

International Students Guide 2022/23

EXETER AND CORNWALL CAMPUSES



Contents

Checklists	3	Healthcare and medical insurance	28
Welcome	4	Studying at the University of Exeter	31
How to use this guide	5	What to pack	35
Committed to you	6	Travelling to Exeter and Cornwall	36
Your offer	8	Your first week	41
Immigration	9	Student support and facilities	44
Your finances and fees	15	Living in the UK	51
Accommodation	20	Maps	54
Students with families	25	Useful contacts	59



International students checklist

These checklists are a starting point for your planning.

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

Preparing to come to university

Make sure you have a valid passport	✓
Satisfy conditions of offer (if applicable)	✓
Check if you need ATAS clearance (and apply if required)	✓
Respond to CAS email (if applicable)	✓
Obtain Visa (if applicable)	✓
Apply for accommodation	✓
Check if you need medical screening or vaccinations	✓
Arrange travel insurance	✓
Plan your budget	✓
Read emails from the University	✓
Research International Welcome Programme	✓
Find out about the Global Chums mentoring scheme	✓

Before you leave

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

When you arrive at the University of Exeter

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

Welcome to the University of Exeter

Dear Student,

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

Firstly, I would like to welcome you to our University community and congratulate you on securing your place.

The University is a proud member of the Russell Group of elite UK research universities based in the South West of England. We have two wonderful locations in the ancient city of Exeter. Our large campus, Streatham, is a national botanic garden and a thriving education and research hub. St Luke's, a traditional 'quad' campus, is home to our College of Medicine and Health, Sport and Health Sciences and our Graduate School of Education. Our third campus is in a stunning location above the town of Falmouth in Cornwall. Penryn Campus has a range of science, humanities and social science programmes, and is known globally for its research and courses in environment, ecology and sustainability, mining engineering and geology, business, law, politics and humanities. We have two clinical sites at the Royal Devon and Exeter NHS Foundation Trust and Royal Cornwall Hospitals.

We employ around 5,100 staff and offer the extensive facilities you'd expect to find in an outstanding Russell Group university. The University is known for its friendly atmosphere and by studying with us and enjoying the incredible opportunities we provide, your time here will help to set you on the path for success. You are joining

a vibrant, inclusive community of over 27,000 students, including 7,000 non-UK students from 146 different countries. We celebrate our diversity and pride ourselves on delivering an outstanding student experience and academic excellence. There is a wealth of additional opportunities to get involved with in our community that will enhance your learning here, so, join in and get involved in the opportunities available – it could be with one of our wonderfully diverse and active societies, taking part in **Grand Challenges** or attending one of our many virtual talks.

The University of Exeter is a really special place to study both in person and online. This guide has been written to help you prepare and make the most of your time. For those of you who are studying at our campuses, it is designed to answer practical questions about living and studying here before you arrive. There is a lot of information but please do read it carefully. If you have further questions or need any support please contact any of the people listed in this brochure.

I wish you every success with your studies and welcome you to the University of Exeter community.



Professor Lisa Roberts
Vice-Chancellor and
Chief Executive

How to use this guide

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

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

We also strongly recommend that you make contact with your local British Council office while you are preparing to come to the UK. Take a look at the British Council's website educationuk.org It will provide you with very useful information and give you an exciting taste of life in the UK!



Any questions?

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

Access SID Online at exeter.ac.uk/sid

Cornwall campuses email internationalcornwall@exeter.ac.uk

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

For Exeter campuses
+44(0)1392 723999.

For Cornwall campuses
+44(0)1326 255875.

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

Feedback

If you would like to give feedback on this guide you can access SID Online at exeter.ac.uk/sid

Cornwall campuses email info.penryn@exeter.ac.uk

Committed to you



We're dedicated to your future

Covid-19 has changed the world dramatically, and although at the time of writing safe and effective vaccines are being rolled out, we do not know how the pandemic will continue to affect our lives in the future.

What we do know is that we are absolutely committed to your education, health and wellbeing. We have taken significant and effective steps against Covid-19, both in our student and academic communities on our campuses and via our crucial research into the disease and how to treat it.

We cannot say exactly what life will be like at the University of Exeter in 2022 when you come to study with us – whether you will need to wear masks or how we will deliver your teaching – but we can guarantee that we will do our best to make you feel safe, valued and able to flourish no matter what circumstances we may find ourselves in.

Steps we've taken already

We've taken serious measures to help our students follow guidelines and keep safe since the pandemic began, including:

- Providing tests on campus for students and staff
- Delivering food packages to isolating students
- Providing online 'boredom-buster' packages, with free subscriptions for films, etc.
- Supporting students isolating in accommodation during holidays, with key services all available
- Developing online schemes connecting isolating students
- Providing significant additional wellbeing support, with welfare teams to talk to
- Expanding IT support to help online learning.

A safe learning environment

We won't let Covid-19 get in the way of your educational experience. Flexibility is key to this, and wherever we can and when it is safe to do so, we will offer face-to-face teaching on our campuses. Our aim is to ensure you continue to receive the exceptional education that you expect. This incorporates different ways of learning, and allows you to switch easily between structured, on-campus and online learning as needed. You will have access to your tutors, as well as our Covid-19 secure campus, your circle of friends and the support you need from the university community.

Helping to tackle the virus

We've been at the heart of the Covid-19 response through our research expertise, working closely with the NHS, Public Health England, councils and other bodies to tackle the virus and support economic recovery. Our research into Covid-19 has covered analysis of clinical data to aid treatments, and understanding the economic and social impacts of the pandemic around the world so we can aid the global recovery.



Your offer

If your offer is ‘unconditional’

This means that we do not require any further evidence from you to prove that you meet the admission requirements. If you have not done so, you will need to formally accept your offer of a place. If you are an undergraduate, you can do this on your application at UCAS or via DfE if you are a Teacher Training student. Postgraduate taught/ Research applicants can accept their offer by logging onto the Applicant Gateway, details of how to do this will have been confirmed in your original offer email.

Once you have accepted your offer and (if necessary) paid your deposit, we will send you a CAS Data Check to begin the CAS process.

When you arrive at the university you will be required to attend International Student Clearance and present your passport and visa

If your offer is ‘conditional’

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

Your offer letter may also ask for an English language score. If you need to improve your English level before meeting the conditions of your offer, you may

wish to consider a Summer Pre-Sessional English course at INTO University of Exeter.

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

If you are an exchange or study abroad student

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

All non-UK nationals must have a visa to study at Exeter. On arrival at the university you will need to have your passport and visa checked at International Student Clearance. For those on a student visa, you will need to present original documentation for any qualifications listed on your CAS. If your documents are not in English, you must also supply a certified translation.

If you are unsure of requirements, please contact your home university international office or email inbound@exeter.ac.uk

Pre-departure briefings

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

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

Immigration



Immigration

Advice and assistance on UK immigration

Before you arrive and while you are studying with us, specialist immigration advice is available from International Student Support at visaadvice@exeter.ac.uk

Our advisers are all trained immigration advisers, regulated by the Office of the Immigration Services Commissioner, and are the only staff at the University authorised to provide immigration advice. If you have any questions not answered here or on our website, or you experience any immigration difficulties, please contact us for help.

EEA and Swiss students

The UK completed its exit from the EU on 31 December 2020.

If you are an EEA or Swiss national and have a status under the EU Settlement Scheme based on your existing residence in the UK, you will not need a visa to study in the UK. All other EEA and Swiss students will need a visa as described below. Detailed up to date information about the UK's exit from the EU and how this affects students is on our website here: [exeter.ac.uk/eu](https://www.exeter.ac.uk/eu)

You can also contact International Student Support for personalised advice at visaadvice@exeter.ac.uk

All other international students

Student visa – courses lasting more than six months

Most students who are non-UK nationals and coming to study in the UK for more than six months will need to apply for a Student visa. If you have any other type of visa it is very important that you make sure that this will allow you to study in the UK. If you are unsure please contact visaadvice@exeter.ac.uk. Passengers arriving in the UK without a visa will be refused permission to enter.

Visitor visa – courses lasting less than six months

Some students on courses of less than six months may wish to apply for a Visitor visa rather than a Student visa. This is a maximum six-month visa and it cannot be extended from within the UK. Working is prohibited and you cannot bring your dependants with you. However, students on short study abroad programmes or coming to undertake a short period of research, particularly those from 'non-visa national' countries including those in the EU, may wish to consider the Visitor visa as it can be easier to meet the requirements and in some cases can be requested at the airport rather than applied for in advance. Detailed information about using a Visitor visa for study, including eligibility and comparison with the Student visa, is on our website: [exeter.ac.uk/immigration](https://www.exeter.ac.uk/immigration)

ATAS

Some postgraduate and integrated masters courses in scientific areas require students to hold an ATAS

certificate. If this applies to you it will say so on your offer letter. A paragraph describing your research should be included in your offer letter and you will need this exact paragraph when submitting your ATAS application. You must receive ATAS clearance before you can be issued with the CAS for your visa application 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 [gov.uk/academic-technology-approval-scheme](https://www.gov.uk/academic-technology-approval-scheme). Note that some nationalities are exempt from the ATAS requirement.

Student visa requirements

CAS

The CAS is a unique reference number given to you by your Student visa sponsor (the University not your financial sponsor) and is the confirmation of your unconditional offer which is required for your Student visa application. You may be issued with a CAS by more than one institution but when you use a CAS to apply for a visa, UK Visas and Immigration (UKVI) will expect you to study at that institution. We will send you a CAS contract and data check email once you have accepted an unconditional offer. This will include your personal and course information. You will need to follow the instructions in the email to confirm that the information is correct or make any changes. A 'CAS statement' will then be emailed to you with your CAS number. Please note that a CAS is only valid for six months and that it is not possible to apply for a Student visa until six months before the start of your course.

Immigration

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. As long as you are studying a degree-level course, you do not need to submit these documents with your visa application. You will need to submit them to the University to receive your offer, and show your original documents to the University when you arrive in the UK, before you register on your degree programme.

Finances

Most students applying for Student visas are required to have access to the following funds:

- Total tuition fees for the academic year **PLUS**;
- £9,207 for your living expenses.

For most students, this total amount of funds **MUST** be in a personal bank account for at least the 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 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 as you prepare your application: [exeter.ac.uk/studentvisas](https://www.exeter.ac.uk/studentvisas)

Students applying in the UK who have been legally resident in the UK for the past 12 months do not need to meet the financial requirement. More information is on our website.

Differentiation arrangements

Students from certain countries qualify for differentiation arrangements. If you are from one of these countries, you are not required to submit qualifications or financial documents with your initial application. You must ensure that you have the correct funds in place for at least the 28 days up to and including the date of application (the date that you pay your application fee online) and that you are able to quickly acquire documents in the correct format, as these can be requested by UKVI at any time throughout the application process. Find out if you qualify for differentiation at [exeter.ac.uk/studentvisas](https://www.exeter.ac.uk/studentvisas)

Translations

You will need to ensure that any documents you are required to submit include an English translation if any part of the document is not in English. The translation must be completed by a certified translator and include specific information about the translator. Check the details on our website: [exeter.ac.uk/studentvisas](https://www.exeter.ac.uk/studentvisas)

Immigration Health Surcharge

If you are applying for a Student visa of six months or more, you will be required to pay the Immigration Health Surcharge (IHS) when you make your visa application. The IHS fee is £470 per year of your visa, £235 for any part year up to six months. It entitles you to healthcare under the National Health Service (NHS) in the same way as any UK permanent resident. You will have to pay this fee even if you have private medical insurance.

Application fee

At the time of writing, the application fee is £348 each for students and dependent family members applying for Student visa and Student Dependent visas from outside the UK. The fee is £494.20 each for students and their dependent family members applying for these visas from within the UK.

Immigration

Applying for a Student visa in the UK

If you are already in the UK with immigration permission as a Student, you will need to apply for an extension to continue your studies.

If there is more than one month between 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 Student visa.

If there is less than one 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 should be able to apply for your visa extension in the UK. **Note that usually you must submit a new Student visa application before you are allowed to register at Exeter.** You can choose to return home and make your application there if you wish, but you should note that if you meet the requirement to submit your visa application without finances due to 12 months' residence in the UK (see Finance section above), this only applies if you make your visa application in the UK.

We strongly recommend that all students applying for visas from within the UK, but particularly those switching institutions, apply for their visa extensions through International Student Support. This free service checks and advises on applications and is undertaken by qualified immigration advisers. If you submit your application independently, it may make it more difficult for you to register.

You should contact International Student Support at visaadvice@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.

Applying for a Student visa outside the UK

The UK government website [gov.uk/apply-uk-visa](https://www.gov.uk/apply-uk-visa) will take you through the process of applying for a visa from your home country.

You will need to complete an online application form and pay the visa application fee. You will then usually need to submit your supporting documents (by post or in person depending on the country) and enrol your biometric information, which includes your fingerprints and a digital photograph at a UK visa application centre. Most EU, EEA and Swiss nationals will be able to do this via an app. In some countries additional documentation will be required, such as a tuberculosis test certificate.

At the same time, you may be asked to complete a credibility interview. This will usually take place in the visa application centre via a videoconference link. It is a short interview that aims to test that you are a genuine student. You will be expected to have a good understanding of the course you are planning to study and the university that you are going to study at.

You may also be asked about your qualifications, your finances, and any plans to work in the UK (remember that you can only work 20 hours per week on a Student visa and that you cannot solely support yourself by working in the UK). Try not to be nervous, but do ensure that you prepare in advance so that you are confident discussing your proposed course and plans in English. If you have any problems following the credibility

interview, please contact the University immediately at visaadvice@exeter.ac.uk and we will do our best to help.

Entry vignette and Biometric Residence Permit (BRP)

Based on your intended travel date you will receive a short entry visa to allow you to travel to the UK and to collect your Biometric Resident Permit (BRP card) which will cover you for the duration of your programme.

You should collect your BRP from the University, so ensure that you input our collection code on your visa application form. The BRP Collection Code is included on your CAS Statement.

Do not enter the UK as a Visitor – it is illegal to start a course that is longer than six months in this category and you will not be allowed to start your course at the University of Exeter.

Digital Status

Students who were invited to use an app during the application process will receive a digital status. This will apply to most EU, EEA and Swiss nationals.

You will be allowed to travel to the UK up to one month before the start of your course and must not enter the UK before the start date listed on your digital status.

Do not enter the UK as a Visitor - it is illegal to start a course that is longer than six months in this category and you will not be allowed to start your course at the University of Exeter.

Immigration

Refusals

If your Student visa application is refused, don't panic! Read carefully through the refusal notice that you are given – this sets out the reasons for the refusal.

If UKVI 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 International Student Support.

It will often be better to submit a new application, fixing the perceived problem, but please 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 visaadvice@exeter.ac.uk

Students with families

If your spouse and/or dependant children are EEA/Swiss with a status under the EU Settlement Scheme or you have a status under the EU Settlement Scheme and wish to bring your family members to the UK with you, different advice applies. Please see the information on our website here: [exeter.ac.uk/students/international/euadvice/euss](https://www.exeter.ac.uk/students/international/euadvice/euss)

All other non-UK 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 as their dependants. Each family member needs to apply for immigration permission as a Student 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 Student

Dependant is £348 paid in local currency (outside the UK) or £494.20 (inside the UK). Each dependant must complete an online 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 £6,120 per dependant in your bank account, or the bank account of the dependant, for at least the 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 and names them.

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

If you 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. UKVI 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 email visaadvice@exeter.ac.uk to discuss with an adviser.

After you arrive

If you have been granted Student 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.

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

International Student Clearance and collecting your BRP card

The University will need to check your passport and immigration status to ensure that a copy of it is stored in our student records system.

You must collect your Biometric Residence Permit (BRP) card within 10 days of your arrival in the UK. Remember that in order to collect your BRP from the University on arrival, you need to have put the University's collection code on your visa application form.

Your welcome emails will explain where to go to collect your BRP and how to have it checked prior to registration.

If you have a digital status, you will be invited to present a share code along with your passport.

Your BRP card is your visa and covers

Immigration

the entire length of your course. Remember to keep it safe as you would your passport. If it is lost or stolen, replacing it takes time and money!

Registration with the Police

Once you have been admitted to the UK, nationals of some countries are required to register with the police. Your immigration grant letter from UKVI will say if you are required 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 seven days of your arrival in the UK. Information on how to do this can be found at [exeter.ac.uk/students/international/visaconditions/policeregistration](https://www.exeter.ac.uk/students/international/visaconditions/policeregistration)

If you are arriving during Freshers' Week there are special arrangements for you to register on campus during the week. It is then your responsibility to inform the police within seven days if you change your UK address, extend or change your immigration permission, or change your place of study.

Working regulations

Student visa-holders on degree-level courses can work part-time for a maximum of 20 hours per week during term-time and unlimited hours during vacations. Vacations are defined differently depending on the course that you are studying. It is important that you do not let your studies suffer. In reality most postgraduates find that seven to eight hours per week is the most they can do. Students on Visitor visas are not permitted to work.

Most dependants of Student visa-holders on degree-level courses will be given permission to work full-time in the UK. If your dependants are not allowed to work, this will be stated on their visa.

Complying with the conditions of your Student visa

Student visa-holders have a number of specific duties and responsibilities imposed by UKVI. 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 course of study at the education institution which is printed on your BRP card or digital status
- Provide the University with specific information including: your current passport and visa/BRP to copy
- 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 as a Student visa sponsor

Any education institution in the UK that wishes to admit non-UK students must hold a licence from the Home Office. The University of Exeter is a licensed Student visa sponsor.

Our responsibilities include:

- ensuring that all of our students have immigration permission which allows them to study with us;
- Keeping a record of
 - Your current passport
 - Your BRP card or digital status
 - Your current address, telephone number and other contact details.
- Monitoring your attendance at the University;
- Reporting to the Home Office if you change your programme or if you leave the University.
- Withdrawing immigration sponsorship if you leave the University or interrupt your studies for more than two months.

You can find more detailed information on all of the above in the Visa Conditions section of our website:

[exeter.ac.uk/students/international/visaconditions](https://www.exeter.ac.uk/students/international/visaconditions)

Your finances and fees

Checklist

Exchange currency needed	✓
Make a budget plan	✓
Pay tuition fee deposit (if applicable)	✓
Check payment due dates and pay Tuition and Accommodation Fees	✓
Open a bank account	✓

Bank accounts

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

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

Opening a bank account

Some worldwide banks allow you to open up a UK bank account from abroad, but many students wait until they get to the UK to open an account so they can see which is the best deal for them. We recommend that you open a bank account as soon as you get to the UK. All major banks are represented in Exeter, Falmouth and Truro town centres. It can take up to two weeks to open a bank account. You should therefore make sure that you bring enough money to cover your expenses for the first few weeks in the UK. Streatham campus is a 'cashless campus' and so you might consider bringing a pre paid travel card (such as Caxton), a credit card or opening a digital bank (ie. Starling Digital Bank).

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;
- evidence of your immigration status eg. valid visa, settled/pre-settled status;
- confirmation that you are a full time student. Print a bank letter from the iExeter Student Record tab once you have registered online or from the Penryn Info Point in the Peter Lanyon Building at the Penryn Campus;
- proof of your address in the UK. This may be confirmed by the University if you have University accommodation or by a formal tenancy agreement if you are in private accommodation;
- You can request a bank letter from SRS in iExeter, or asking SID or PIP when you are on campus.

It is not always possible for students on short courses or exchange programmes to open bank accounts. If you have difficulty please contact the Student Information Desk: exeter.ac.uk/sid

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

University fees and charges



Tuition and accommodation fees – due dates

Term	Tuition Fees	Accommodation Fees
Autumn (Term 1)	50% due 14 November 2022*	The amount stated in your accommodation contract due 14 November 2022
Spring (Term 2)	50% due 23 January 2023*	The amount stated in your accommodation contract due 23 January 2023
Summer (Term 3)	N/A	The amount stated in your accommodation contract due 15 May 2023
Vacation (Term 4)	N/A	3 July 2023 [▲]

* Less any tuition deposit paid (Postgraduate Taught students only)

[▲] Applies to 51 week contracts only

University fees and charges

Payment Due Dates

- Please ensure that all fees, including those paid by a sponsor are paid by the due dates provided. Failure to pay by these dates may result in penalties being applied.
- If you are sponsored by an embassy or government, please ensure you provide the Accounts Receivable Team with a financial guarantee. Please open an enquiry via sid.exeter.ac.uk and send a scanned copy or provide it during registration.
- You must also make sure your sponsor pays by the due date or you will be liable for late fees. If your sponsor fails to pay, you will be responsible for any fees due.
- University accommodation charges will vary according to the type of accommodation and duration of your contract. See exeter.ac.uk/accommodation for further information.
- We recommend that single unaccompanied students allow at least £800 per month for essential living expenses (accommodation, food, books, etc).

How to pay

You can pay your fees at any time up until the due dates provided. You can also pay fees in your home currency via GlobalPay for students. Please visit the following webpage for more information and payment options exeter.ac.uk/students/finance/makepayment

Other funding/ sponsorship

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

Financial aid for US students

In order to process your loan application, you will need to complete the following:

- Free application for Federal Student Aid (FAFSA) fafsa.ed.gov
- Master Promissory Note (MPN) for both Direct loan and PLUS direct loan if applicable.
- Credit check (only applicable to PLUS direct loan) studentloans.gov/mydirectloan/index.action

Once you have completed the above steps, please email usloanfunding@exeter.ac.uk to express your interest in taking a loan to support your studies, along with your full name and students number. As a Foreign school, we are not automatically notified of your intention to take a loan, so please contact us to advise.

Our school code (also known as the OPE ID) is G009442.

All information on financial aid for US students can be found at: exeter.ac.uk/students/finance/studentfunding/studentloans

Budgeting for life in the UK

Living in Exeter or Falmouth is comparable to living in any other major UK town or city and your cost of living will depend a great deal on your lifestyle. It is estimated that a single student living in Exeter or Cornwall will need approximately £1,175 a month to meet basic living expenses such as accommodation costs, food, books, equipment and other necessities. The information below should help you begin to plan your finances for living in the UK. Another easy way to understand whether you have budgeted enough is to visit UKCISA ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/How-much-will-it-cost-to-study-in-the-UK#layer-6531

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 £55 – £65 per week. There are many outlets for buying food on campus and a hot meal ranges from £4.00 – £8.00. Food prices are very different depending on where you shop and what products you buy. Supermarkets often have 'own-label' brands which are cheaper than more recognised brands. You could also explore local markets or bulk buying.

Basic goods	Approximate costs in £
Loaf of white bread	£1.00
1 litre of semi-skimmed milk	£0.80-£1.00
6 medium eggs	£1.20
Margarine (500g)	£1.00-£1.90
Cheese (400g)	£2.00
Cooking oil (1 ltr)	£1.20
Pasta – uncooked spaghetti (500g)	£1.00
Rice (1kg)	£1.80
Noodles (300g)	£1.40
Drinks	
Cola (2ltr)	£1.50-£2.00
Coffee – instant (100g)	£2.50
Tea bags (80 bags)	£2.00
Mineral water (2ltr)	£0.84

Food from overseas

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

Heating and lighting

If you choose to live in private rented accommodation, the cost of heating may not be included in your rent. If you are not used to cold or damp weather, you may need to keep the heating on for eight months of the year and this may add significantly to your bills. Allow a minimum of £600 for the year. Heating and lighting is included in the cost of university accommodation.

Budgeting for life in the UK

Books and equipment

The cost of books varies for different courses and continues to rise; the average figure for one year is £480.

You are strongly advised to check with your college if there are any extra costs anticipated.

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

Warm clothing

The price of clothes varies enormously and how much you spend will depend on your budget. Shops such as Primark, TK Maxx, H&M and some large supermarkets have very inexpensive clothing lines. The average figure for warm clothes, for one year, is £540. 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 need to make payments towards the application fee (currently £494.20, more if you choose priority service) and the Immigration Health Surcharge (£470). Costs per applicant. You may 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 £380 for the year.

Entertainment

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

	Costs £
Daily newspaper	£0.80-£2.00
Paperback books	£7.00+
Magazine	£2.50+
Cup of coffee	£1.40-£3.00
Cup of tea	£2.00+
Non-alcoholic drink	£1.20+
Glass of wine	£3.50+
Pack of cigarettes (20)	£10.00+
Cinema ticket	£8.50

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

Travel

Travelling around the UK can be expensive if you don't plan ahead. There are student discount cards you can buy for national rail and bus networks and these are worth purchasing in if you will use these services. For example, a single rail ticket bought on the day of travel from Exeter to London could cost £55, but if you book in advance and with a student card it could cost around £30. National Express offers cheaper alternatives. Low cost airline carriers operate from Exeter, Bristol and Newquay airports and are worth considering if you are looking for a closer alternative to Heathrow.

Useful reference websites:

International student calculator:
studentcalculator.org.uk

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

UK weather:
bbc.co.uk/weather

UK living and culture:
britishcouncil.org

Accommodation



Accommodation at Exeter campuses

Checklist

Check if you are eligible for University accommodation	✓
Applications open 4 April 2022	✓
Guarantee deadline 31 July 2022	✓
Check what is available in your room	✓

Accommodation guarantee: Exeter campuses

With over 6,500 bed spaces at Exeter, we are able to offer accommodation in University owned/partner/nominated accommodation to many of our students. We have a wide range of accommodation styles, standards and budgets, designed to suit the different needs on and off campus, of the diverse student community at both undergraduate and postgraduate level.

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

Applications for 2022/23 will open from 4 April 2022 and we will prioritise applications received by 31 July.

For further information please check our webpage:

exeter.ac.uk/accommodation/applying/accommodation-guarantee

What accommodation can I apply for?

- Undergraduate students can apply for catered halls (Streatham campus only) or self-catered accommodation.
- International postgraduate students can apply for self-catered accommodation.
- Study Abroad and Exchange students can apply for catered or self-catered accommodation at Exeter, if you are studying for a full year starting in September.
- If you are only in Exeter for one semester please visit the accommodation website for further information exeter.ac.uk/accommodation/students/undergraduatestudents/erasmusexchange
- You are defined as an 'international' student if you pay international fees (see your academic offer).

Take a look at the accommodation website exeter.ac.uk/accommodation/residences where you will find comprehensive descriptions of our residences, photo galleries, location maps, sample contracts and current prices. Virtual tours around the majority of our residences can be seen at exeter.ac.uk/accommodation/residences/virtualtours.

Our residences offer accommodation to both home and international students allowing you to live in a multicultural setting. We aim to offer, as best as we can, single sex flats as well as accommodation living with students who prefer a quieter lifestyle.

There is a useful list of answers to frequently asked questions at exeter.ac.uk/accommodation/students/undergraduatestudents/internationalstudents

Self-catered accommodation

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

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

Alternatively, studio rooms provide an open-plan living and studying space with a kitchenette, a small dining area and en-suite bathroom which means that all the facilities are contained in your room.

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

Catered halls

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

Accommodation at Exeter campuses

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

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

Find out more on our website at exeter.ac.uk/accommodation/residences/aboutcateredhalls

Students with a disability

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

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

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

What to bring

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

Please check at exeter.ac.uk/accommodation/students/undergraduatestudents/arrival to see what will be provided.

Terms of contract

Fees are inclusive of all utilities (heating, water etc), personal effects insurance and WiFi. Full details will be included in your online accommodation contract.

Accommodation fees are generally due in three termly instalments (other arrangements may apply for contracts with our Nominated residences).

If you prefer, you can pay for your accommodation in one payment at the beginning of the academic year.

Late fees will be applied automatically if they are not paid on time.

You will be expected to honour your contract for the full period as stated. Your only right to cancel is explained in our cancellation policy.

(exeter.ac.uk/accommodation/students/undergraduatestudents/termsandconditions)

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

Application process

If you are an undergraduate student you can apply for accommodation once applications open on 4 April 2022 and you have firmly accepted your offer to study at Exeter. If you are a postgraduate student you can apply once you have firmly accepted your academic offer at Exeter and your tuition deposit has been processed. To be guaranteed accommodation, students must apply by 31 July 2022. Please read exeter.ac.uk/accommodation/applying/whentoapply for information on how and when to apply.

Upon receipt of your application you will receive a confirmation email. An

accommodation offer and instructions of how to pay the deposit will be sent from late April onwards. The Accommodation Office will not be able to confirm your exact room or address until your arrival in September.

Private sector accommodation

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

You can view further information on renting private accommodation, including links to important advice on how to secure private accommodation at exeter.ac.uk/accommodation/privatehousing/housingoptions or take a look at our private accommodation search portal 'Studentpad' to see what's available.

For more help you can contact the Students' Guild Advice via: advice@exeterguild.com

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

Accommodation at our Cornwall campuses

Accommodation guarantee

We are able to guarantee an offer of accommodation in university owned, managed or approved residences as long as applications are received between 12 April and 31 July 2022. You will need to have accepted an offer to study with the University of Exeter in order to apply for halls. Accommodation is available to the below students:

- International undergraduate and postgraduate students entering into Year One
- Incoming study abroad or exchange students based at the Penryn Campus for the full academic year
- We also have a number of spaces for study abroad or exchange students joining Penryn Campus for a single semester.

Our accommodation

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

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

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

they can also be contacted by phone.

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

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

Alternative options

In addition to accommodation at Glasney Student Village and The Sidings we may have availability, by special request, in other residencies. Please request this in the notes section of your application.

These accommodation options are predominantly allocated to Falmouth University students and so are subject to availability for University of Exeter students. They do however offer a more diverse range of housing to choose from, including studios. Prices vary depending on the room type, as well as the size of the room. For further information please contact the accommodation office email: accommodation@fxplus.ac.uk

Room types

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

Shared rooms: We have two types of shared room available in Glasney Student Village; both are en-suite and are a lower cost alternative to single occupancy rooms..

Our study bedrooms accommodate two students offering two single beds, which rotate into a large desk area; there is no need to clear the desk before rotating back to a bed. There are additional shelves/ cupboards and wardrobes in these rooms. Study bedrooms can also be allocated as single occupancy.

Providing a cheaper option, we also have a number of shared rooms with bunk beds. There is extra storage available under the bed and the desk provides space for two students.

*Numbers are limited.

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

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

Truro Accommodation

For students studying and living in Truro, university accommodation is available at Treliske Halls – Find out more at fxplus.ac.uk/accommodation/halls/treliske-halls/

Contracts and costs:

Latest contract and pricing information will be available online in the Spring at fxplus.ac.uk/accommodation/new-students-university-of-exeter

Applications

Applications submitted by the deadline of 31 July 2022 (to be confirmed) are prioritised; however, we are not able to guarantee that you will be allocated your preferred accommodation. During periods of high demand, we enter into agreements with approved

Accommodation at our Penryn Campus



accommodation providers in the local area in order to increase the availability of university owned, managed or approved accommodation. If your preferred choice is not available, we will offer you an alternative from our accommodation options.

Private sector accommodation

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

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

For all accommodation enquiries in

Cornwall, please contact the Penryn Campus Accommodation Office:

Tel: +44 (0)1326 253639

Email: accommodation@fxplus.ac.uk

Details of the accommodation in Cornwall can be found at fxplus.ac.uk/accommodation/new-students-university-of-exeter

Environmental Sustainability at Cornwall Campuses

A major focus of the University of Exeter's research and teaching activities is environmental sustainability and climate change, which we consider to be a key responsibility for everyone.

As a university we look for ways to support students to understand sustainability issues better and our

website: exeter.ac.uk/sustainability is a great starting point and resource. You can find out how and where to recycle, how to travel more sustainably, how to save energy as well as find opportunities to get involved.

You can find information on the Cornwall campuses commitment to sustainability and what is being done to reduce carbon and ecological impact at:

fxplus.ac.uk/campus-information/sustainability

Students with families



Students with families



Childcare for pre-school children

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

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

See pinpointdevon.co.uk and use the search facility

For information on childcare services in Cornwall visit cornwall.gov.uk/health-and-social-care/childrens-services/childcare-and-funding and follow the links to the South West.

Owlets Nursery

Owlets is a purpose-built Nursery on the Streatham Campus in Exeter and takes children from three months to five years of age. We have 4 big, bright spacious playrooms each having access to their own covered outdoor area as well as a secure large grassed area

surrounding the building, catering for 104 children. You should apply well in advance as demand is very high and places are limited.

Opening hours:
Monday to Friday 8am – 6pm

Email: Owlets@exe-coll.ac.uk

Tel: **+44 (0)1392 400175**

For more information please visit:
owlets-nursery.co.uk

Penryn Campus Nursery

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

Opening hours:
Monday to Friday, 8am – 6pm

Find out more at
fxplus.ac.uk/other-services/little-wonders-nursery

Schools

If your children are between five and 16

years old, the Local Education Authority (LEA) has a duty to provide a place for them in a local school.

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

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

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

Students with families

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

For Devon contact
admissions@devon.gov.uk

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

Accommodation for families and couples

There are very limited places in university owned accommodation on our Exeter campus for students with partners and/or with children, meaning the majority of new students who are accompanied with others have to seek private accommodation. In this instance the University cannot guarantee accommodation or accept any responsibility for housing couples, students with families or single parent families.

Currently, the demand for family accommodation in the South West of England exceeds the supply available and securing accommodation will be difficult, take time to find and expensive.

Therefore, we would recommend that you do not travel with dependants unless you have secured accommodation before departure.

Please be aware that if you accept a single room in university accommodation or in the private sector, even if you would like to move out to find suitable family accommodation, you will remain responsible for full payment for the accommodation until the end of contract. The Guild Advice Team and the SU can check your private accommodation contract before you sign it.

Please refer to the section entitled



'Private Sector accommodation' in the accommodation section of this handbook.

Language classes for spouses, partners and families

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

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

To find out more information on the classes please contact:

j.d.hughes@exeter.ac.uk
inseasonal@exeter.ac.uk

Students based in Cornwall visit:
languages.fxplus.ac.uk

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

Activities

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

dayoutwiththekids.co.uk/things-to-do/south-west/devon

dayoutwiththekids.co.uk/things-to-do/south-west/cornwall

netmums.com/southdevon

Exeter Library
Falmouth.co.uk

Healthcare and Medical Insurance



Healthcare and medical insurance

Checklist

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

Registering for NHS medical care

If you are on a course lasting for six months or more you, and dependant members of your family, can access full healthcare under the National Health Service (NHS). You will be required to pay an immigration 'health surcharge' to enable access to NHS Healthcare when you apply for a Student or Student Dependant Visa. The amount will vary depending on the length of your stay in the UK. Once you have paid this charge, most healthcare will be free but you will still pay for prescriptions for medicines (currently £9.35 per item) optician and dental services. Prescriptions are issued by a doctor and the medicines are dispensed at a pharmacy.

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

On the Streatham Campus in Exeter there is a specialist GP surgery for students called the Student Health Centre. Please visit exeterstudenthealthcentre.

co.uk for information about services at the Student Health Centre. To register please use the online registration service at campusdoctor.co.uk/exeter before your arrival in the UK.

If you are based on the St Luke's Campus you may prefer to register at the Heavitree Health Centre theheavitreepractice.co.uk Students based in Cornwall should register at the Penryn Surgery penrynsurgery.co.uk

If you are taking regular medication you should ensure you bring enough medication to last until you next return to your home country. Some medications are not available in the UK or cannot be prescribed on the NHS. Please ensure you bring information from a doctor in your home country about pre-existing health conditions and medication you are taking (in English where possible) as you may be questioned about medication you are bringing into the country on arrival in the UK and it is important that this information is available in case of an emergency. Please also make sure you give this information to your new GP surgery.

Covid 19 has had a significant impact on NHS hospital specialist care and NHS waiting lists for treatment are currently very long. If you need referral for non-urgent specialist care there may be a long wait to be seen. Please ensure you have any required hospital treatment before leaving to study in the UK, bring adequate supplies of medication for chronic illness and contact your GP surgery as soon as you arrive if you need a referral to hospital for ongoing care for a chronic condition.

Confidentiality

Please note that any medical information you give to an NHS service such as your GP surgery is confidential and cannot be shared with your

university department or family without your consent, except in a very serious emergency situation.

Studying in the UK for less than six months

If you are studying in the UK for between three and six months you can still register at a GP surgery to access GP healthcare and emergency treatments but you may need to pay if you require some hospital treatments such as seeing a specialist. Some countries have a reciprocal arrangement with the UK to cover urgent treatments that cannot wait until you return home – for information please see nhs.uk/nhs-services/visiting-or-moving-to-england

Students from EU countries should bring an EHIC Card (European Health Insurance) from your own national health authority. Students from Iceland, Norway, Liechtenstein and Switzerland need to pay for NHS healthcare. Please see more information Visitors from EU countries, Norway, Iceland, Liechtenstein or Switzerland – NHS (nhs.uk)

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

If you are studying for less than six months it is therefore recommended you organise medical insurance prior to arrival.

Healthcare and medical insurance



Comprehensive private medical insurance

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

Tuberculosis (TB) screening

Screening is required if you are from a country with a high prevalence of tuberculosis; please see [gov.uk/tb-test-visa](https://www.gov.uk/tb-test-visa). If you are from a relevant country please print out the form, complete it, checking with your doctor if necessary, and bring the form with you to hand in with your medical registration form.

Dentists

If you are eligible for NHS treatment you will be eligible for treatment from a dentist accepting NHS patients. Please note however that dentists accepting new NHS patients are extremely limited and this has worsened since Covid 19 – you are therefore only likely to be able to access private dental care. You should therefore consider private insurance for this. If you do find an NHS dentist there are still charges for NHS dentist services based on a percentage cost up to a maximum of approximately £283.

Opticians

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

NHS App

Once you have registered with a GP surgery and have an NHS number we recommend you download the NHS App which is compatible with both Apple and Android devices- this gives access to your NHS medical records and advice on accessing health services NHS App – NHS ([nhs.uk](https://www.nhs.uk))

Useful reference websites

National Health Service: [nhs.uk](https://www.nhs.uk)

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

Studying at the University of Exeter



Studying at the University of Exeter

Preparing to study

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

Study methods

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

Lectures

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

Term dates 2022-23

Arrivals Weekend	Friday 16 – Sunday 18 Sept
Freshers' Week	Monday 19 – Sunday 25 Sept
Term 1	26 Sept –16 Dec 2022 Exam Week 9–14 Jan 2023
Term 2	Monday 16 Jan – Friday 31 March 2023 Orientation 16 Jan 2023
Term 3	TBC – Friday 16 June

Study Abroad, International Exchange and Exchange students

Arrivals Weekend	Friday 16 – Sunday 18 Sept 2022
Freshers' Week	Monday 19 – Sunday 25 Sept 2022
Semester 1	26 Sept 2022 – 14 Jan 2023
Semester 2	16 Jan – 16 Jun 2023

Seminars and tutorials

Seminars and tutorials are discussion groups with your tutor and a group of students. The discussion could be about a previous lecture or a specific topic. Sometimes each student is asked to prepare a short presentation for discussion. Seminars and tutorials are more informal than lectures but you are expected to prepare for the discussion topic and to participate in

that discussion. This is your opportunity to ask questions and to improve your presentation skills. Always tell the tutor if there is something you have not understood.

Studying at the University of Exeter

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 collaborative skills.

Workshop, laboratory, field or studio sessions

If you are going to study a subject with a practical element some of your time will be spent in workshop, laboratory, field or studio sessions where you can develop your skills and expertise through practical work. Afterwards you may have to write up the results and maybe give a presentation on them.

Computer work

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

Personal and academic tutors

All taught students are allocated a Personal Academic Tutor when they start their studies at Exeter. Your tutor will contact you to arrange meetings throughout the academic year. These meetings may be one-to one or group tutorials and will be focused on your transition, academic progress and ambitions. In addition to these tutor-arranged meetings you can contact your

tutor for advice and guidance about your studies and the range of support services available to you.

Independent study

British higher education places a large emphasis on independent study. On all courses you will be expected to study extensively on your own. You will be asked to read widely on a subject, make notes, research, write and revise outside of formal teaching. This is especially the case at postgraduate level. Advisers and supervisors will be ready to help but you will have to plan your learning. You will be encouraged to be an active and independent learner.

Assessment

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

Plagiarism

Plagiarism means copying work from another student, or using, in your work, text or ideas from a publication or any other source, without referencing it correctly. Plagiarism is not acceptable at UK universities and the penalties are severe. Further information will be given to you by your College at orientation. You will also be able to access guidance on how to reference correctly.

English Language Support

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

At the Exeter campuses, students can access the credit and non credit

rated Insessional English Programme including workshops in English for academic purposes, writing tutorials and independent study. General English classes cover speaking practice, British culture and intercultural communications.

Full information can be found at: [exeter.ac.uk/international/into/programmes/insessional](https://www.exeter.ac.uk/international/into/programmes/insessional)

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

Academic Skills Development

Study skills support is provided by Study Zone on the Exeter campuses ([exeter.ac.uk/studyzone](https://www.exeter.ac.uk/studyzone)) and ASK: Academic Skills ([studyhub.fxplus.ac.uk/ask](https://www.studyhub.fxplus.ac.uk/ask)) on Penryn Campus. Advisers can help with a range of skills from academic writing, referencing and group work to assessments, revision and exams. Both services also provide digital resources to help with your studies.

Problems with your studies (taught students)

If you are worried about your progress on your course, or any aspect of your study, speak to the lecturer concerned. You can also seek advice from Study Zone (Exeter) or ASK: Academic Skills (Penryn).

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

Studying at the University of Exeter

as soon as possible rather than wait. Tell your **Information Point** if you are sick and cannot attend lectures or seminars. Your Information Point will have information on their website about who to contact to report sickness absences. Should sickness or other circumstances affect your ability to complete an assessment, you should let your Information Point team know, as you may be eligible for an extension or deferral via a process called mitigation.

Insessional English language support

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

and learning about British culture.

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



What to pack

Hand luggage checklist

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

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

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

You will need some sterling cash (about £250) and a pre paid travel card (such as Caxton) or 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.

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

Climate and clothing

Please do not bring large electrical items such as rice cookers or heaters with you. UK voltages and plugs may be different and there will be regulations about what electrical items your accommodation will allow. Exeter shops stock a range of rice cookers and other such items. Remember that you will have to carry your luggage yourself at some point. Both Streatham and Penryn Campus are very hilly and only a few residences have an elevator. Only pack what you can carry!

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

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

Dress in Britain, especially at University, is mostly informal and casual. You will see many students in jeans, jogging trousers and training shoes. It will

usually be made clear to you, when you are invited, that an occasion may demand something more formal or smart – if in doubt, just ask. 'Formal' clothes for men (dinner suits, etc) can be hired. You may want to bring your national costume to wear on special occasions.

Travelling to Exeter and Cornwall



Travelling to Exeter and Cornwall

Checklist

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

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

When to arrive

We encourage all new students to arrive in time for Freshers' Week (Monday 19 – Sunday 25 September) or January Orientation 2023 (Monday 16 January 2023). At these orientations you will be able to participate in the International Welcome Programme and attend your Academic Induction. To help the large number of students arriving for Freshers' Week we run a subsidised Airport collection service (see below). If you cannot arrive at these times or are a research student arriving outside these orientations please make your way to Exeter or Cornwall using the following information and either attend a Late Orientation meeting or contact sid@exeter.ac.uk or info.penryn@exeter.ac.uk and we can arrange a meeting with you to give you a short introduction to the University.

Freshers' Week Airport Collection Service: Heathrow to Exeter

This service runs on selected days from Heathrow International Airport to Exeter and Penryn campuses. The service is available for students and accompanying family members. Seats must be pre booked online and are available on a first-come first-served basis. Full details will be available online from early July including arrangements for self-isolation and testing. exeter.ac.uk/students/international/newstudents/airportcollectionservice.

Freshers' Week Airport Collection Service to Cornwall

Full details of the Airport Collection Service can be found on our website from early July. A direct collection service from Heathrow International Airport to Penryn campus will be available the weekend prior to Welcome (Fresher's) Week.

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

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

For further details of UK airports:

Heathrow:

heathrow.com

Gatwick:

gatwickairport.com

Bristol: bristolairport.co.uk

Exeter: exeter-airport.co.uk

Newquay:

newquaycornwallairport.com

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

The Immigration Officer will usually put a date stamp in your passport to show the date you entered the UK. You will have permission to stay until your visa or entry clearance expires. It may also be endorsed on your visa that you need to register with the police within seven days of arrival – this is routine procedure for certain visa nationals who are studying in the UK for six months or more. This can be done when you reach Exeter or Cornwall.

If you arrive in the UK outside this time see exeter.ac.uk/students/international/visaconditions/policeregistration for further information on Police Registration.

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

If you have booked a place on the University's Airport Collection Service (see [p.37](#)), and you encounter any problems with the immigration process, let the officer know that you are being met at the airport by staff from the University. After passing through

Travelling to Exeter and Cornwall

Immigration Control you will be able to collect your luggage from the baggage reclaim area. The next step 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 hmrc.gov.uk/customs or ask at your local British Embassy/High Commission. There are very strict laws regarding the importation of foodstuffs and you should consult gov.uk/defra to check personal food imports. If you have nothing to declare, use the 'green' channel. Use 'red' if you do have goods to declare, and 'blue' if you have already passed through an EEA airport and your goods have already been cleared.

Travelling to Exeter campuses: Streatham and St Luke's

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

Trains to Exeter

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

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

Starting at	Change at	Journey time
Heathrow	Heathrow Express to London Paddington	3 hrs
London	Direct to Exeter	3 hrs
Gatwick	Reading	3.5 hrs
Bristol Airport Bus	Bristol Templemeads	2.2 hrs

Estimated train costs if tickets purchased on the day:

Heathrow Express: £37

London Paddington to Exeter: £53

Gatwick airport to Exeter: £78

Bristol Airport: £38

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

Coach to Exeter

Coach travel is usually cheaper than train travel, but will take considerably longer. Please be aware that there may be a limit on the luggage you can bring with you, so please check before you book your ticket. Exeter has three bus depots. Please travel to Exeter Bus and Coach Station in central Exeter. Tickets will be cheaper if bought ahead of time. Please use the following website to see coach times, routes and to book tickets: nationalexpress.com or megabus.co.uk.

Both National Express and Megabus stop at Exeter City bus station (although both companies have suspended routes during the latest covid lockdown).

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

Estimated coach costs if tickets purchased on the day:

Heathrow to Exeter: £30

Gatwick to Exeter: £53

Central London to Exeter: £24

Bristol Airport to Exeter: £15

Independent travel to Cornwall campuses: Penryn or Truro

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

Trains to Truro, Penryn and Falmouth

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

Travelling to Exeter and Cornwall

ticket on a later service if your arrival into the UK is delayed.

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

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

Estimated ticket cost on the day starting at Heathrow £160

Estimated ticket cost on the day starting at Gatwick £150

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

Coach to Penryn and Falmouth

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

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

Megabus stops directly on Penryn Campus, students needing to stop in Falmouth can then board any of the U buses heading towards Falmouth Moor, or order a taxi. National Express stops at Penryn Bridge and Falmouth town. Students are advised not to get off at Penryn Bridge, as there is no taxi rank available here. Instead, students should finish their journey in Falmouth and either use the U bus service to the Penryn Campus, or taxis are readily available from The Moor to complete your onward journey.

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

Estimated ticket cost on the day:
 Heathrow (National Express) £43
 Gatwick (National Express) £58
 Central London (Megabus) £22

Coach to Truro

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

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

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

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

Estimated ticket cost on the day starting at Heathrow £43

Estimated ticket cost on the day starting at Gatwick £58

Travelling to Exeter and Cornwall

By air (Newquay Airport)

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

Please note that Newquay Airport is approximately 40 km from Penryn. There are buses from Newquay Airport to Truro. For public transport connections visit traveline.info

If you choose to get a taxi from Newquay Airport to the Penryn

• Campus (approximately £70 – £80) you should book your taxi in advance by telephoning +44 (0)1326 373007 or +44 (0)1326 212141.

• Arriving at a Channel port

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

• If you are bringing your car through a Channel port or the Channel Tunnel, please check theaa.com/route-planner/route for a route plan and map.

• Please be advised that parking on the campuses is extremely limited and could involve a daily fee of £6 if you are not eligible for a parking permit.

• For Penryn Campus parking information please see fxplus.ac.uk/our-services/travel-transport/parking-campus.



Your first week



Your first week

Checklist

For arrivals during Freshers' Week/January Orientation

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

Checklist

For arrivals outside Freshers' Week/January Orientation

Present passport and visa, original qualifications at International Student Clearance in the Forum (Exeter) or Info at Penryn in the Peter Lanyon Building (Cornwall)	✓
Collect your Biometric Residents Permit (BRP)	✓
Receive your UniCard from the Student Services Desk (SID), Forum (Exeter) or Info at Penryn, Peter Lanyon Building (Cornwall)	✓
Activate IT account	✓
Complete online registration	✓
Attend a Late Orientation meeting	✓
Arrange payment of tuition fees	✓
Arrange payment of accommodation fees	✓
Open a bank account	✓
Register with doctor/health centre and book any vaccinations	✓
Register with Police if required by your visa	✓
Visit your College hub or Info Point	✓
Head to Guild Reception in Devonshire House (Exeter) or the Students' Union at Penryn Campus to find out more about societies, activities and opportunities	✓

The New Students Guide: helping you through your first weeks at Exeter

After you have accepted your place at Exeter, check out the New Student's Guide. It's designed to give you the information you need, when you need it to help you transition into your new life as an Exeter student. It will let you know up coming deadlines, things to think about and services to access.
newstudentsguide.exeter.ac.uk

Freshers' Week 19 – 25 September 2022

You will receive lots of information about Freshers' Week in the Summer pre-arrival emails. Make sure you read these carefully to help you plan your week. Double check your spam email folder to ensure they haven't gone there.

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

Your first week



When you arrive on campus and have completed International Student Clearance you will be able to collect a Welcome Pack. You will receive information over the summer where to collect your welcome pack.

The International Welcome Programme includes the following:

- Welcome Team to help you settle in
- Airport collection service on selected days
- Official University Welcome
- Living in the UK presentations: banking, healthcare, English culture
- Police Registration
- Working in the UK presentation
- Guided tours of campus and Exeter or Falmouth
- Guided shopping trips into the nearby area
- Learning success in the UK presentation

- English language support
- Social events, day trips and introductions to student societies

Details of the Freshers' Week International Welcome Programme will be available at exeter.ac.uk/students/international from July. Freshers' Week social programme will be available from mid August at exeterguild.org/freshers2021 and thesu.org.uk for Cornwall.

Your academic induction meetings will be available to view in your timetable in iExeter and online from early September.

January Orientation 16 January 2023

This is a one day condensed version of Freshers' Week particularly for students arriving for Semester 2. It's short so that you can get straight into your studies. There are society and social activities during the following week for you to try. We also hold a pre-orientation event on Friday 13 January 2023 (Streatham Campus) for students arriving early.

Read your pre-arrival emails in December for more information on January Orientation.

exeter.ac.uk/internationalstudents/newstudents/whenyouarrive-exeter

Global Chums Mentor Scheme

Our successful Global Chums Mentor Scheme has been in operation for many years and is available for students arriving at Exeter and Cornwall in September and January. The scheme gives you an opportunity to be matched with a second or third year student to give advice on living in the UK and to help you during your first year. You can ask your mentor anything... what the social scene is like or what it is like to study in the UK! Further information is available from 1 July at exeter.ac.uk/globalchums

Student support and facilities



Student Services Centre (SSC), The Forum

The Student Information Desk in the Forum is your first port of call for all questions you may have regarding the vast array of Student Services offered by the University. Within the SSC you will find: accommodation, careers, chaplaincy, exams, fees and funding, graduation, health and wellbeing, International Student Support Office, and UniCard provision. They will be able to print student letters for you from the University, answer your questions, and make referrals to the specialist services.

You can browse frequently asked questions or log enquiries via SID Online at sid.exeter.ac.uk or contact the Student Information Desk advisors by phone at **0300 555 0444 (UK) +44(0)1392 724724**

• (International). See exeter.ac.uk/sid for opening hours and full contact information.

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

• There's a range of ways to access their service as well as by email visaadvice@exeter.ac.uk

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

• See exeter.ac.uk/students/international

• internationalstudents

• INTO University of Exeter provides preparatory courses for international students looking to study at undergraduate and postgraduate levels as well as a range of classes, workshops and tutorials for students who would like help and support in studying English during their degree programme (the Insessional Programme). **See page 33.**

• For further information on INTO programmes visit exeter.ac.uk/international/into

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

• Our Library service offers access to an outstanding collection of online resources, such as e-books and journals, research databases and digitised reading

Student support services in Exeter

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

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

Students' Guild

Exeter Students' Guild exist to give you the best experience and opportunities possible and to help you to belong here. They are your Students' Union whilst a student at Exeter. Whether you're on Streatham or St Luke's campus, any student can get involved! You can join societies, vote in elections, have your say on your experience, access their support services and much more.

The Students' Guild is a democratic organisation, supporting students to make real change by representing you through the elected Full-Time Officers and Student Reps on every course. Your Students' Guild will help you to share your views and drive real change on both a local and national level.

exeterguild.com/voice

The Guild also provides a wide range of opportunities to join societies, volunteer in the local community, make new friends and develop your skills. There are more than 260 societies to

choose from as well as student media (newspaper, radio and television), fundraising activities, and volunteering projects. exeterguild.com/activities

Got a passion for playing music? The Guild also offers amazing opportunities to get involved with, including state-of-the-art equipment and facilities. The Music Membership gives you the chance to make the most of music opportunities here at Exeter. Find out more: exeterguild.com/music

The Students' Guild **Advice Team** offers free, independent and confidential information and support on a range of issues including housing, money, welfare and academic problems. For more information, visit exeterguild.com/advice.

Exeter Sport

Staying active and healthy is essential that's why there are so many ways for all students to engage in sport and physical activity. The Athletic Union have 51 student-led sports clubs which are open to all abilities and run lots of events throughout the year. The sports facilities are superb including two campus gyms with a variety of competitively priced memberships are available. exeter.ac.uk/sport.

Our student sport programmes offer caters for all, from our performance programme designed to support students to compete at the highest level to our intramural sports programme which allows students to participate in friendly sports competitions against other students and a great way to stay active and make friends. Exeter Sport also has a number of employment opportunities available to students to earn money whilst they study. exeter.ac.uk/sport.

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

Education Welfare Team

If your health or wellbeing is having an effect on your ability to study, or your studying is creating health problems for you, then our helpful and experienced Education Welfare Team are available to talk to you in a confidential and non-judgmental way about any issues you may need support with.

The Education Welfare Team can help with worries about your academic progress and signpost you to the right people to help. They can help you to understand College processes and offer meetings to provide ongoing support. Visit exeter.ac.uk/students/wellbeing/talk/welfare.

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

Student support services in Exeter

to benefit from the support we offer. exeter.ac.uk/wellbeing

Nightline is a confidential listening and information service run by students for students at the University of Exeter. Available from 20:00 until 08:00 throughout the night during term time, their trained student volunteers are here to listen to anything you'd like to talk about. You can phone them (their number is on the back of your student card) or send them an Instant Message at im.exeter.nightline.ac.uk/webim. For more information, check out exeterguild.org/exeternightline.

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

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

Living away from home in a new city (or country) can bring new challenges, so every student living in our accommodation in Exeter is assigned a Residence Life Mentor – a fellow student who has experience of university life. Your Mentor will visit regularly throughout your time in our

accommodation to answer questions, help with any problems, promote RLT organised events and keep you up to date with what's going on around campus and in the city. You can speak to them confidentially about whatever's on your mind. If you have an urgent worry the Residence Life Coordinators are on duty Monday–Friday to help and support you. Please visit the website for information, live chat, contact details and support. exeter.ac.uk/residencelifeteam

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

The Career Zone knows that international students expect **high-quality careers and employability support**. Finding internships and part-time work during your studies is important to you. Many of you are interested in the new Graduate Visa route to work in the UK. To succeed you will need to learn about the UK job market: how UK employers recruit and what they look for. You need to know how and when to apply. **The Career Zone** provides lots of help. Our events develop your skills and introduce you to employers and alumni. You can book one-to-one appointments with qualified careers staff. Find out more at exeter.ac.uk/careers

We have created a brand-new programme of workshops just for international students. Topics include finding experience, understanding what UK employers want, applying for jobs and using your UK experience at home. These sessions have been designed

with the International Student Support Office to include up-to-date visa advice. We also have unique schemes for international students which are only available at Exeter. We have “Career Ready” programmes for Indian and Chinese students. Postgraduates in the Business School will take part in Your Future First. Find out more about the first-class careers advice and support available for international students at exeter.ac.uk/careers/internationalstudents.

Our **Estate Patrol Security Team** provides a security presence on campus 24 hours a day. Our uniformed staff are available to provide advice and assistance, both day and night, to staff, students and campus visitors. Fire alarms and intruder alarms, together with the University's extensive closed circuit television system are monitored on site to facilitate a rapid response when required. In an emergency you are advised to telephone +44 (0)1392 722222 or for all non-emergency enquiries telephone +44 (0)1392 723999.

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

We've joined up with Critical ARC to bring you **SafeZone** – a free app based system for staff and students that enhances your personal safety and connects you directly to the University Estate Patrol team. It provides a quick and easy way for users to alert the Estate Patrol team, if you ever need first-aid or urgent help when you're on campus. The application can be downloaded onto your mobile device or Windows PC through the

Student support services in Exeter

Play/App store. Look for SafeZone published by CriticalArc Pty Ltd. Go to safezoneapp.com for further information and FAQs.

Car parking

Students who live in the city are not entitled to bring their cars on the campus during weekdays from 08:00 – 18:00. Car park C is for visitors to the campus only, but parking is available during evenings and weekends. You are respectfully reminded that if you drive a car on a road you must hold a valid driving licence and be covered by adequate insurance.

Chaplaincy

The University of Exeter Multifaith Chaplaincy Team serves all members of the University – students and staff from all faiths and worldviews and none.

The team is made up of 16 Chaplains from many different religions and traditions: Buddhist, Christian, Hindu, Humanist, Muslim, Quaker and Jewish Chaplains. As a Multifaith Chaplaincy Team they are completely impartial,

inclusive and non-judgemental and are available to talk with you confidentially.

There are three Christian chapels at Exeter University. The Catholic Chapel is currently closed but Mary Harris and St Luke's Chapels are open for private reflection or prayer.

For Muslim students there are prayer rooms available, which can be found in the Old Library on Streatham Campus and in the Staff House building on the St Luke's Campus. Please contact us for our guide for Muslim students in Exeter and Penryn.

The Chaplaincy Quiet Room on Streatham Campus can be used as a quiet space, bookable through the Chaplaincy Office. You can also use the Reflect (Neil Cross) room in the Forum Library, Level 1, for quiet space whenever it is not booked.

To contact the Chaplains, find upcoming events or find links to other faith and worldview communities in Exeter visit: exeter.ac.uk/chaplaincy.

The Chaplaincy can be contacted by

email at chaplaincy@exeter.ac.uk or contact the Chaplaincy Coordinator on **07557 064976**.

Environmental sustainability at the University of Exeter

Environmental sustainability and climate change are a major focus of Exeter's research and teaching activities and a key responsibility for all those at the University. We seek to support students to understand these issues better – and to take action to respond to the Environment and Climate Emergency – through a range of projects.

The University website exeter.ac.uk/sustainability contains up-to-date information on 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 more sustainably, how to save energy, and opportunities to get involved with action across the University.



Student support services at Penryn Campus, Cornwall



Prior to arrival, students can contact the Cornwall International Student Advisor on 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 arrive in Cornwall the staff in the Cornwall Education Services Team can provide advice and guidance for any academic issues you encounter. You can visit us in person at the Penryn Info Point in the Peter Lanyon building or via email info.penryn@exeter.ac.uk.

Student Services provide a range of specialist support services which includes Living Support, Counselling, Chaplaincy Welfare and Accessibility Services. The Compass helpdesk in the library on Penryn Campus offers help and advice on any aspect of university life, however large or small the problem. fxplus.ac.uk/student-support/the-compass.

ASK: Academic Skills are responsible for running workshops and providing one-to-one advice on topics including study

skills, essay writing, and English Language support. There are also evening classes in modern foreign languages. ask.fxplus.ac.uk

Falmouth and Exeter Students' Union (SU)

The SU is the only students' union in the country to represent students from two different universities; Falmouth and Exeter. Its aim is to ensure every student has a positive experience during their time on campus and it offers a wide range of services and experiences to support this.

The team provides a calendar of social events, societies, sports clubs, volunteering and fund-raising opportunities, and the chance to represent your fellow students.

There is also confidential and objective support and advice available on anything from financial concerns to welfare, accommodation and course queries at any stage of your degree. The team are here for you in the run up to the first time you arrive, right up until the day you graduate. thesu.org.uk.

Cornwall Career Zone

The Cornwall Career Zone are based in the Exchange at Penryn Campus on weekday afternoons. Their aim is to help you develop the skills and knowledge you need to secure work or further study after you graduate. They can help you find part-time work, vacation work and volunteering opportunities, either to earn money whilst you are studying or to gain experience of a future area of employment.

They can also support you to find and apply for graduate-level jobs and postgraduate study. The careers website exeter.ac.uk/careers contains the information you need to make the most of the opportunities available and to be successful in whatever you choose to do after graduating. There is also a chat facility where you can ask our career zone support assistants about working in the UK after your studies: exeter.ac.uk/careers/internationalstudents

You will also have the opportunity to attend a comprehensive programme of

careers events to help enhance your personal and professional skills, improve your job hunting techniques and meet employers on campus. Our professional careers staff also offer one-to-one appointments to guide you towards making informed choices about your future career.

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

Multi-Faith Chaplaincy

In Cornwall, the chaplaincy team provides pastoral and spiritual care for students of all faiths or none. They are located in Tremough Barton Cottage 8 and offer a friendly space for conversation, prayer and meditation. They also welcome everyone to regular drop ins and events.

The chaplains are mainly volunteers from local faith communities. fxplus.ac.uk/student-support/chaplaincy.

Library Service

Cornwall Library services offers access to an exceptional collection of online resources, such as e-books and journals, research databases and digitised reading lists; all of which are available to access 24/7 on and off campus. In addition, over 1.2 million books and journals are available in print from the libraries in Exeter and Cornwall.

University of Exeter students based in Cornwall have access to Falmouth and Penryn library services including a range of group and quiet study spaces.

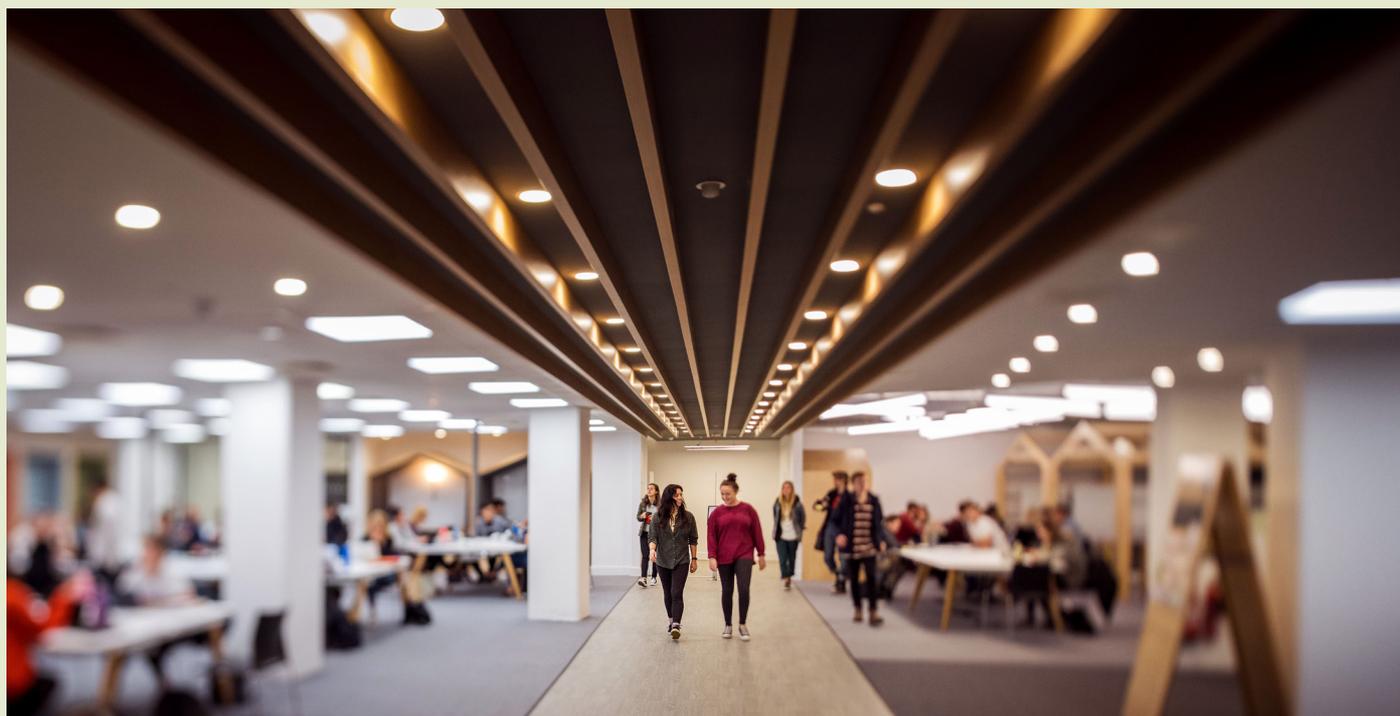
The Archives and Special Collections at Penryn Campus preserve and provide access to many unique and inspiring materials. They bring together original records and specialised book collections and there is a breadth of knowledge to

unearth and stories to discover. You can explore the collection on the website and there are Research Guides to dig a little deeper into some topics.

The Archives team are happy to advise on using these resources in research or arrange viewing materials that are not available online library.fxplus.ac.uk/exeter.

Res Life

The ResLife Team is made up of students studying at Falmouth University and the University of Exeter. Their aim is to help you make the most of your university life. They help host a calendar of social events and activities for students living in halls of residence, both on and off campus, as well as acting as a friendly and familiar face in halls for signposting you to relevant wellbeing and support services. fxplus.ac.uk/accommodation/reslife.



Student support services at Penryn Campus, Cornwall



Campus Security

The security team on campus work with students, staff and visitors to provide a safe and secure residential and working environment. They run foot and vehicle patrols, monitor CCTV systems and respond to any incidents on campus 24/7. Penryn campus also uses the SafeZone App which allows you to quickly and easily make contact with the Security team whenever you're on campus. It features live chat, one-button assistance requests, and the ability to let the security team know if you're working somewhere alone or out of regular hours.

Digital and Tech Support

The Digital Hub and Tech Experts are a collaborative team working to ensure both staff and students have the digital and IT support they need. They can support you on campus with any laptop issues or digital assistance on software. The team are available daily in the Daphne Du Maurier Library IT suite. Digital Hub Online is available at exeter.ac.uk/departments/it/digitalhub.

International Student Support

In Cornwall you will have access to a dedicated International Student Adviser who can provide help and practical advice on a whole range of issues, from

immigration and visa queries to social events and orientation prior to and during your time in Cornwall.

Drop by the Penryn Info Point desk in the Peter Lanyon Building Monday to Friday 09:00 – 17:00, or email internationalcornwall@exeter.ac.uk

exeter.ac.uk/students/international/accessourservice

Accommodation Office

The Accommodation team at Penryn Campus are on hand to deal with all of your enquiries, no matter how small. They're open Monday to Friday 9am to 5pm. You can email them on accommodation@fxplus.ac.uk or give them a call on **01326 253639**.

Living in the UK



Living in the UK and culture shock

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

- Although simple politeness is always expected, British people are generally relaxed. They like to hear 'please' and 'thank you' repeatedly! People here are very friendly but can be reserved, especially when talking to strangers. You might also like to download the British Council's 'Creating Confidence' booklet.
- It is not polite to be late in Britain. If you find you are going to be late or if you cannot keep an appointment try to contact the person you are going to meet beforehand.
- If you are invited to someone's home for a meal it is polite to take a small gift (for example, wine, chocolates or flowers), or you could invite them to your home in return. It is considered good manners to tell your hosts in advance if you have special religious or dietary requirements.
- When you are in a bank, shop or waiting for a bus you are expected to queue; stand in line and wait your turn. People can get very angry if you 'jump the queue'.
- If you do not drink alcohol, you may be worried if you are invited to go to a pub (public house or bar). Pubs are popular social meeting places and sell a range of soft drinks as well as alcohol. Both men and women are welcome. There is no waiter service and you pay for drinks at the bar when you order them.
- You may be surprised about the amount of alcohol some students consume. Unfortunately it is part of a student drinking culture. Only drink to a level you are comfortable with and not at all if you don't want to. You should never feel pressurised into drinking.

- You may wish to tip. About 10 – 15% for a taxi or in a restaurant is the norm although check a tip has not already been added.
- Men and women have equal rights in the UK. It is illegal to discriminate against anyone according to race, gender, age, class, sexual orientation or disability.
- British attitudes to sex and sexuality may be different from those in your own country. You are free to live according to your own personal standards, ethics and beliefs and not feel pressured to adopt those of any of your fellow students.

Climate and clothing

See 'What to pack' section p.35.

UK food

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

Smoking

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

Toilets

British toilets are the flushing, pedestal type. Toilet paper is provided and

should always be flushed away after use. Separate facilities are usually available for people with disabilities and for nappy/baby changing.

Electricity

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

Drinking water

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

Driving in the UK

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

Living in the UK and culture shock

Bicycles

Cycling is a healthy, cheap and convenient way to travel to and from our campuses. You can buy a low cost second-hand bike from a series of events organised by the Sustainability Team, who also sell discounted cycle lights and locks. There are plenty of cycle parking facilities on the campuses, to lock your bike and students in Exeter can take advantage of free cycle safety checkups at monthly Dr Bike events. In Cornwall you can join the Bicycle Users Group (BUG). A range of safe cycling information is available on the cycling web pages.

Exeter: [exeter.ac.uk/sustainability/travel/bike](https://www.exeter.ac.uk/sustainability/travel/bike)

Cornwall: [fxplus.ac.uk/campus-navigation/travel-and-transport/cycling](https://www.fxplus.ac.uk/campus-navigation/travel-and-transport/cycling)

Staying safe

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

- Register any valuable property at [immobilise.com](https://www.immobilise.com) free of charge.
- Keep your windows and doors shut and locked when you leave your property.
- International students are often targets for telephone and internet scams. The Police recommend you change your mobile telephone number or purchase a new SIM card on arrival in the UK. For more information on scams and what to do [exeter.ac.uk/students/international/livingintheuk/fraudtricksandscams](https://www.exeter.ac.uk/students/international/livingintheuk/fraudtricksandscams)
- Don't leave your valuables on view.

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

Culture shock

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

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

Tips to help with transition:

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

Contact [exeter.ac.uk/students/international/accessourservice](https://www.exeter.ac.uk/students/international/accessourservice) or info.penryn@exeter.ac.uk for an appointment and a chat.

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



Maps

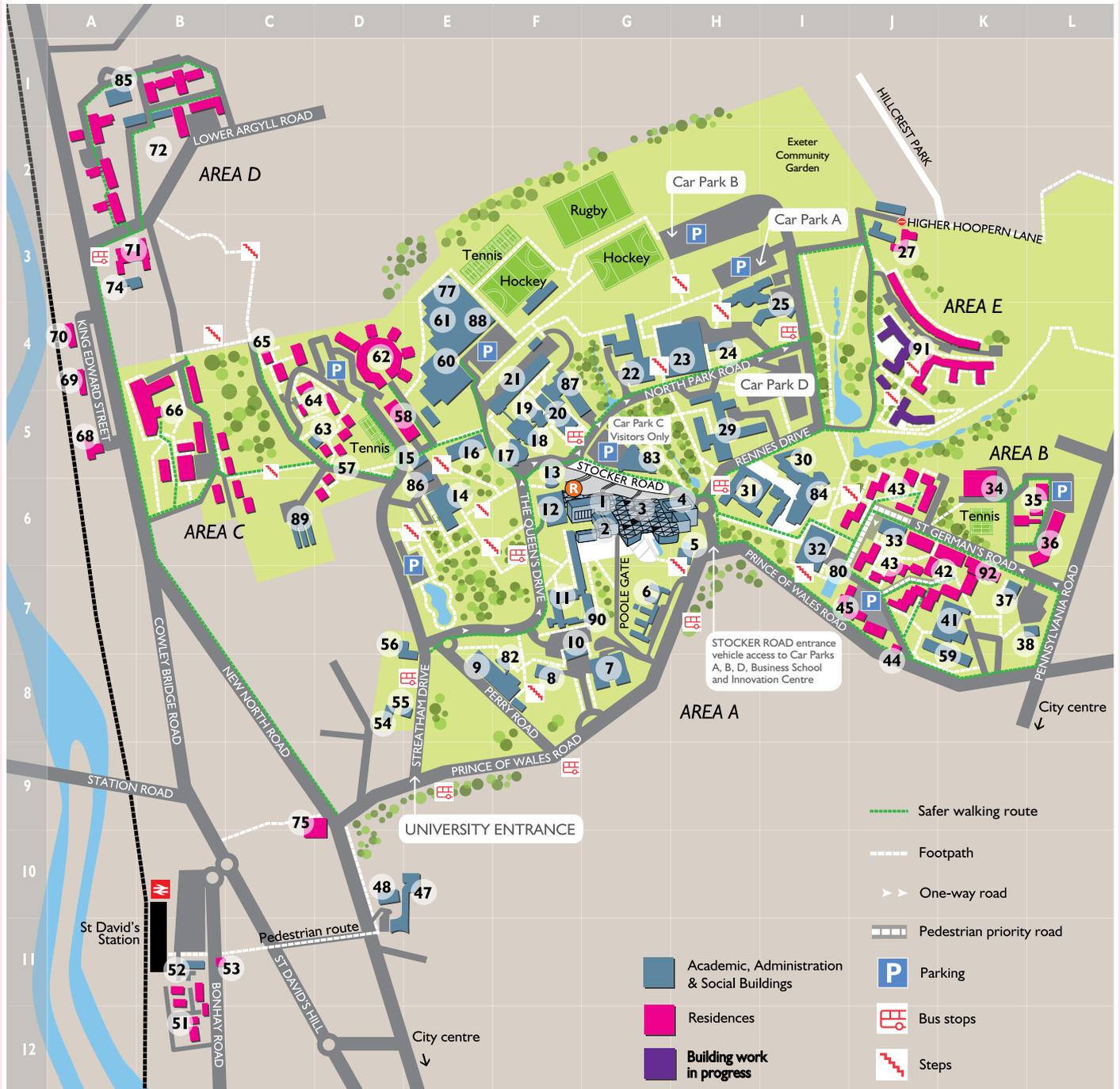


Maps



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

Streatham Campus



The department locations are correct as of March 2021.

Streatham Campus

Academic/social buildings

Alexander 47 10E
Drama

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

Bill Douglas Cinema Museum 7 8G

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

Catholic Chaplaincy 74 3A

Cornwall House 32 6I
Music

Cornwall House Swimming Pool 80 7I

Devonshire House 2 6G
Students' Guild

Digital Humanities Lab 90 7G

Exeter Northcott Theatre 13 5F

Family Centre (Owlets) 59 8K

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

Geoffrey Pope 20 5F
Biosciences

Great Hall 1 6G

Harrison 23 4H
Computer Science
Engineering
Mathematical Sciences

Hatherly 6 7G
Biosciences

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

INTO International Study Centre 83 5G

Laver 22 4G
Archaeology

Library 4 6H

Living Systems 87 5F

Mary Harris Memorial Chapel 10 7F

Newman 18 5F
Lecture Theatres

Northcote House 12 6F

Old Library 7 8G
Research Commons

Peter Chalk Centre 17 5F

Physics 21 4F
Physics
Radiography

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

Reed Hall 14 6E

Reed Mews Wellbeing Centre 15 5E

Roborough 8 8F
Drama

Russell Seal Fitness Centre 88 4E

Sir Christopher Ondaatje Devon Cricket Centre 77 3E

Sports Park 60 4E

Streatham Court 31 6H
University of Exeter
Business School
Accounting
Business and Management
Economics

Student Health Centre 86 6E

Tennis Centre 61 4E

Thornlea 48 10D
Drama

University Reception 1 6G

Washington Singer 9 8E
Psychology

Xfi 30 5I
University of Exeter
Business School

Residences

Birks Grange Village 66 5B

Bonhay House 53 11C

Clydesdale Court 64 5C

Cook Mews 69 4A

Duryard 72 2B

East Park 91 4J
(opening in 2021)

Holland Hall 62 4D

King Edward Court 68 5A

Lafrowda 43 7J

Llewellyn Mews 70 4A

Lopes Hall 34 6K

Mardon Hall 58 5E

Moberly 71 3A

Nash Grove 57 5D

Northfield 75 9C

Pennsylvania Court 36 6L

Ransom Pickard 35 6L

Rowe House 45 7J

Spreytonway 92 7K

St David's 51 12B

St German's 42 7K

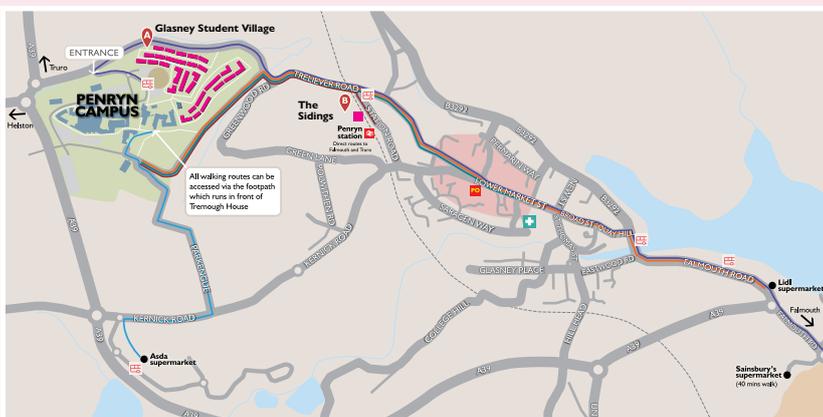
St Luke's and Penryn campuses



St Luke's Campus

Academic/social buildings

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



Penryn Campus, Cornwall

Academic/social buildings

The Heart	1
The Exchange	2
Daphne du Maurier building	3
Tremough House and The Annexe	4
Sports Centre	5
Environment and Sustainability Institute (ESI)	6
Science and Engineering Research Support Facility (SERSF)	7
Stella Turk building	8
Postroom, Security and Information building	9
Peter Lanyon building	10
Reprographics	11
Academy of Music and Theatre Arts (AMATA)	12
Renewable Energy Engineering Facility (REEF)	14

Self-catered residences

Glasney Student Village	6
--------------------------------	----------

The department locations are correct as of March 2021.

	Campus to Asda 15 mins
	Campus to Penryn Train Station 18 mins
	Campus to Post Office and shops 22 mins
	Campus to Lidl 35 mins
	Campus to Falmouth by bus 15 mins (buses run to Falmouth, Truro and Redruth from the Campus)
	Penryn Doctors Surgery
	Penryn town centre (shops, cafes, pubs, bank, hairdressers and galleries)
	Bus stops
	Post Office
	Accommodation

The Penryn Campus is located within a 20-minute walk from Penryn or a 5-minute bus journey from Penryn. Truro is a 30-minute drive or bus journey from Penryn.

Truro Campus, Cornwall
For details of Truro Campus visit:
exeter.ac.uk/cornwall/about/truro

Useful contacts

The University

General information:	exeter.ac.uk	+44 (0)1392 661000
Emergency contact:		
Exeter (Estate Patrol Campus Security)	+44 (0)1392 722222	
Cornwall	+44 (0)1326 255875	
International Recruitment Team:	exeter.ac.uk/international	
University accommodation:	exeter.ac.uk/accommodation	+44 (0)1392 723999
Penryn Campus accommodation:	fxplus.ac.uk/accommodation	+44 (0)1326 253639
Academic Colleges:	exeter.ac.uk/departments	
University virtual tours:	exeter.ac.uk/virtualtours	
University of Exeter Students' Guild	info@exeterguild.com	exeterguild.com
Falmouth and Exeter Students Union	info@thesu.org.uk	thesu.org.uk

Visa and pre-arrival information

Visa/entry to the UK:	gov.uk/visas-immigration	
The British Council Worldwide:	britishcouncil.org	
UK Council for International Student Affairs (UKCISA):	ukcisa.org.uk	

Travel

London airports:	airwise.com/airports/uk	
Train services:	thetrainline.com	
National coach services:	nationalexpress.com	megabus.com

Local information

Exeter:	exeter.gov.uk	thisisexeter.co.uk
Devon:	visitdevon.co.uk	
Cornwall:	cornwall.gov.uk	visitcornwall.com
Britain:	visitbritain.com	