special occasions.

Travelling to Exeter and Cornwall



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 Heathrow Meet and Greet	✓
Label your luggage clearly	✓
Print out your key collection information if in University accommodation	✓

We would encourage students to consider travelling to Exeter or Bristol International Airports 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.

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. 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/uklife/police registration](http://www.exeter.ac.uk/internationalstudents/uklife/police%20registration) 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.

If you have booked a place on the University's Meet and Greet Service (see p28), which is available only on Saturday 15 and Sunday 16 September 2012, 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 or ask at your local British Embassy/High Commission. There are very strict laws regarding the importation of foodstuffs and you should consult www.defra.gov.uk to check personal food imports. If you have nothing to declare, use the 'green'

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

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.

When to arrive

We encourage all new students – from the UK and overseas – to attend Freshers' Week which is held immediately before the start of the first term in both Exeter and Cornwall. It is a great introduction to life at the University and the UK. In 2012 it will be run from Saturday 15 to Sunday 23 September.

We hold a second orientation in January for exchange students who will be studying with us for terms 2 and 3. That will be held on Monday 14 January 2013.

If you are a research student you may be arriving at different times in the year. Please contact sid@exeter.ac.uk and we can arrange meeting with you when you get to the University to give you a short introduction to the University.

Travelling to Exeter and Cornwall

Travel options to Exeter/Cornwall

Heathrow Meet and Greet Service

If you are arriving on Saturday 15 or Sunday 16 September 2012 you can pre-book a seat on our Heathrow Meet and Greet to Exeter campus (onward travel to Cornwall campus). Seats are £30 each. Deadline for booking is 12 September but spaces are limited and allocation is made on a first come first served basis. [Book here.](#)

Train travel from Heathrow to Exeter – via London Paddington

Take the London Heathrow Express from Heathrow to London Paddington Station. This takes 15 minutes and a single ticket costs £19.00. Details on www.heathrowexpress.com

When you get to London Paddington, go to the Ticket Office located on the forecourt and ask for a 'single ticket' (£42-£110) to Exeter St David's Station. They will give you advice about the next available train. The journey time is usually two hours thirty minutes from Paddington Station. More details of train times and prices are available at www.thetrainline.com

We recommend you take a taxi from Exeter St David's Station to the campus.

Bus Travel from Heathrow to Exeter

Bus travel is often cheaper but there are limited services, longer travel

times and there may be limits on the amount of luggage you can take. Follow the signs from the arrival hall to the Central Bus Station. Buy a National Express 'single ticket' (approximately £31) to Exeter Bus Station from the Ticket Office. The journey time is around three hours thirty minutes.

www.nationalexpress.com

Train travel from Gatwick Airport to Exeter

Follow the signs for Gatwick Airport Train Station and purchase a 'one way through' ticket to Exeter St David's Station (£73-£121). You should take the next train to Reading Station and from there a train to Exeter St David's Station. The travel time from Gatwick to Reading is 45 minutes and from Reading to Exeter is two hours thirty minutes but you will need to allow connection time at Reading. More details of train times and prices are available at

www.thetrainline.com

Bus Travel from Gatwick to Exeter

Buy a single ticket in the Arrivals Hall for Gatwick to Exeter (approximately £40). National Express buses leave from outside both North and South terminals. You should take the next service to Heathrow and then change for Exeter. The journey time to Heathrow is one hour fifteen minutes and from Heathrow three hours thirty minutes. Allow connection time at Heathrow.

www.nationalexpress.com

Travel from Exeter and Bristol Airports

Exeter International Airport is only twenty minutes from the Exeter campuses. There are regular bus shuttles to the city www.exeter-airport.co.uk/bus-services#1 or a taxi would cost approximately £30.

Bristol International Airport is one hour thirty minutes to Exeter. Follow the signs for the Bristol International Flyer bus and purchase a single ticket (approximately £6) to Bristol Temple Meads Rail Station. The journey time is 30 minutes. At Bristol Temple Meads purchase a single ticket for Exeter St David's (approximately £24.50). Journey time is one hour.

www.thetrainline.com

On arrival at Exeter rail or bus station

Taxis are located immediately outside Exeter St David's train station and parked adjacent to the Bus Station in Sidwell Street. Ensure you have a printed copy of your Exeter address to give to the taxi driver. If you have University accommodation follow the instructions for key collection. The taxi drivers know the University well and can help you get to your accommodation. The cost from the rail or bus station is around £7 plus any waiting time incurred. You may like to book a taxi when you arrive in the UK so you can be confident of a taxi on your arrival in Exeter. Two local firms are:

Capital Taxis

+44 (0) 1392 43 43 43

Travelling to Exeter and Cornwall

Gemini Taxis

+44 (0) 1392 66 66 66

Make sure you tell the booking clerk the time, day and where you will be arriving in Exeter and where you are going in Exeter. If you do not have accommodation arranged and need a hotel/guesthouse in Exeter see www.exeter.gov.uk and click on 'Visiting' and then 'Accommodation'. Please make sure you book accommodation in advance of your arrival in the UK.

Travelling to Cornwall

The following information is for students studying at our Cornwall Campus at Tremough, near Falmouth.

By rail from Heathrow Airport – via Reading Rail Station

When you get to London Heathrow Airport, take the Heathrow Express bus to Reading Rail Station which takes approximately 45 minutes. At Reading Rail Station take your next connecting train to Penryn. The journey will involve changing trains at least once in Truro: please ask at the ticket office for details. The journey time from Reading to Penryn is approximately five hours. If you have luggage then you would be advised to order a taxi before you arrive at Penryn (telephone +44 (0) 1326 373007 or +44 (0) 1326 212141). Alternatively you can leave the train at Truro Rail Station and then take the No.88 bus from right outside Truro Rail Station to the UEC Tremough

Campus. For more details see www.firstgroup.com/ukbus

This bus continues onto Falmouth Moor where you can pick up a taxi from the taxi rank next to the bus stop (opposite Wetherspoons Pub) to take you to private accommodation in Falmouth. A single train ticket from Heathrow to Penryn will cost approximately £151 if bought on the day of travel. Cheaper tickets may be available if you book in advance. For further details see www.firstgreatwestern.co.uk Timetable and fares information for your whole train journey from Heathrow to Truro/Penryn are available from National Rail Enquiries www.nationalrail.co.uk

By bus from Heathrow Airport

Follow the signs in the arrival hall to the airport's **Central Bus Station**. Buy a National Express single ticket to **Falmouth (Berkeley Vale)** (approximately £42) from the Ticket Office located by W.H.Smith Bookshop near Stand 1. The bus service is **NX504**, and the journey takes approximately eight hours.

For more details see www.nationalexpress.com

From Falmouth you will need to catch a local bus or taxi to Tremough Campus. Bus numbers 41, 68 and 88 all regularly stop at Tremough Campus. For local bus times see www.firstgroup.com/ukbus

By rail from Gatwick

Airport

Follow the signs for Gatwick Airport Rail Station and purchase a one way through ticket to Penryn (£62 – £142). You will have to change trains at Reading and Truro; please ask at the ticket office for further details. The journey time is approximately six hours. See 'By rail from Heathrow' above for buses from Truro to the Tremough Campus and how to book tickets in advance. Timetable and fares information for your whole train journey from Gatwick to Truro/Penryn are available from National Rail Enquiries on 0845 748 4950 or www.nationalrail.co.uk

By bus from Gatwick Airport

You can buy a ticket (approximately £50) in the Arrivals Hall. National Express buses leave from outside both North and South terminals. You will need to take the bus service **JL797** to Heathrow Central Bus station, which takes around one hour 15 minutes. Change to Service **NX504** to Falmouth. See 'By bus from Heathrow' above. For more details see www.nationalexpress.com/destinations and Gatwick: www.gatwickairport.com

By air

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

Travelling to Exeter and Cornwall

Air Southwest (see www.airsouthwest.com) operates flights from Bristol (flight time approximately 45 minutes) and London Gatwick (flight time approximately 90 minutes). Ryanair (see www.ryanair.com) operates flights from Stansted (flight time approximately 65 minutes). Prices will vary; please check the flight operator's website. 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 1½ to 2 hours). If you choose to get a taxi from Newquay Airport to the Tremough Campus (approximately £60-£70) 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 Cornwall 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 campus is extremely limited and could involve a daily fee of £3 if you are not eligible for a parking permit. Please see www.exeter.ac.uk/students/life/carparking

Your first week at Exeter



Your first week at Exeter

Checklist

For arrivals during Freshers' Week/January Orientation

Tell your family you have arrived	✓
Book a Global Chums buddy	✓
Research Freshers' Week/International Student or Orientation programmes	✓
Present original qualifications to Admissions Office in the Forum (Exeter) or the Stannery (Cornwall)	✓
Receive and activate your UniCard	✓
Complete online registration	✓
Arrange payment of tuition fees	✓
Arrange payment of accommodation fees	✓
Open a bank account	✓
Register with doctor/health centre	✓
Attend College orientation	✓
Register for modules	✓
Register with Police if required by your visa	✓

Checklist

For arrivals outside Freshers' Week/January Orientation

Present original qualifications to Admissions Office in Laver Building (Exeter) or Peter Lanyon Building (Cornwall)	✓
Receive your Unicaid from The Student Services Centre, Forum (Exeter) or Peter Lanyon Building (Cornwall), activate	✓
Complete online Registration	✓
Contact ISSO for a Welcome 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	✓
Present yourself to your College building	✓

Your first week at Exeter

Freshers' Week and January Orientation

15-23 September 2012

Freshers' Week and January Orientation are a great opportunity for all new students to orientate themselves to the Exeter way of life. There are special sessions for international students which help you settle in by providing practical information about the University and life in England. The Freshers' Week programme includes the following:

- Dedicated Welcome Team for International students
- Welcome Lounge
- Living in the UK: banking, security, UK laws, health care, English culture
- Police Registration
- Working in the UK
- Guided tours of campus, library and city
- Teaching and learning at University
- Guided shopping trips into the city
- English Language support
- Introduction to student societies and free social sessions
- Social events

Details for the Freshers' week international programme will be available at www.exeter.ac.uk/internationalstudents and the full Freshers' Week programme is available at www.exeter.ac.uk/newstudents Both will be available from 1 June.

January Orientation

14 January 2013

This is a one day condensed version of Freshers' Week. 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.

Global Chums Buddy Scheme

Our successful Global Chums Buddy Scheme has been in operation for five years and is available for students arriving at Exeter in September. The scheme gives you an opportunity to be matched with an Exeter student to give advice on living in the UK and to help you during the first weeks of term. You can ask your buddy anything... what the social scene is like at Exeter or what it is like to study in the UK! Places are limited so apply early.

Further information and online applications are available from 1 June at www.exeter.ac.uk/globalchums

Questions about starting at Exeter

If you have any questions about preparing to come to Exeter, Freshers' Week or January Orientation please contact us at sid@exeter.ac.uk We are happy to answer any question!

Student Support Services in Exeter



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, Guild Advice Unit, Health and Wellbeing, International Student Support Office, IT Helpdesk, Study Skills Support, UniCard. They will be able to print you student letters 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

The International Student Support Office. Our International Student Advisers can give help and practical advice on a whole range of issues, from immigration and visa queries prior to and during your time at Exeter, to arranging for you to stay with British families, to information on shipping companies to send your possessions home. In fact, if you need to know about anything and don't know who to ask, ask us first!

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

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

See www.exeter.ac.uk/internationalstudents or email sid@exeter.ac.uk

INTO University of Exeter provides **English Language support** and other preparatory courses for international students. In addition to dedicated courses to prepare international students for undergraduate and postgraduate degree programmes, INTO offers a range of classes, workshops and tutorials to international students who feel they need, or would like, help and support in studying English during their degree programme. These in-session courses run throughout the year and include English Language support online. For further information see www.exeter.ac.uk/into

You may have concerns about adjusting to a new learning environment and study techniques. **Education Enhancement** offers support with academic skills development through workshops, one-to-ones, and online skills resources. Visit www.exeter.ac.uk/as/support/development

The **Library Service** is spread across five branches in Exeter and one in Cornwall. They provide a diverse range of print and electronic resources to help with your studies. There are teams of Subject Consultants (both in Exeter and Cornwall) and a designated Library International Officer who can help with any specific queries you may have. More information on how the Library works and what resources are available can be found at www.exeter.ac.uk/as/library/using/international

The **Students' Guild** in Exeter exists to promote, defend and extend the rights of students as well as provide support services, shops, clubs and societies and an exciting entertainments programme. All registered students automatically become members of the Students' Guild and members are entitled to take advantage of all the available facilities.

The **Students' Guild Advice Unit** offers practical advice on housing and the checking of housing contracts, financial and legal matters and childcare. For more information go to www.exeterguild.org/advice and click on Support and Advice Unit.

The **Students' Guild** promotes over **100 clubs and societies** including country or faith, subject, general interest or sporting societies. There is everything from Bracton Law Society to Brass Ensemble to Breakdancing! Most students become involved in one society or more since they provide the opportunity to meet other students with similar interests. Club membership costs from £3 and a list of societies can be found at www.exeterguild.org If there is no club existing which caters for your own special interests, you are welcome to start one.

Many students also incorporate **sporting activity** into their lives to balance all their studies. All campuses have sports centres offering a range of membership options, classes, gymnasiums, pitches, tennis, cricket and wellness sessions. www.exeter.ac.uk/sport

Student Support Services in Exeter

Music is a great way to relax, socialise and meet people, and the musical life of Exeter is dynamic and varied. It includes everything from Open Mic nights in the bar to a full-size classical Symphony Orchestra. Bring your instrument with you or contact the Director of Music to find out about borrowing instruments. Visit www.exeter.ac.uk/music for more details.

HOST UK arranges for international students to have short stays with British families. You can visit a family in any part of the UK, usually for a day or a weekend visit, perhaps over Christmas or Easter, and experience more of the British culture and people. Your partner and/or children can also participate in the HOST scheme with you. 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 aims to support students with a range of disabilities, including dyslexia, by providing 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 and staff to benefit from the support we offer. Visit www.exeter.ac.uk/support/disability for more details.

Voice is a confidential listening service funded by the Students' Guild and run by student volunteers. You can call at any time between 20:00 and 08:00 if you are feeling lonely, worried or just want someone to talk to. Tel: **01392 275284**.

The **Wellbeing Services Team** offer a range of services to support students personally and in their studies when difficult times occur. The team comprises counsellors and mental health practitioners all of whom are highly skilled and experienced in recognising psychological and mental health difficulties and supporting those students to help them cope personally and to manage their studies. Wellbeing Services can be found in Reed Mews through <http://as.exeter.ac.uk/support/counselling>

Living away from home in a new city (or country) can bring new challenges, so every student living in our accommodation is assigned a **Residence Life Mentor** who has experience of student life.

You can speak to them confidentially about whatever is on your mind. And they will visit one evening a week to answer questions, help with any problems, and keep you up-to-date with what's

going on in the University and city. Overnight, member of the Residence Life Night Patrol support Estate Patrol by visiting residences. www.exeter.ac.uk/accommodation/currentstudents/residencelifeteam/contactdetails/

The **Career Zone** is a service which specialises in helping Exeter students 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 acts as a gateway to other services offered by the University's Employability and Graduate Development service including graduate-level jobs, placement opportunities with local companies and skills training.

The professional careers staff based in the Career Zone, in the Student Services Centre of the Forum if you are studying in Exeter 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.

Student Support Services in Exeter

Our Estate Patrol 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. Tel: **+44 (0)1392 723999**

Chaplaincy

The Chaplains at the University of Exeter welcome you and look forward to meeting you when you arrive. At Exeter there is a Multifaith Chaplaincy. Team consisting of Christian, Muslim, Jewish, Buddhist and Bahai Chaplains. The Multi Faith Chaplaincy Team serves all members of the University, both staff and students, regardless of whether they have a faith background or not. We aim to provide opportunities for worship and for faith to be nurtured and deepened and to engage with those who have questions about the meaning of life.

The Team is co-ordinated by the University Chaplain, who can be contacted on +44 (0)1392 263649 or **c.g.graham@exeter.ac.uk**

The Chaplains are always ready to discuss issues of faith or daily living or any personal matter in confidence at all times. A Chaplain will be available 24/7 and anything you say will be completely confidential. You may want to talk about something religious but it may be a work problem, a relationship, a fear or a sorrow about almost

anything. We can point you to services like AccessAbility, Well Being and others who can help you with specific issues.

There are three Christian chapels on campus at Exeter: the University Chapel (Anglican) opposite Queen's Building, the Roman Catholic Chapel at the Glenthorne Road Catholic Chaplaincy and the St Luke's Chapel at St Luke's Campus.

There are Muslim Prayer Rooms in the Old Library (Streatham Campus) and in Holnicote Building (St Luke's Campus).

The Islamic Centre and Mosque are at 15 York Road.

The Jewish synagogue is off Mary Arches Street.

For these and other links to the Faith Communities in the City of Exeter, please visit **www.exeter.ac.uk/chaplaincy**

These are only some of the support services that are available to you at the University of Exeter and, during Freshers' Week, you will be given full information on all services. If you want to find out more about any of the services before your arrival, please look at **www.exeter.ac.uk**

Environmental sustainability at 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.

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 much more.

Student Support Services in Cornwall

Prior to arrival, students can contact the Cornwall Admissions team at **internationalcornwall@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 are in Cornwall the staff in the Academic Support Unit (ASU) can provide advice and guidance for any issues you may have including immigration and visa advice. In fact if you need to know anything about anything and don't know who to ask, ask us first! You can visit us in person at ASU Reception in the Peter Lanyon Building or via email **cc-asuinternational@exeter.ac.uk**

Accommodation and Welfare

is a family of specialist support services which includes Counselling, Accessibility Services, the Living drop-in Clinic. The Chaplaincy also offers confidential help with any concerns. They are located on the campus and can offer advice and support, however large or small the problem.

Study Skills Advisers

are responsible for running workshops and providing one-to-one advice on topics including Study Skills, Essay Writing, and English as a Foreign Language. There are also evening classes in English for Academic Purposes. For further details visit the web pages for international students at the Cornwall Campus website **www.exeter.ac.uk/cornwall/support/international**

There are a number of **clubs and societies** at the Cornwall Campus 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 at the Cornwall Campus) **www.fxu.org.uk**

The **Career Zone** can help you at all stages in your career planning. The professional careers staff based in the Careers Advisory Service in the Academic Services Building if you are studying in Tremough, 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.

Multifaith Chaplaincy

In Cornwall, a full-time Chaplain and Multifaith Team are available to care for students and staff of any faith or no faith who are studying at Cornwall Campus.

The Chaplain (Rose Westwood) also acts as a link with representatives of other Faith communities.

www.exeter.ac.uk/chaplaincy/chaplaincycornwall

Living in the UK and culture shock



Living in the UK and culture shock

Living in a new culture is exciting but can also be challenging. Following 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.
- 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 p33.

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 you want to look at www.studentcooking.tv where there are many films of recipes and several films about Exeter.

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.

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

Exeter is a convenient city to get around without a car and there is very limited student parking on the campuses. Very few students have cars. Before buying a car, please consider all the costs involved – petrol, insurance and license (both compulsory), MOT, 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 if you are thinking of buying a car or bringing one to campus.

Bicycles

If you don't want to use public transport, bicycles are a much more convenient way of getting around. There are opportunities to buy second hand bikes via the www.exeter.ac.uk/noticeboard. It is essential you buy a sturdy bike lock. There are plenty of bike racks to lock your bike to on campus. You should also consider wearing a helmet when riding your bike. We would like to warn you that the Exeter campus is very hilly!

Staying safe

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

- Attend a safety talk from the Police during Freshers' Week or January Orientation

- Register any valuable property at www.immobilise.com free of charge
- Keep your windows and doors shut and locked
- 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 surrounding
- 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 the ISSO sid@exeter.ac.uk for an appointment and a chat.

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

Exeter City Centre



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

The Cornwall Campus is located within a 20-minute walk from Penryn or a 5-minute bus journey.

Streatham campus

STREATHAM CAMPUS

Alexander	47	IID
Drama		
Amory	29	6H
Classics and Ancient History		
Geography		
History		
International Relations		
Law		
Philosophy		
Politics		
Sociology		
Theology		
Building:One	84	6H
University of Exeter Business School		
Byrne House	37	7K
Centre for Genomics in Society (Egenis)		
Catholic Chaplaincy	74	4B
Clayden	54	9D
Clydesdale House		
(Postgraduate Centre)	63	6D
Cornwall House	32	7I
Cornwall House Swimming Pool	80	7I
Devonshire House	2	7F
Exeter Northcott Theatre	13	6F
Family Centre	59	6E
Forum	3	7G
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	6F
Biosciences		
Great Hall	1	7F
Harrison	23	5
Computing		
Engineering		
Mathematical Sciences		
Hatherly	6	8G
Biosciences		
Henry Wellcome Building for Biocatalysis	19	6F
Centre for Biocatalysis Innovation Centre	25	5H
Institute of Arab and Islamic Studies	16	6E
Arab and Islamic Studies		
INTO International Study Centre	83	6G
Kay Building	24	5H
Kay House Duryard	85	2B
Knightley	55	9E
Music		
Lafrowda House	33	7I
Laver	22	5G
Archaeology Library	4	7G
Mary Harris Memorial Chapel	10	8F
Newman	18	6F
Lecture Theatres		
Northcote House	12	7F
Old Library	7	8G
Bill Douglas Centre		
Research Commons		
Peter Chalk Centre	17	6F
Physics	21	5F
Physics		

Radiography		
Queen's	11	8F
English		
Film Studies		
Foreign Language Centre		
Modern Languages		
Redcot	56	8E
Reed Hall	14	6E
Reed Mews	15	6E
Roborough	8	8F
Drama		
St David's Retail Services	52	11B
Sir Christopher Ondaatje Devon Cricket Centre	77	4E
Sir Henry Wellcome Building for Mood Disorders Research	82	8E
Sports Park	60	5E
Streatham Court	31	6H
University of Exeter Business School		
Accounting		
Business and Management		
Economics		
Streatham Farm	5	7G
Tennis Centre	61	5E
Thornlea	48	10D
Drama		
University Reception 1	7	7F
Washington Singer	9	8E
Psychology		
Xfi	30	6H
University of Exeter Business School		
Centre for Leadership Studies		

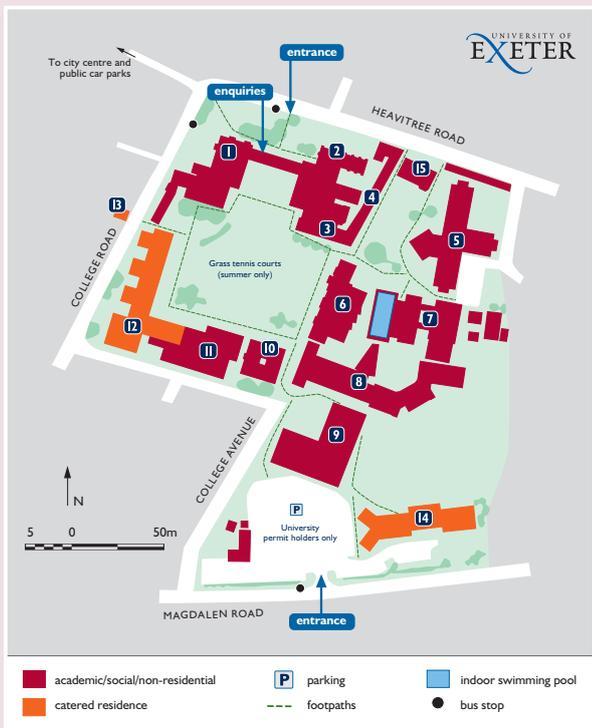
STUDENT RESIDENCES

Birks Grange	66	6B
Birks Grange Village	79	6B
Bonhay House	53	11C
Clydesdale Court	64	6D
Clydesdale Rise	65	5C
Cook Mews	69	5A
Duryard Halls	72	3B
Elmbrook House	49	10D
Garden Hill House	27	4I
Holland Hall	62	5D
Holland Hall Studios	62	5D

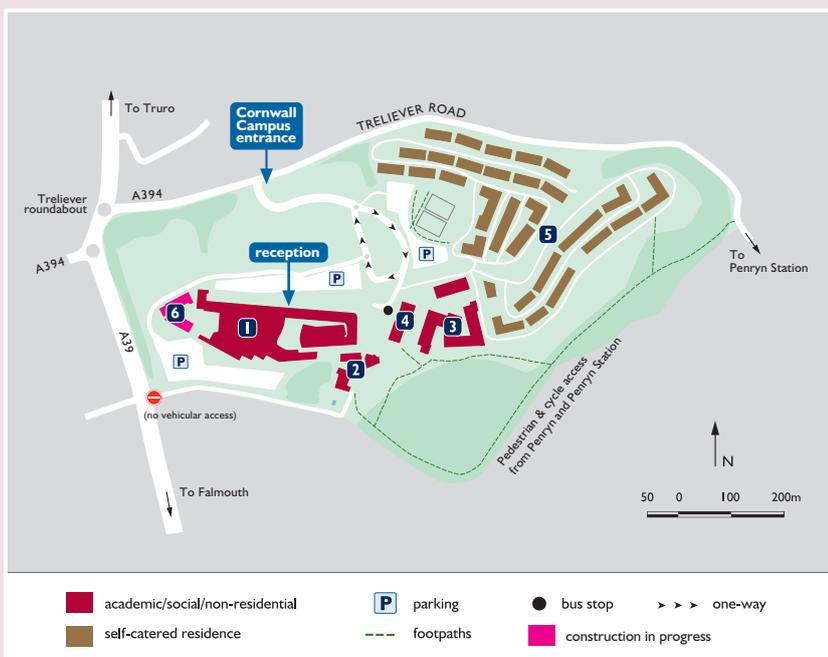
Hope Hall	41	8J
King Edward Court	68	6A
King Edward Studios	67	6B
Lafrowda	43	7I
Lafrowda Cottage	44	8I
Lazenby	38	8K
Llewellyn Mews	70	5A
Lopes Hall	34	6J
Mardon Hall	58	6D
Moberly	71	4B
Nash Grove	57	6D

Northfield	75	10D
Opal 1 Exeter	81	4A
Pennsylvania Court	36	7K
Point Exe	76	12B
Ransom Pickard	35	7K
Rowe House	45	8I
St David's	51	12B
St German's	42	7J
West Garth	78	2A

St Luke's and Cornwall campuses



ACADEMIC BUILDINGS		ADMINISTRATION/ SOCIAL BUILDINGS	
Baring Court	5	Chapel	2
Haighton	6	Cloisters Restaurant	11
Holnicote	4	Sports Centre	7
Library	6	Staff House	15
North Cloisters	1	Cross Keys	3
Peninsula College of Medicine and Dentistry	8	CATERED HALLS	
Richards	9	South Cloisters	12
Smeall	10	Nancherrow	13
South Cloisters	11	College House	14



ACADEMIC/SOCIAL BUILDINGS	
Daphne du Maurier building	1
Tremough House and The Annexe	2
Peter Lanyon building	3
Media Centre	4
Environment and Sustainability Institute (ESI)	6
SELF-CATERED RESIDENCES	
Glasney Student Village	5

Useful Contacts

The University

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

Emergency Contact: +44 (0)1392 723999

The International Office: www.exeter.ac.uk/international

The Graduate School: www.exeter.ac.uk/gradschool

Undergraduate Prospectus: www.exeter.ac.uk/undergraduate

University Accommodation: www.exeter.ac.uk/accommodation
+44 (0)1392 722524

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

University Virtual Tours: www.exeter.ac.uk/virtualtours

Visa and pre-arrival information

Visa/entry to the UK: www.ukvisas.gov.uk (select 'visa information')

The British Council Worldwide: www.britishcouncil.org

UK Council for International

Student Affairs (UKCISA): www.ukcisa.org.uk

UKBA Guide for International Travellers: www.ukba.homeoffice.gov.uk/sitecontent/documents/213422/playing-by-the-rules

Travel

London Airports: www.airwise.com/airports

Train Services: www.thetrainline.com

National Coach Services: www.nationalexpress.com

Local Information

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

Devon: www.discoverdevon.com

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

Britain: www.visitbritain.com