



University
of Exeter



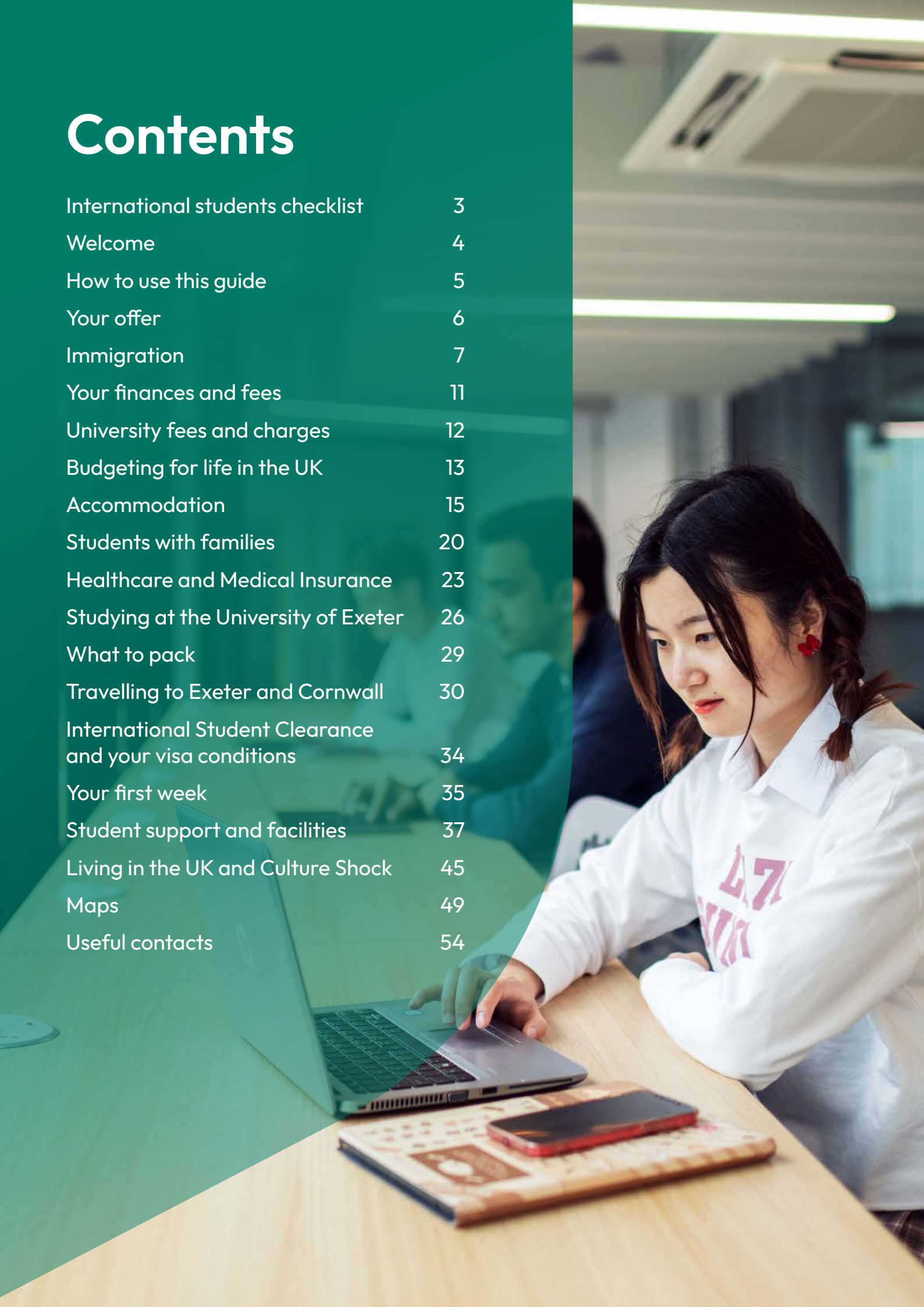
International Students Guide

2023/24

EXETER AND CORNWALL CAMPUSES

Contents

International students checklist	3
Welcome	4
How to use this guide	5
Your offer	6
Immigration	7
Your finances and fees	11
University fees and charges	12
Budgeting for life in the UK	13
Accommodation	15
Students with families	20
Healthcare and Medical Insurance	23
Studying at the University of Exeter	26
What to pack	29
Travelling to Exeter and Cornwall	30
International Student Clearance and your visa conditions	34
Your first week	35
Student support and facilities	37
Living in the UK and Culture Shock	45
Maps	49
Useful contacts	54



International students checklist

These checklists are a starting point for your planning. You may want to add to it as you read this guide. We will be sending you emails from June – September to remind you of the things you need to do. Please do read these emails and check your junk folder to ensure they haven't been delivered there.

You can see these lists online here:

exeter.ac.uk/students/newstudents/beforeyouarrive

Preparing to come to university

Read emails from the 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 Data Check email (if applicable)	✓
Obtain visa (if applicable)	✓
Apply for accommodation	✓
Check if you need medical screening or vaccinations	✓
Arrange travel insurance	✓
Plan your budget	✓
Research International Welcome Programme	✓
Plan your travel	✓
Book your place on Airport Collection Service (if applicable)	✓
Request Wellbeing support if you have previously received support for physical/ mental health conditions or a disability.	✓
Find out about the Global Chums mentoring scheme	✓

Before you leave

Apply for your UniCard	✓
Activate your IT account	✓
Download the iExeter app	✓
Pay your tuition fee deposit (if applicable)	✓
Pay your accommodation fee deposit (if applicable)	✓
Book an appointment for International Student Clearance	✓
Buy currency and bring a cash credit card to use while you open a bank account	✓
Make your packing list	✓
Print our accommodation information for your hand luggage	✓
Complete your online Academic Induction	✓
Research our English Language Skills Development service	✓
Book International Welcome Programme social sessions	✓

When you arrive at the University of Exeter

Tell your family you have arrived	✓
Collect your room key	✓
Complete International Student Clearance . During your appointment you will also be able to collect your UniCard and BRP card (if applicable)	✓
Complete online registration (if not completed already)	✓
Attend International Welcome Programme sessions (September or January)	✓
Attend your academic induction	✓
Register with a Health Centre	✓
Open a UK bank account	✓
Complete Erasmus, Exchange and Study Abroad paperwork (if necessary)	✓
Get involved with your Guild or Students' Union!	✓
Book and attend a Late Arrivals Session if arriving outside Welcome Week	✓

Click [here](#) for more info.

Click [here](#) for more info.

Welcome to the University of Exeter

Dear Student,

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

The University has four campuses across the South West – two wonderful locations in the ancient city of Exeter, a third campus in Penryn (located to the north of Falmouth in Cornwall), and a fourth in Truro. Our largest campus, Streatham, is a national botanic garden and a thriving education and research hub, whilst our traditional St Luke's Campus is home to our Medical School and School of Education. Our stunning 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, and our Truro Campus is the base for University students studying MSc Environment and Human Health, as well as a number of students on our Bachelor of Medicine, Bachelor of Surgery (BMBS) programme. We also have two clinical sites at the Royal Devon and Exeter NHS Foundation Trust and Royal Cornwall Hospitals.

The University employs more than 5,600 staff and offers the extensive facilities you'd expect to find at 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 nearly 30,000 students, including more than 7,000 international

students from 159 different countries. We celebrate our diversity and pride ourselves on delivering both an outstanding student experience and academic excellence. There is a wealth of additional opportunities for you to immerse yourself within our community – this could be with one of our wonderfully diverse and active societies, participating in Grand Challenges, or attending one of our many virtual talks.

The University of Exeter is a really special place in which 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 take the time to read it carefully. If you have any further questions or need any support, please contact any of the people listed in this brochure.

I would like to again welcome you to our University community, and wish you every success with your studies.



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.

Please take time to 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 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 contact the SID Team: exeter.ac.uk/sid

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

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, you will be sent an official acceptance email after you submit an application. 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 or other immigration permission** to study at Exeter. On arrival at the university you will need to have your passport and visa checked at International Student Clearance.

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.

We will be holding a number of themed pre-departure briefings in June, July and September looking at traveling, applying for visas, what it is like to study at Exeter, student families, what to pack and what to expect. For more information and how to book see exeter.ac.uk/students/international/accessourservice/onlineevents

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 Welcome Week or January Orientation.

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.

Student visa – courses lasting more than six months

If you are not a British citizen and are coming to study in the UK for more than six months, it is likely that you will need to

apply for a Student visa. This includes EU/EEA and Swiss nationals, unless you have a status under the EU Settlement Scheme. 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.



Immigration

Visitor visa – courses lasting less than six months

Students on courses of less than six months will usually enter the UK as a Visitor rather than applying for a Student visa. A Visitor visa is granted for a maximum of six months and cannot be extended. 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, will wish to consider the Visitor visa as it can be easier to meet the requirements and for some nationalities 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 up to six weeks so you should submit your application as soon as possible. This process is free and submitted online at gov.uk/guidance/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.

Finances

There are strict financial requirements for a Student visa. You will usually be required to show that you have held your full tuition fees + £9,207 for living expenses in a bank account in your name or your parent's name for at least the 28 day period before you submit your visa application, or that you are receiving official financial sponsorship, usually from your government. You should carefully review all of the financial requirements in the [Student visas: Money section](#) of our website before you start to prepare your visa application.

Other documents

You may be required to submit other documents with your visa application, including translations of any documents that are not in English. You should refer to our [Student visa guide](#) for the full list of documents.

Immigration

Immigration Health Surcharge and Visa Application fee

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.

You will also need to pay a Visa Application Fee of £348 (outside the UK) or £494.20 (inside the UK).

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. It is not always possible to do this, particularly if you did not complete the course that your previous visa is for or if there is a gap between the date that your visa expires and the start date of your new programme. You should refer to our [Student visas guide](#) for detailed information about the criteria for making a visa application.

We strongly recommend that all students applying for visas from within the UK, 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

You can check the process for applying for a visa in your country on the [UK government website](#).

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.

Immigration

Your granted visa

If you enrolled your biometrics at a visa application centre, you will receive a 90 day entry visa based on your intended travel date to the UK. Once you have arrived in the UK, you will be able to collect your full visa in the form of a Biometric Residence Permit (BRP card) which will cover you for the duration of your programme.

You should ensure that you input the University's BRP Collection code on your visa application form so that you will be able to collect your BRP from the University at International Student Clearance. The BRP Collection Code is included on your CAS Statement. You must enter the UK within the dates of your entry visa.

If you enrolled your biometrics via the UK ID Check app, your visa will likely be granted as a **digital status**. You will not receive a separate entry visa or BRP card.

You must ensure that you travel to the UK between the start and end date of your 90 day entry visa, or after the start date of your digital status if you have one. Traveling before the date of your entry visa or digital status is not allowed.

If you have not received your visa in time for your intended travel, you must not enter the UK as a Visitor instead – 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.

Refusals

If your 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 you are a non-UK student coming to the UK on a postgraduate course of more than 12 months, or you are sponsored by your national government on a course of six months or more, you can apply to bring a spouse or civil partner and any children under 18 as your 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 process including application fees, documents and the strict immigration rules governing dependant visas are explained in detail on our website:

Dependant visas. You can contact International Student Support for confidential advice about your dependant applications at visaadvice@exeter.ac.uk.

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	✓
Bring a pre paid cash card or credit card	✓
Open a bank account when in the UK	✓

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](https://www.hmrc.gov.uk)

There are different types of bank accounts available in the UK. Most students choose a current account at a bank or a digital bank. 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

You cannot open most UK bank accounts until you are in the UK and have registered on a programme of full time study. We recommend that you open a bank account as soon as you get to the UK. All major banks are represented in Exeter 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 or a pre paid travel card (such as Caxton) or opening a digital bank (ie. Starling Digital Bank or Monzo) to cover your expenses for the first few weeks in the UK until your UK bank account is functioning. Be aware Streatham campus is a 'cashless campus'.

Please do not carry large amounts of cash with you or keep large amounts of cash in your room for security reasons.

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 Student Information Desk in the Forum on the Streatham Campus or 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 13 November 2023*	The amount stated in your accommodation contract due 13 November 2023
Spring (Term 2)	50% due 22 January 2024*	The amount stated in your accommodation contract due 22 January 2024
Summer (Term 3)	N/A	The amount stated in your accommodation contract due 13 May 2024
Vacation (Term 4)	N/A	1 July 2024 [▲]

* Less any tuition deposit paid (Postgraduate Taught students only) [▲] Applies to 51 week contracts only

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 £900 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 Convera. Please visit the following webpage for more information and payment options exeter.ac.uk/students/finance/makeapayment

Other funding/ sponsorship

For details of University funding schemes please see exeter.ac.uk/study/funding. Our Funding database and the types of scholarships available can be found here exeter.ac.uk/study/funding/search. 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) studentaid.gov
- Master Promissory Note (MPN) for both Direct loan and PLUS direct loan if applicable.
- Credit check (only applicable to PLUS direct loan) studentaid.gov/plus-app/grad/landing

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/federalaidforusstudents

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 £900 – £1,300 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 costs and budgeting in the UK please look at [Cost of studying in the UK | Study UK \(britishcouncil.org\)](#) and [Cost of Living Estimator in Exeter, United Kingdom \(numbeo.com\)](#).

You will find that your student status will give you discounts at a wide variety of shops, restaurants, leisure facilities and more besides. These discounts are usually advertised but don't be afraid to ask!

How much do things cost?

If you do not live in catered halls, you will need to budget for food. Prices are rising at the time of printing and so we would recommend looking at any of the large supermarket retailers online sites to understand costs. There are many outlets for buying food on campus and a hot meal ranges from £2.00 – £9.00. 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

Basic goods	Approximate costs in £*
Loaf of white bread	£1.00
1 litre of semi-skimmed milk	£1.00 – £1.30
6 medium eggs	£1.40
Margarine (500g)	£1.00–£2.50
Cheese (400g)	£3.20
Cooking oil (1 ltr)	£2.00
Pasta – uncooked spaghetti (500g)	£1.50
Rice (1kg)	£1.80
Noodles (300g)	£1.20
Drinks	
Carbonated soft drinks (2ltr)	£1.50–£2.00
Coffee – instant (100g)	£3.50
Tea bags (80 bags)	£2.00
Mineral water (2ltr)	£0.84

*at time of printing March 2023

brands and reward cards which can make items cheaper. You could also explore local markets or bulk buying.

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 £700 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 £400 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	£1.00-£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

*at time of printing March 2023

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 £80, but if you book in advance and with a student card it could cost around £50. 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

numbeo.com

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

UK weather:
bbc.co.uk/weather

UK living and culture:
britishcouncil.org

Accommodation

Checklist

Check if you are eligible for University accommodation	✓
Applications open 3 April 2023	✓
Guarantee deadline 31 July 2023	✓
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 2023/24 will open from 3 April 2023 and we will prioritise applications received by 31 July.

For further information please check our webpage: exeter.ac.uk/accommodation/applying/accommodation-guarantee



Accommodation at Exeter campuses

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/study_abroad_and_exchange
- 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 [University of Exeter Accommodation Tour](#).

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 rooms with a shared bathroom) or ensuite rooms available.

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/catered

Accommodation at Exeter campuses

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 [Arrivals | Accommodation | University of Exeter](#) to see what will be provided.

Terms of contract

Fees are inclusive of all utilities (heating, water etc), personal contents 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.

Terms and conditions | Accommodation | University of Exeter

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 3 April 2023 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 2023. 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 [Private Accommodation | Accommodation | University of Exeter](#) 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 team by emailing: 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

The University of Exeter, Cornwall's Penryn campus – including our residences, social and leisure facilities and some teaching and learning spaces – are shared with students from Falmouth University in an arrangement unique within the UK. This creates a vibrant mix of arts, humanities, science and engineering students and something that contributes to what many see as the campus's unique atmosphere.

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 3 April and 31 July 2023. 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 as outlined below:

- International undergraduate and international 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 at 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. The residences are divided into flats, each with between four to nine 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 onsite team or the Accommodation Office during normal working hours. 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 Residence 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.

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 team.

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 studio flats.

Prices vary depending on the room type, as well as the size of the room. For further information please email the accommodation team at: accommodation@fxplus.ac.uk

Accommodation at our Penryn Campus

Room types

In Glasney Student Village

Single occupancy rooms have a double bed or single studybed¹, wardrobe, drawers and ensuite shower and toilet facilities.

Shared studybed¹ rooms, are designed for two students with two studybeds, two wardrobes and shelves. They offer a more affordable accommodation option.

All rooms in Glasney include access to shared kitchen/dining facilities, WiFi, card operated laundrettes and external bike racks.

¹ Studybeds rotate between two functions, acting alternatively as a single bed and a large desk area; the innovative design means there is no need to clear the desk before rotating to the bed function.

In the Sidings

These rooms are ensuite and furnished with a bed, wardrobe, desk, shelving and access to shared kitchen/dining facilities, some flats have a communal lounge area with sofas.

There are also a small number of self-contained studio flats which are ensuite with a kitchenette.

The Sidings is managed by CRM Students who provide onsite management of all services including IT and laundry.

Truro Accommodation

For students studying and living in Truro, university accommodation is available at Treliske Halls and Assay House.

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 2023 are prioritised; however, we are not able to guarantee that you will be allocated your preferred accommodation.

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

Private sector accommodation

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

Local rents are typically £107.50 on average 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/campusinformation/sustainability

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 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



Students with families

Penryn Campus Nursery

On the Penryn Campus, our 54-space purpose-built 'Little Wonders Nursery' caters for children between 0 to 5 years in three age group rooms: 6 months 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, 8.30am – 5.30pm

Email: nurserypenryn@fxplus.ac.uk

Tel: + 44 (0) 1326 370408

Find out more at fxplus.ac.uk/facilities-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.

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 accommodation on or near our Exeter campus for students with partners and so we are unable to guarantee accommodation or accept any responsibility for housing couples. Our student accommodation is not suitable for us to be able to house students with children which means that any student bringing partners and dependants will need to seek private accommodation.

We have more information at exeter.ac.uk/accommodation/residences/familyandcouplesaccommodation including links to our private accommodation pages.

Students with 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 Advice Team can answer general questions about tenancy agreements.

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.

Exeter campuses: 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

Cornwall campuses: There's a range of free classes on the Penryn campus during term time. For more information contact languages@fxplus.ac.uk or visit the Languages webpages: studyhub.fxplus.ac.uk/languages

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

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 £9.65 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.



Healthcare and medical insurance

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. You will need a UK mobile number to register.

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

Medical support through the Student Health Centre can run alongside your support through [Wellbeing Services](#).

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 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.

Comprehensive private medical insurance

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

Healthcare and medical insurance

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. 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](#).

Useful reference websites

National Health Service: 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



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 Faculty 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 required 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.

Our modules carry a different number of credits but, for instance, a 15 credit module

will require 150 hours of total study through a combination of methods detailed below.

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.



Studying at the University of Exeter

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 for a 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 academic skills. Always tell the tutor if there is something you have not understood.

Small group work

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

Term dates 2023-24

Arrivals Weekend	Fri 15 – Sun 17 Sept 2023
Welcome Week	Mon 18 – Sun 24 Sept 2023
Term 1	Mon 25 Sept – Fri 15 Dec 2023 (exam period 8 – 13 Jan)
Term 2	Mon 15 Jan – Fri 29 Mar 2024 (orientation 15 Jan 2024)
Term 3	Mon 29 Apr – Fri 14 June 2024

Study Abroad, International Exchange and Exchange students

Arrivals Weekend	Fri 15 – Sun 17 Sept 2023
Welcome Week	Mon 18 – Sun 24 Sept 2023
Semester 1	Mon 25 Sept 2023 – Sat 13 Jan 2024 (exam period 8 – 13 Jan)
Semester 2	Mon 15 Jan – Fri 14 Jun 2024

You will be required to type your assignments or maybe undertake data analysis using specific software. If you have difficulty accessing or using a computer to complete your work, you should contact your personal tutor, IT support or the AccessAbility Office.

Personal 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.

Studying at the University of Exeter

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 own learning. You will be encouraged to be an active and independent learner. There are lots of study spaces on campus for you to use. Learn more here: [About study spaces - Accessing and Using Study Spaces - LibGuides at University of Exeter](#)

Assessment

The following list gives some examples of how you may be assessed: 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.

Academic Honesty and 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 Faculty at orientation. You will also be able to access guidance on

how to avoid plagiarism, how to reference correctly, and how to ensure your work is academically honest.

libguides.exeter.ac.uk/referencing

citethemrightonline.com

English Language Skills Development

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 resources for independent study. General English classes cover speaking practice, British culture, intercultural Communications and language for employability.

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

On the Cornwall Campuses, the free insessional programme includes subject-specific Academic Language Skills workshops, e.g. Language Skills for Engineering, Language Skills for Ecology and Conservation or Language Skills for Law, and 1-1 tutorials for feedback on written work. You can also join sessions focussing on Social English, Professional Communication or Speaking and Pronunciation.

Contact: Languages@fxplus.ac.uk

Webpage: studyhub.fxplus.ac.uk/languages

Academic Skills Development

Study skills support is provided by Study Zone on the Exeter campuses (exeter.ac.uk/studyzone) and ASK: Academic Skills (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), ASK: Academic Skills, or Studiosity.

If your mental or physical 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 (exeter.ac.uk/students/wellbeing/talk/welfare) are available to talk to you in a confidential and non-judgemental way about any issues you may need support with. Should sickness or other circumstances affect your ability to complete an assessment, you should let your Hub/ Info Point team know, as you may be eligible for an extension or deferral via a process called mitigation.

What to pack

Hand luggage checklist

Passport and visa (if separate)	✓
Copy of your Confirmation of Acceptance of Studies (CAS)	✓
A cash credit card	✓
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, cash card/ credit cards, documents, important addresses and telephone numbers) in one bag, wallet or pocket. Keep them on your person and in your hand luggage, but keep them separate. This will limit the possibility of losing ALL your valuable documents at once, should your baggage be lost or stolen. You will also need to have them to hand in case you are required to show them at immigration. You will not be allowed to collect your main luggage until you have passed through immigration control.

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

TERM	Average Temp °C		Average Temp °C		Total Rainfall	
	Max	Min	Max	Min	mm	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

We recommend a pre paid travel card (such as Caxton) or a credit card and a small amount of British currency when you arrive for immediate expenses for you to use until your bank account is set up. Many shops and our campuses are cashless now. Do not carry large amounts of cash with you.

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

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 Welcome Week (Monday 18 – Sunday 24 September) or January Orientation 2024 (Monday 15 January 2024). 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 Welcome Week we run a subsidised Airport Collection Service ([see p.31](#)). 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.



Travelling to Exeter and Cornwall

Welcome Week Airport Collection Service: Heathrow to Exeter and Cornwall

This service runs from Heathrow International Airport to Exeter and Penryn campuses on arrivals weekend (Saturday 16 and Sunday 17 September). 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 1 July. exeter.ac.uk/students/international/newstudents/airportcollectionservice.

What to expect at the airport

When you arrive at the airport, you'll first need to pass through Border Control. Follow the signs to join the appropriate queue depending on your passport: UK & EU/EEA/Swiss in one queue and non-EU nationals in another. You may need to show the Immigration Officer 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. Some nationalities will have the choice to use the **eGates** as well. This is absolutely fine but you will not receive a date stamp in your passport. Instead, we recommend that you keep your flight details as evidence of your date of entry.

www.gov.uk/government/publications/comin-to-the-uk/faster-travel-through-the-uk-boarder

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.31](#)), 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 Border Control you will be able to collect your luggage from the baggage reclaim area. The next stop is the Customs Hall. If you are not sure what you can or cannot bring into the UK, you should check the UK Customs and Excise website at 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.

For further details of UK airports

Heathrow:

heathrow.com

Gatwick:

gatwickairport.com

Bristol: bristolairport.co.uk

Exeter: exeter-airport.co.uk

Newquay:

newquaycornwallairport.com

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.

Travelling to Exeter and Cornwall

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: £57

Gatwick airport to Exeter: £78

Bristol Airport: £36

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.

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: £42

Gatwick to Exeter: £57

Central London to Exeter: £34

Bristol Airport to Exeter: £23

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 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 212141.

Coach to Penryn and Falmouth

Coach travel is usually cheaper than train travel, but will take considerably longer. Please be

Travelling to Exeter and Cornwall

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

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 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.

International Student Clearance and your visa conditions

International Student Clearance

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.

This is done at the start of your studies in **International Student Clearance**. All new non-UK students will be invited to book an appointment via a link in the August edition of their Welcome Email.

During your appointment you will be able to collect your UniCard and if you have arranged for your BRP card to be delivered to the University (see here), you will be able to collect this as well.

Remember to keep your BRP card safe as you would your passport. If it is lost or stolen, replacing it takes time and money! If you have a **digital immigration status**, you will need to present a share code along with your passport.

Student visa conditions

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)
- 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
- 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 academic department 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 visa, BRP/digital status and 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

Your first week

Checklist

For arrivals during Welcome Week/January Orientation

Tell your family you have arrived	✓
Find out about Global Chums mentor	✓
Research Welcome Week/ and International Welcome Programme. Buy tickets for any social events you want to attend.	✓
Attend International Student Clearance	✓
Activate IT account	✓
Complete Annual 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	✓
Request Wellbeing support if you have previously received support for physical/mental health conditions or a disability	✓

Checklist

For arrivals outside Welcome Week/January Orientation

Follow all steps on the left-hand checklist, plus the additional steps below.	✓
Book a Late Orientation meeting	✓
Arrange payment of fees	✓
Visit your College hub or Info Point	✓
Head to Guild Reception in Devonshire House (Exeter) or Falmouth and Exeter Students' Union (the SU) at Penryn Campus to find out more about societies, activities and opportunities	✓

Welcome Week

18 – 24 September 2023

You will receive lots of information about Welcome 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.

Welcome 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.

When you arrive on campus and have completed International Student Clearance you will be able to collect your BRP and Unicard.

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.

exeter.ac.uk/students/newstudentsguide

Your first week

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 Welcome Week International Welcome Programme will be available at exeter.ac.uk/students/international from July. Welcome Week social programme will be available from mid August at exeterguild.com/freshers2023 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

15 January 2024

This is a one day condensed version of Welcome 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 12 January 2024 (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

Your studies, your health and your wellbeing is very important to us at Exeter and we have many teams across the university dedicated to supporting you. Following is a summary of the services that will become more familiar to you when you commence your studies.

Supporting your studies

Your academic personal tutor/supervisor exeter.ac.uk/students/personaltutoring/

Your tutor/supervisor will contact you at the beginning of your studies to introduce themselves and they will offer to meet with you individually or in a group.

You can contact your tutor at any time to talk about your academic, personal and professional development. They can also help you to understand feedback on your assignments and offer suggestions for how you can improve.

Career Zone

The **Career Zone** provides a range of events, skills workshops, information and advice to help you in your career planning and job-hunting and opportunities to meet and connect with employers. Support includes advice on creating effective CV and job applications finding jobs and working in the UK and understanding how to impress employers in your home country. There are bespoke resources to support international students and you will be able to access, plan and organise resources

specific to your needs through your own 'My Career Zone Digital' account.

Digital Hub

Our **Digital Hubs** in Streatham and Penryn and our SharePoint pages are on hand to guide you through the University's digital resources including setting up MFA, ELE Microsoft Teams, Office 365, OneDrive and much more.

We also have a Tech Expert who will assist with your personal device concerns (software upgrades, viruses etc).

Disability Support (Accessibility)

Our **qualified professionals** support students with a disability or long-term health condition including specific learning difficulties and autism spectrum conditions. All enquiries are dealt with confidentially and we encourage all students with disabilities to contact us so that we can support you in your studies.

Education Welfare Team

If your psychological or physical health or wellbeing is having an effect on your studies, or your studying is creating health problems for you, then our friendly **Education Welfare Team** is available to talk to you in a confidential and non-judgemental way about any issues you may need support with. You can find them in your academic Hub/Info Point or online here: [Welfare | Student Wellbeing | University of Exeter](#)

English language skills development

INTO University of Exeter provide preparatory English courses for international students looking to study at undergraduate and postgraduate level. For students studying at the university, the Insessional team provide, **free English language skills development courses** and workshops covering everything from literacy skills, to communication and intercultural competence. We also provide free language classes for spouses and partners.

The Exeter Learning Environment (ELE)

You will need to use the **ELE** for your studies, access your university email and your timetable. It has online materials which support your course and resources to help you in your studies. You will be able to log in with your University user name and password when you start your studies.

Hubs/Info points

Each main building has a **Hub** or **Info Point** who you can contact with any questions about education support, such as choosing modules, submitting assessments and what to do if you're unwell and need an extension to your deadlines. (This is known as mitigation.)

Library

The **library** provides study spaces, resources, and academic support to help you succeed on your programme.

Student support services in Exeter

There are libraries on Streatham and St Luke's campuses. The Forum and St Luke's libraries are open 24 hours a day, 7 days a week, though you may need your university card to gain access outside of staffed hours. All of our digital books and resources are available to access online at any time with your University login. You can access online support 24/7 via our online chat service or search the collection of Library Guides.

Mitigation

The **mitigation** process can support you through unexpected situations that affect your ability to complete an assessment such as illness. Depending on your circumstances, you can apply through the mitigation process for an extension to your deadline or to defer an assessment to later in the academic year.

Study Zone

You might have concerns about adjusting to a new learning environment and study techniques. Our **Study Zone** team provide high quality guidance and skills to support your learning.

The online study resources include practical advice and tips to develop your academic skills such as time management, research, and subject specific writing, and you can book an appointment for one-to-one support.

Your timetable

Your **timetable** will be available after registration and just prior to the start of term. You can see your schedule of classes and lectures in 'My Timetable'.

Personal Support

Student Information Desk (SID)

SID advisors are your first point of contact for non-academic information including international student support, accommodation, exams, fees and funding, graduation, official letters, transcripts and certificates. You can browse frequently asked questions, you can log an enquiry with them or you can see them in person in the Forum on Streatham Campus or at the Info Point at St Lukes campus.

International Student Support

The team specialise in providing **immigration advice and guidance** to students and their dependant before they arrive and throughout their studies. We also support students as they graduate with advice on the Graduate visa. The service is free and confidential. You can access the team in a variety of ways as well as information on their website.

Physical health

The healthcare system in the UK is called the National Health Service (NHS) which includes hospitals, doctors' surgeries and the ambulance service. The NHS provides free emergency,

routine and occasional medical treatment.

You should register with a doctor online when you arrive at university. You will need a UK mobile number to do this. We have health centres on or near both Exeter campuses.

Before attending the health centre you must call to make an appointment. During your appointment the doctor or nurse will provide you with a prescription for medication if you need this. Do not go direct to hospital to get medication or diagnosis for an illness unless it is an emergency. In an emergency telephone 999 and ask for the ambulance service. If you are unsure, call 111 and they will advise you.

Psychological support

Our Psychological Support is called **Wellbeing** at Exeter. The wellbeing team provides free, confidential advice, guidance and psychological support when you need it.

Nightline

Nightline is a confidential and anonymous listening service run by trained student volunteers. They are available 20.00 until 08.00 every night in term time.

Multifaith Chaplaincy

The **Multifaith Chaplaincy** is here for students of all faiths but also of no faith. The team is made up of Chaplains from many different traditions who are available to offer listening and informal support to all students. We have a chaplaincy quiet room, three Christian

Student support services in Exeter

chapels and there are prayer rooms available for Muslim students. You can talk to them like a trusted friend or family member about anything. We are building a new Multifaith Chaplaincy Centre due to open in 2024.

Residence Life

If you live in university managed student accommodation the [Residence Life](#) Team provides support and advice. They organise social activities to help you meet friends and build community. Student mentors will visit to check in with you and you can meet with the team to discuss any concerns.

Community Engagement Officers

Our Community Engagement Officers can provide information and guidance to students living and socialising off-campus including information regarding noise, holding parties, recycling and safety.

Car Parking

We do not recommend students living in the city purchase cars. Parking is extremely limited in the city and students who live in the city are not entitled to bring their cars onto campus during the weekdays 08.00-18.00. If you do buy a car please ensure you have a valid driving license, insurance and road tax.

Your Safety

Devon is generally a safe place to live, but it is always best to be aware of how to stay safe and who to contact for help.

We have advice on our website to help you take care of your personal safety and keep your belongings safe or visit the [Campus Safety Guide](#)

Download the [SafeZone](#) app

On campus, Estate patrol, your campus security team is always available, 24/7, 365 days of the year.

They patrol the campus, respond to emergencies, are trained in first aid and can give you help and advice about safety and security or visit the [Estate Patrol webpages](#).

Contact Estate patrol:

Emergency - Telephone
+44 (0) 1392 722222

Non-emergency - Telephone
+44 (0) 1392 723999

Email: e.patrol@exeter.ac.uk

If you need emergency services on campus – fire, ambulance or police – first call 999 or 112 or use the [SafeZone](#) app emergency button. Then contact Estate Patrol's emergency line.

Away from campus, in an emergency call 999 and ask for Fire, Police, Ambulance or Coastguard.

Fraud and scams

Unfortunately, some criminals try to get money from students through scams. Current Police advice is to change your SIM card and telephone number when you get to the UK.

If you're contacted by someone and it seems unusual or unexpected, end the call or communication and contact

SID or International Student Support for advice on what to do next. If the person who contacted you is genuine they won't mind you checking this and then getting back to them. Check out our top tips and common issues here.

If you think you have been affected by fraud or a scam in the UK contact the Police by calling 101 and also report it to [Action Fraud](#)

Harassment and discrimination: Speak out

Ours is an inclusive community, where everyone has the right to be treated with respect. We won't tolerate harassment, bullying, intimidation or discrimination (for example racism, homophobia, sexual discrimination). If you experience or witness any of these we encourage you to report it and to get the support you might need. You can report incidents confidentially.

Social Life and Leisure activities

Your Students' Guild is here to help all students love their time at Exeter. They exist to enhance your student life outside of your studies. The Guild is led by you and all other Exeter students, with your elected Officers representing your interests in all aspects of student life.

As a student at the University of Exeter, you're automatically a member of your Students' Guild – giving you access to joining societies, representing your student voice, and getting

Student support services in Exeter

advice and support when you need it.

Your Students' Guild offers you the opportunity to join societies and groups, campaign on issues that matter to you and celebrate the vibrant communities we have here at Exeter. They also offer an independent Advice service to support you with finance, accommodation, academic and other concerns.

Your university experience can be improved by the people around you, and there are so many ways for you to make those connections through your Students' Guild. From joining your academic societies, to celebrating who you truly are, everyone belongs at Exeter.

Student Sport

University of Exeter Sport provide facilities to join the gym, take a fitness class, have a swim, play a social sport or compete in a club and everyone can take part. The Athletics Union represent students who want to get involved in sport, and oversees more than 52 sports clubs for you to choose from.

Current students webpages

There is more information to help you, including an A to Z listing of support and services, on our website

International student focused groups on campus

International Student Support hold regular events to help you settle into your life at Exeter, build your confidence and make new friends. Global Chums is a 6 week mentoring programme, Intercultural Café runs each Friday during term time they also help organise cultural celebrations such as Diwali, Christmas Day lunch and Lunar New Year. For more information on our events: exeter.ac.uk/students/international/livingintheuk/getinvolved/

The Multifaith Chaplaincy and **Residence Life** both hold regular social events to enrich your experience at Exeter.



Student support services at Penryn Campus, Cornwall

Supporting your studies

Your academic personal tutor/supervisor

Your [tutor/supervisor](#) will contact you at the beginning of your studies to introduce themselves and they will offer to meet with you individually or in a group.

You can contact your tutor at any time to talk about your academic, personal and professional development. They can also help you to understand feedback on your assignments and offer suggestions for how you can improve.

Cornwall Career Zone

[Cornwall Career Zone](#) is based in the Exchange on Penryn Campus and provides support to help you develop the skills and knowledge you need to secure work or further study after you graduate. The team can help you find UK work experience and internships, part-time work whilst you're studying and volunteering opportunities. You can meet with them personally, attend international careers events, meet employers and use 'Handshake' where you can find the latest job vacancies.

Digital Hub

Our [Digital Hubs](#) in Streatham and Penryn and our SharePoint pages are on hand to guide you through the University's digital resources including setting up MFA, ELE Microsoft Teams, Office 365, OneDrive and much more.

We also have a Tech Expert who will assist with your personal

device concerns (software upgrades, viruses etc).

Accessibility Team

Our [qualified professionals](#) support students with a disability or long-term health condition including specific learning difficulties and autism spectrum conditions. All enquiries are dealt with confidentially and we encourage all students with disabilities to contact us so that we can support you in your studies.

Education welfare advisers

If your psychological or physical health or wellbeing is having an effect on your studies, or your studying is creating health problems for you, then our [Education Welfare Team](#) is available to talk to you in a confidential and non-judgemental way about any issues you may need support with. You can email welfare.penryn@exeter.ac.uk or call 01326 371847 or 01326 371875.

English language skills development

INTO University of Exeter provide preparatory English courses for international students looking to study at undergraduate and postgraduate level. For students studying at the university, [free English language skills development courses](#), workshops and one-to-one support are available. These cover everything from literacy skills, communication and intercultural competence.

The Exeter Learning Environment (ELE)

You will need to use the [ELE](#) for your studies, access to your university email and your timetable. It has online materials which support your course and resources to help you in your studies. You will be able to log in with your University user name and password when you start your studies.

Penryn Info Point

The [Penryn Info Point](#) is in the Peter Lanyon Building and you can contact the team there with any questions about education support, such as choosing modules, submitting assessments and what to do if you're unwell and need an extension to your deadlines. (This is known as mitigation.)

Mitigation

The [mitigation](#) process can support you through unexpected situations that affect your ability to complete an assessment such as illness, and when you need an extension or to defer taking an assessment to later in the academic year.

Library

The [library](#) provides study spaces, resources, and academic support to help you succeed on your programme. The Penryn Campus library is open 24 hours a day, 7 days a week in term time and the many digital books and resources are available to access online at any time with your University login. You can access online support anytime via 24/7 online chat or their collection of LibGuides.

Student support services at Penryn Campus, Cornwall

Study Hub

You might have concerns about adjusting to a new learning environment and study techniques. Our [Study Hub](#) team provide high quality guidance and skills to support your learning.

The online study resources include practical advice and tips to develop your academic skills such as time management, research, and subject specific writing, and you can book an appointment for one-to-one support with the ASK Academic Skills team.

Your timetable

Your [timetable](#) will be available after registration and just prior to the start of term. You can see your schedule of classes and lectures in 'My Timetable'.

Personal Support

The Compass

The Compass is a student information service that offers help and advice on any aspect of university life whether you have a quick query or require specialist support.

As your first point of contact for non-academic support, the service provides information, access and referral to a range of services including: international student support, Accessibility and disability support, Health and Wellbeing, Study skills, Languages, Library general enquiries, fees and funding, travel and transport as well as campus signposting, information, and facilities.

You can browse frequently asked questions, contact by email, phone or webchat or visit the helpdesk within the library on Penryn Campus.

International Student Support and Immigration Support

Our team of International Student Advisors are here to support you, specialising in advice for non-UK students studying with us. They can help with advice and information on immigration, visas and helping you get settled into life in the UK. We understand that studying in the UK can be challenging at times and they can offer you advice and support. You can access their services [online](#) as well as in person.

Physical health

The healthcare system in the UK is called the National Health Service (NHS) which includes hospitals, doctors' surgeries and the ambulance service. The NHS provides free emergency, routine and occasional medical treatment.

You should register with a doctor when you arrive at university.

Doctor clinics are available within Penryn Surgery. There is an on-campus provision, but the Doctor (also known as a General Practitioner or GP) will often consult with students either by phone or in person from the main surgery in Penryn. You can register online with [Penryn Surgery](#).

If you will be living in Falmouth, The Compass team will have details about other local doctor surgeries in Falmouth.

Before attending, Penryn Surgery ask you to complete an online form to make an appointment. During your appointment the doctor or nurse will provide you with a prescription for medication if you need this. Do not go direct to hospital to get medication or diagnosis for an illness unless it is an emergency. In an emergency telephone 999 and ask for the ambulance service. If you are unsure, call 111 and they will advise you.

Mental Health and Wellbeing Support

Our Mental Health support is called [Student Services](#) in Cornwall. The Student Services team provides free, confidential advice, guidance, wellbeing and psychological support when you need it.

Student Services Support & Wellbeing

Looking to maintain your mental health, or learn more about how to cope with things like stress and anxiety day to day? You can access a variety of resources to help you manage your wellbeing during your time with us. In Cornwall you have access to the [Uni Wellbeing App](#) to help you improve your wellbeing, resilience and access practical finance advice.

You can also arrange a drop-in appointment with student support to discuss any wellbeing or welfare concerns you may

Student support services at Penryn Campus, Cornwall

have and there is access to a free 24/7 helpline through Spectrum Life for in the moment mental health and wellbeing support plus you can self-refer to them for six counseling sessions.

For more information email: studentservices@fxplus.ac.uk or visit the [Cornwall wellbeing](#) pages.

Multifaith Chaplaincy

The [Multifaith Chaplaincy](#) supports the pastoral and spiritual needs of students of any faith or none. The friendly team are based in a cosy cottage on the Penryn campus, with spaces to relax as well as a quiet room for prayer and meditation. Most afternoons you will find one of the volunteer chaplains there, and sometimes they host events such as craft sessions and film nights. There is a dedicated Muslim Prayer Room on the Penryn campus, with ablution facilities and space for men and women to pray separately. For those who study in Truro, the hospital chaplaincy offers a chapel, a Muslim prayer room and washing facilities.

ResLife

If you live in university managed student accommodation the [ResLife Team](#) made up of Falmouth University and Exeter University students provides support, guidance and advice. They organise social activities to help you settle in and feel part of the community, and you can meet with them to discuss any issues you're having.

Your Safety

Cornwall is generally a safe place to live, but it is always best to be aware of how to stay safe and who to contact for help. We have advice on our website to help you take care of your personal safety and keep your belongings safe.

Download the [SafeZone](#) app

Safezone is our free app- based system for staff and students on Penryn Campus that enhances your personal safety and connects you directly to the Campus Security team. It provides a quick and easy way for users to alert the security team if you ever need urgent help when you are on campus.

Campus Security

The [Campus Security](#) team is available, 24/7, 365 days of the year.

They patrol the campus, respond to emergencies, are trained in first aid and can give you help and advice about safety and security.

Contact Campus Security

Emergency - Telephone:
+44 (0) 1326 254444

Non-emergency - Telephone:
+44 (0) 1326 255875

If you need emergency services on campus – fire, ambulance or police – first call 999 or 112 or use the [SafeZone](#) app emergency button. Then contact the Campus Security emergency line.

Away from campus, in an emergency call 999 and ask for Fire, Police, Ambulance or Coastguard.

Fraud and scams

Unfortunately, some criminals try to get money from students through [scams](#). Common scams involve 'lost' parcels, problems with your visa or SIM card. Don't give your bank account details to anyone unless you know and trust them. Current Police advice is to change your SIM card and telephone number when you get to the UK.

If you're contacted by someone and it seems unusual or unexpected, end the call or communication and contact International Student Support for advice on what to do next. If the person who contacted you is genuine they won't mind you checking this and then getting back to them.

If you think you have been affected by fraud or a scam contact the Police by calling 101 and also report it to [Action Fraud](#).

Harassment and discrimination: Speak out

Ours is an inclusive community, where everyone has the right to be treated with respect. We won't tolerate harassment, bullying, intimidation or discrimination (for example racism, homophobia, sexual discrimination). If you experience or witness any of these we encourage you to report it so we can help you find the support you might need. You can report incidents confidentially.

Student support services at Penryn Campus, Cornwall

Social Life and Leisure Activities

Falmouth and Exeter Students' Union (the 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 offers a wide range of services and experiences to support this. They are led by and represent all our students. The SU has over 150 different societies and groups led by students, for students. Joining societies is a great way to meet other students, find people with similar interests or try something new. They also offer an independent Advice Service to support you with finance, accommodation, academic and other concerns.

Student Sport

You have access to fantastic [sports facilities and opportunities](#) for your health and fitness, whether you want to join the gym, take a fitness class or play a sport.

The Students' Union has lots of sports clubs and societies for you to join in and take part.

Current students webpages

There is more information to help you, including an A to Z listing of support and services, on our website

International student focused groups on campus

[International Student Support](#) hold regular events to help you settle in student life in Cornwall, build your confidence and make

new friends. Global Chums is a six week mentoring programme designed to answer questions when you arrive, help you settle into campus life quickly, and provide you with some familiar faces around campus. Plus, Intercultural Café runs alternate Fridays during term time and the team also help organise cultural celebrations such as Diwali, Christmas lunch and Lunar New Year.

Penryn Campus has a variety of regular social events on offer through the SU, ResLife and the Multifaith Chaplaincy. You can find them on the [events on campus](#) and [SU events](#) pages.



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, religion 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.29](#).

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.

Living in the UK and culture shock

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](https://www.exeter.ac.uk/sid) or info.penryn@exeter.ac.uk if you are thinking of buying a car or bringing one to campus.

Bicycles

Cycling is a healthy, cheap and convenient way to travel to and from our campuses. You can buy a low cost second-hand bike from a series of events organised by the Sustainability Team, who also sell discounted cycle lights and locks. There are plenty of cycle parking facilities on the campuses, to lock your bike and students 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 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.

Living in the UK and culture shock

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 and UK students who might also be away from home for the first time, 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 or info.penryn@exeter.ac.uk for an appointment and a chat.

We appreciate that it is not always easy to ask for support but we are always willing to listen and help in any way we can.





Maps

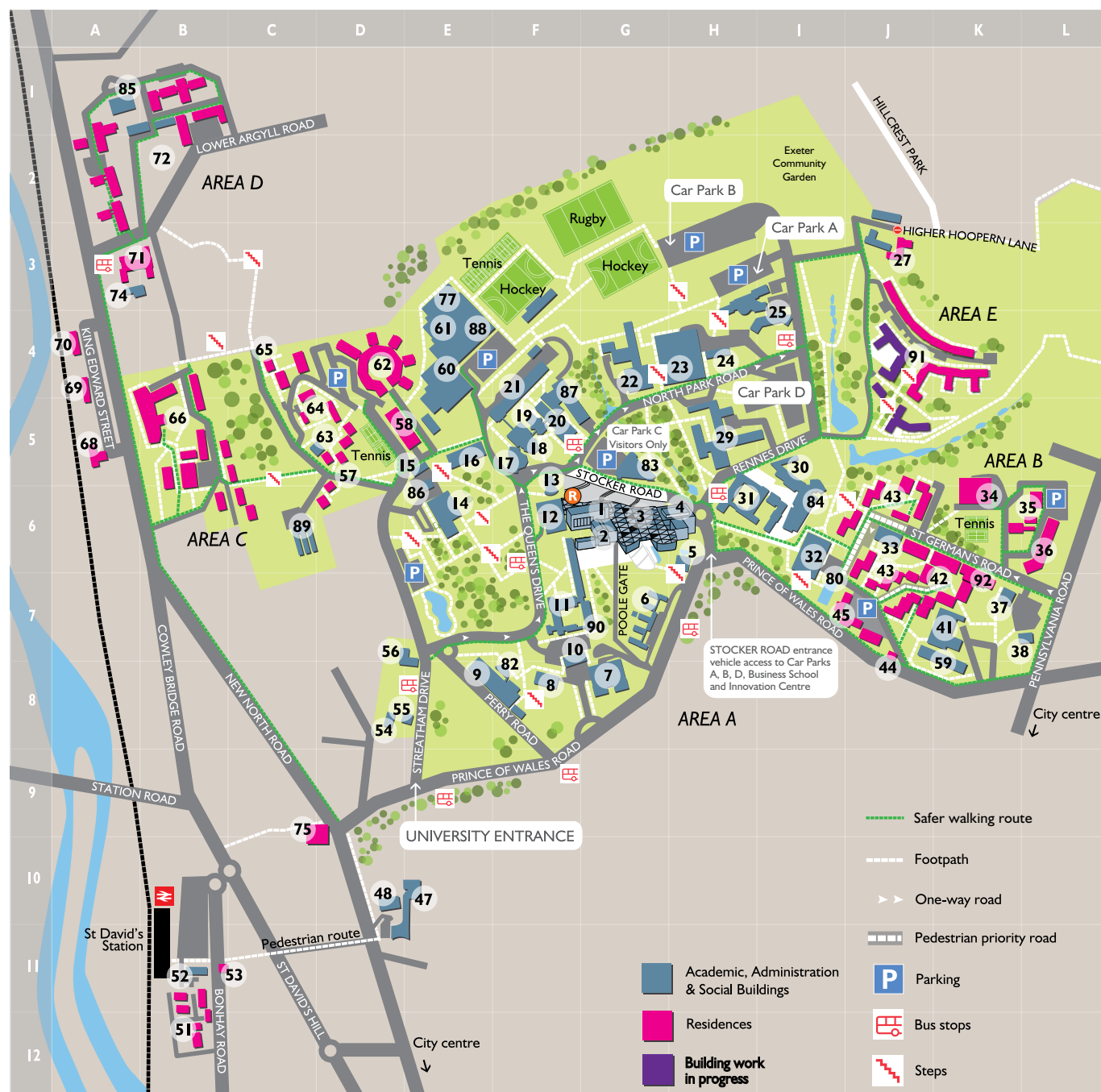
Exeter City



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

Maps

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

Maps

St Luke's campus



Academic/social buildings

Baring Court
Children's Health and Exercise
Research Centre
Graduate School of Education

Chapel

Cross Keys

Holnicote
Support Services

Library

5 Medical School Building
North Cloisters
Graduate School of Education

2 Richards
Sport and Health Sciences

3 Smeall
University of Exeter Medical School

6 South Cloisters
Graduate School of Education

Sports Centre

8

1

9

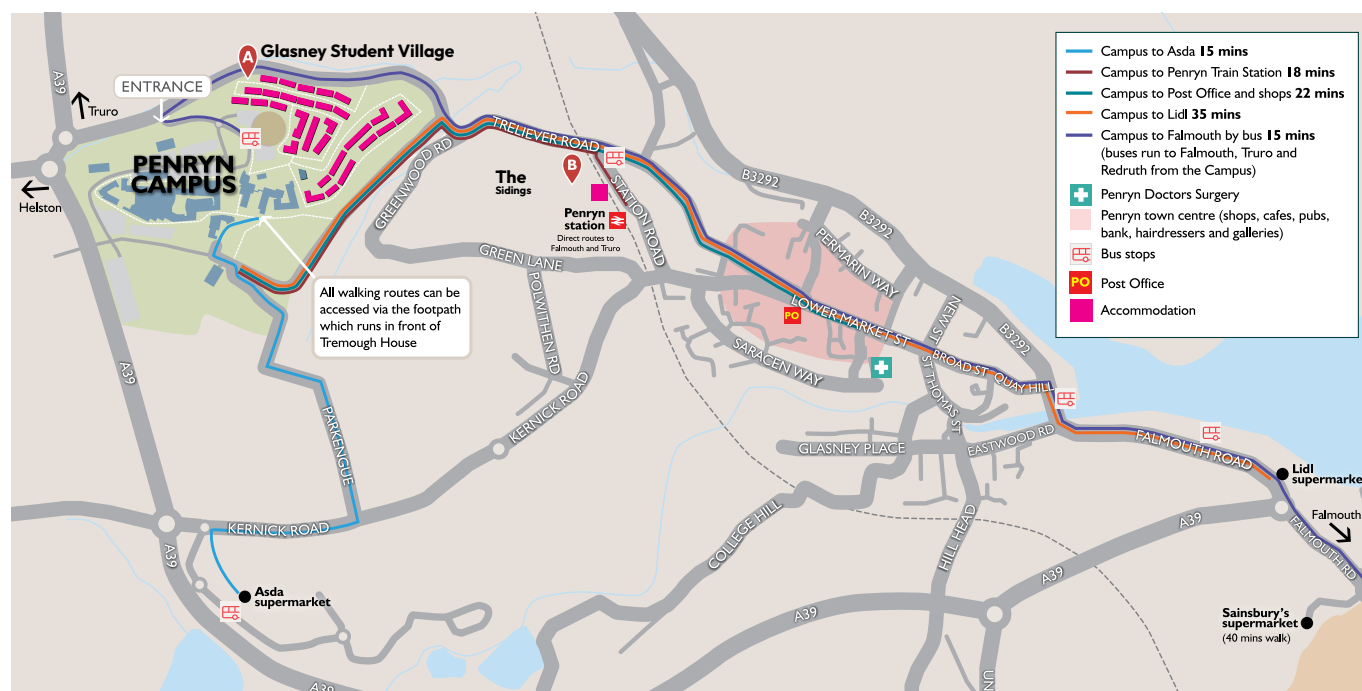
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11

7

Maps

Penryn campus



Academic/social buildings

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

The department locations are correct as of March 2021.

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

General		
Information:	exeter.ac.uk	+44 (0)1392 661000
Emergency contact		
Exeter (Estate Patrol Campus Security)	e.patrol@exeter.ac.uk	+44 (0)1392 722222
Cornwall (Campus Security)		+44 (0)1326 254444
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
Student Information Desk (SID):	exeter.ac.uk/sid	+44 (0)1392 724724
Academic Colleges:	exeter.ac.uk/departments	
University virtual tours:	exeter.ac.uk/virtualtours	
Students' Guild:	exeterguild.com	info@exeterguild.com
Falmouth and Exeter Students Union (the SU) :	thesu.org.uk	info@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	