

# hello

freshers

We need your photo before we can create your ID card.

Check the back of this guide for more information.



**FALMOUTH**  
UNIVERSITY

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# Welcome

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**On behalf of all our staff and current students, a very warm welcome to Falmouth University.**

This is the beginning of a fantastic journey. During your time here, you will not only develop your creative skills and grow your expertise, you'll also make friends that will last a lifetime and discover new passions and interests.

It can be a daunting time, but also an exciting one, as you join the Falmouth community and take advantage of everything that this university and our location has to offer.

Your time here will be creative, invigorating and challenging, but you will be supported by a wonderful group of dedicated lecturers and support staff, based in some of the best facilities in the country and surrounded by fantastic connections to industry.

You may feel quite overwhelmed by all the information and you'll probably have lots of questions. So, remember, there's always someone to help. Take a look at the 'Supporting you' pages of this guide for a list of contacts.

Take the time to explore Falmouth and Penryn, home to our beautiful campuses, and enjoy Cornwall – its rich cultural and creative heritage and stunning landscape.

I look forward to meeting you during your time here.

**Professor Anne Carlisle**

Vice-Chancellor  
Falmouth University

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# Introduction

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## So you've just arrived, all your belongings are in one place, and... what next?

Getting set up for the coming year might seem a big task, but it's all part of your new life as a student. And don't forget, there's a lot of help available.

This guide is a handy starting point; with all the key dates and to-dos you'll need to know about.

It also contains information that'll be useful throughout the year, so keep it safe and come back to it.

Your first few days as a student are an exciting but busy time, and it might feel like there are a lot of boxes to tick.

Once the essentials like registration and finances are covered, you can start settling in properly. Welcome Week, from 18–22 September, offers a chance to talk to student support teams and begin finding your way around campus. Your Student Mentor is a friendly contact, while Freshers' events are a great way to meet other new students.

Above all, remember that there's no rush to feel confident and enjoy yourself, so don't worry if you need a few days to adjust.

There are lots of people around to help, and The Compass is a useful port of call if you ever feel lost.



# Getting Settled In

## Settling in sessions

### Student Essentials event

**Monday 18 to Friday 22: 10am-4pm, the Compass (Level 0 of the Exchange, Penryn campus**

To make the transition into university life easier, the Student Essentials event during Welcome Week is a great place to get the answers to all your questions.

An array of information stalls will be available where you'll have the opportunity to find out about car parking, accommodation, wellbeing, the Sports Centre and much more.

Regular buses will be running between campuses, so it's easy for everyone to attend.

### ASDA supermarket trips

**Friday 15 September: 10am-12noon and 1:45pm-3:45pm,  
Sunday 17 September:  
10am-12noon and 1:45pm-3:45pm.  
Meet outside the Penryn  
Campus shop.**

FXU will show you the easiest way to do your weekly shop; a walk to Asda, then a bus back to campus. See FXU website for more details.

### Commuters Meet and Greet Event

**Monday 18 September: 11:30am-1:30pm, Exchange Green.**

The FXU Presidents welcome all Cornish students who will be living at

home and commuting to university. An opportunity for all commuting students to meet each other, find out about possible lift shares and enjoy some food and drinks!

### Clubs/Student-Led Volunteer Projects (SLVPs) & RAD Fayre

**Tuesday 19 September: 11-3pm, Sports Hall.**

Your first chance to meet and chat to our 52 sports clubs, 14 student led volunteering projects and the RAD (Raise and Donate) fundraising Committee.

### Societies Fayre

**Wednesday 20 September: 11am-3pm, Sports Hall.**

Meet and find out about our diverse range of 69 societies. Societies will be showing off all that they can offer their members. There'll be impromptu performances, music and interactive stalls.

### Direct Entry Students Meet & Greet

**Wednesday 20 September: 3pm-4.30pm, DDM Seminar D.**

An event for direct entry students to meet the FXU Presidents and find out about all the opportunities available through FXU. Drink and snacks will be provided, and a short presentation will be delivered by the Presidents covering living and studying in Cornwall, campus info, local travel and things to do.

### Postgrad and Mature Student Community Social Event

Thursday 21 September, venue TBC, 7.30pm-late.

If you are a postgraduate or mature student, don't miss this chance to go out for a drink and a curry with this ever-growing part of the student community!

Booking essential, buy tickets for £5 through the FXU website.

### Commercial Freshers Fayre

Sunday 24 September, Stannary.

The Fayre will bring together a wide range of local and national businesses. New and returning students are invited along to pick up a free FXU reusable Freshers' bag to collect promotional material, samples and freebies.

## Falmouth University App

Download the Falmouth University App and keep on top of everything that's going on.

The app provides you with comprehensive information, links, email and news.

The following features are included:

- Timetables
- Library loans and reservations
- Print balance and transactions

- Falmouth University news
- Access to University systems

The app is available through iTunes and Google Play Store. Search for 'Falmouth University'.

## Supporting you

Student Services can help you through your time at university with a range of specialist services and information.

We're here for all students and it doesn't matter how big or small your concerns – from money matters to mental health, housing or accessibility – we can help you find the answers and give you the support you need throughout your university life.

### The Compass

If you don't know which service you need, a good starting point is The Compass helpdesk.

It's the first port of call for enquiries about any aspect of student life. Our team can answer any questions or signpost you to the relevant department for any further help you might need.

Drop in or log your enquiry through Compass Online: [compass.fxplus.ac.uk](https://compass.fxplus.ac.uk)

### Contact us

Compass Online  
[compass.fxplus.ac.uk](https://compass.fxplus.ac.uk)

T 01326 370460  
E [studentservices@falmouth.ac.uk](mailto:studentservices@falmouth.ac.uk)

Penryn Campus  
Level 0, The Exchange,

Falmouth Campus  
Lower Courtyard



### Living Support

The Living Support team provide a personal, focussed service offering in-depth assessment, advising, referring and liaising on a wide range of student life issues so you receive the support you need, as well as understanding your options. The team responds to concerns about welfare and behaviour across the student community.

### Wellbeing Services

Wellbeing Services provide self-help resources, counselling and advice for students who experience anxiety, stress and other mental health issues. They offer short-term solution-focused counselling. Your counsellor will respect your confidentiality, and won't give advice or judge you, but will work alongside you to find your way forward.

Wellbeing Practitioners help students to explore issues and concerns in a safe environment, and can support referral to external services such as the NHS.

### Accessibility & Inclusive Learning

Accessibility & Inclusive Learning provides advice, support and assistance for students with disabilities and long-term health conditions, and with specific learning difficulties (SpLDs) including dyslexia and dyspraxia.

Dyslexia Skills Tutors help develop students' study skills and make the most of their learning strengths.

### Chaplaincy

The Multifaith Chaplaincy provides pastoral and spiritual care and conversation, for students and staff of all faiths and none. Chaplains assist with meeting religious needs and can offer links to faith communities in Cornwall. The Chaplaincy also provides spaces on campus for prayer, meditation and quiet.

## Student Mentors

**Sometimes it's really helpful to have someone around who already knows the ropes. That's where our Student Mentors come in. Every Fresher is paired with a Mentor – someone who can be a listening ear, a helping hand, and a font of knowledge.**

### Who are the Student Mentors?

Student Mentors are trained second or third year students from every course.

### Every new undergraduate student has a Student Mentor

They'll be your friendly face and point of contact for any questions you may have during your first year at Falmouth.

Student Mentors are volunteers and give their time to help students settle in.

### What do they do?

They'll help you settle into Falmouth and your course, and get the most out of being at Falmouth for the whole of your first year.

They can help you connect with other students on your course, while offering help and guidance.

### How will they get in touch?

You have an email! Check all your folders and get back to them.

If you can't find the Student Mentor email, let us know by contacting [studentmentors@falmouth.ac.uk](mailto:studentmentors@falmouth.ac.uk)

On Sunday 17 September, 7pm-9pm, all mentors will be on campus for the meet your mentor event. Come along to see your mentor along with the rest of your course.

For more information go to [falmouth.ac.uk/mentors](http://falmouth.ac.uk/mentors)

You can also chat to your Student Mentor and other new students on your course on our Facebook groups. Find the group for your course at [falmouth.ac.uk/mentors](http://falmouth.ac.uk/mentors)

### Want to help next year's students?

Apply to be a trained Student Mentor for 2018/2019: email [studentmentors@falmouth.ac.uk](mailto:studentmentors@falmouth.ac.uk)



# Essential Paperwork



## Registration

Registering at Falmouth University means officially enrolling on your course, confirming your personal details, and agreeing to abide by the University regulations and policies.

In order to be officially registered as a student at Falmouth University, you must complete the online registration and enrolment process. If you are an undergraduate student, enrolling online at least three working days before the start of term will release your student loan.

Student loans are released on the first day of term and you will have received confirmation from Student Finance that your application has been processed. You must have signed and returned your declaration form to your Student Finance body.

Once you have completed the online enrolment process, you'll be able to complete the IT registration process if you haven't already.

## How do I register?

For UK/EU students, registration and enrolment takes place online. To do it, you'll need the university username and password that were sent to the contact email address you gave us. If you haven't received either of these emails, let us know at [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk)

To enrol, log in to [my.falmouth.ac.uk](http://my.falmouth.ac.uk) and go to the Online Enrolment option in the top left of the screen. You'll then be guided through a series of tasks. When you've done this, we'll send a confirmation email to your registered email address.

### When should I do it?

You can enrol now, and it's best to do it as soon as possible. Completing the process releases your student loan and confirms your access to buildings and IT services. All students should be registered within two weeks of starting their studies – failing to do so could lead to your access and course registration being terminated.



## International Registration

Registration is an important condition of your stay in this country and should be completed as soon as you arrive if you hold a Tier 4 visa.

### How do I register?

If you hold a Tier 4 Visa, we ask that you visit the Falmouth University Student Administration Desk during Welcome Weekend. Please remember to bring your valid passport with you, as we are required by UK Visas & Immigration (UKVI) to verify and register your immigration details. We'll issue your biometric residence permit (BRP) at the same time, if you have chosen to have it sent directly to Falmouth University. If you have chosen to collect your BRP yourself from a Post Office, please bring it to the Registration Desk to have it copied and verified.

This is one of our duties as your Tier 4 sponsor, and it is also a condition of your stay as a student in the UK.

### When should I do it?

You must present your documents within two weeks of your studies starting. If you don't do this, your registration will be terminated, UKVI will be informed, and your permission to study in the UK could be affected.

At the start of each study block you will be asked to present your current passport and visa documents for re-registration. You should always do this promptly: if you fail to respond to these requests, it is likely that your student registration will be cancelled and UKVI will be informed.

## Proof of registration

At the start of the year, you may be asked to provide external organisations with proof of your registration in the form of a letter or certificate. You can request or print these via your My Falmouth account.

### Council Tax certificate

All full-time students are entitled to exemption from paying Council Tax. Once the registration period has ended we will notify Cornwall Council of all students and their term-time addresses.

It is your responsibility to make sure that you are registered at the correct address with the Council Taxation Office: If you need to amend your address we suggest you contact them at [revenues@cornwall.gov.uk](mailto:revenues@cornwall.gov.uk). If needed, Council Tax Exemption Certificates can be printed directly from [myfalmouth.falmouth.ac.uk](http://myfalmouth.falmouth.ac.uk)

If you are a part-time student you may also need a letter from your course team confirming your hours of attendance.

### Bank letter

To open a student bank account you'll need to provide the bank with a letter confirming your registration at Falmouth University. You can request the letter on your My Falmouth account and collect it from Student Administration.

### Proof of enrolment

Throughout your time at Falmouth University you may be asked to provide proof of other information relating to your studies; you can request this through the My Falmouth service online and collect them from Student Administration.

If you need a formal letter that is not accessible via your My Falmouth account, just email [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk)

### Student Administration Team

If you have any questions during or after your enrolment at Falmouth University you can contact the Student Administration team by:

- Visiting the Falmouth University Registration Desk in the Sports Centre (Penryn Campus) during the Welcome Weekend.
- Visiting the Late Registration Desk in The Compass from Monday 18 to Friday 22 September between 10am and 4pm.
- Emailing [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk)

## Registering with a doctor

All students are advised to register with a local GP practice. Information about healthcare services is available from Student Services. Penryn Surgery offers daily appointments at the Penryn Campus during term time; just collect a registration form from The Compass.

### Meningitis and measles, mumps, and rubella (MMR) vaccinations

You are strongly advised to contact your GP regarding your immunisation status, particularly MMR and meningitis, as young people can be particularly vulnerable. So, do check your immunisations are up to date.









# Academic Support

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**Get ready for University life and find out more about our services and facilities by taking part in induction activities.**

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## **The Library**

We can guide you around the library and help you uncover the wealth of resources available.

Regular Library tours will be available at both campus libraries during the first two weeks of term.

During Welcome Week, they will run on Tuesday, Wednesday, Thursday and Friday. In the second week tours will be available every day from Monday to Friday.

All tours will start at the Library helpdesks and will run every 30 minutes between 11am and 1.30pm with an evening tour at the Penryn Campus Library at 6pm. Tours will take approximately 15 minutes.

Individual tours are also available upon request.

For further information, visit [library.fxplus.ac.uk](http://library.fxplus.ac.uk)

## **StudyHub**

StudyHub is an online index for study skills resources, advice and tips. The site directs you to video tutorials and links to recommended apps, online tools and the best books about university study.

Visit the StudyHub site to check the 'What's On' page and find out about events, taught sessions, drop-ins and study advice on campus.

[studyhub.fxplus.ac.uk](http://studyhub.fxplus.ac.uk)

## **ASK: Academic Skills**

The ASK team works with course teams and individual students to help everyone do the best academic work they can. We will be in the Library during Welcome Week, appearing in your lectures from time to time and delivering taught sessions – especially when you have an essay or report deadline. If you have any questions about study skills, check out [studyhub.fxplus.ac.uk](http://studyhub.fxplus.ac.uk) or contact us direct [ask@falmouth.ac.uk](mailto:ask@falmouth.ac.uk)

## Language courses

### English language courses

There are free English language courses on both campuses for students with English as a second language. Subject specific Academic English courses focus on the language and assignments for your courses, while the Welcome English and General English courses help to develop social language and are a great way of meeting other students from around the world.

Our 'Welcome English' course runs 5.30pm-7pm during the first two weeks (19-29 September) and is a great way to learn about British culture and daily life, and to meet other students from around the world. Topics covered will range from English for socialising and going out, to English for visiting the doctor or opening a bank account.

### Evening Foreign Language Classes

If you're planning to study abroad, want to learn a new language or continue learning one, there are evening language courses during the autumn and spring terms. There is a range of languages on offer with levels from beginners to advanced.

The Languages team are based in Tremough House at the Penryn Campus.

E [languages@fxplus.ac.uk](mailto:languages@fxplus.ac.uk)

Details of all courses available at: [languages.fxplus.ac.uk](http://languages.fxplus.ac.uk)

## IT Services

There will be staff on hand during Welcome Weekend ready to help you log on and connect to the internet in Halls of Residence. There will also be a chance to attend an induction during Welcome Week to introduce you to services and IT facilities.

## My Timetable

You will be able to find details of your timetabled sessions, including the Student Services presentation and Deputy Vice Chancellor's talk, on 'My Timetable' at [mytimetable.falmouth.ac.uk](http://mytimetable.falmouth.ac.uk) when you arrive.

## Contact us

If you have any questions, please don't hesitate to get in touch. Contact The Compass student information service by email on [compass@fxplus.ac.uk](mailto:compass@fxplus.ac.uk)



# International Students



## Moving into your accommodation

### On campus accommodation

You can collect your accommodation keys and information pack from Glasney Lodge. From 14 September The Welcome Team will help you to your accommodation and direct you to some of the campus facilities.

Glasney Lodge is open 24 hours a day to assist with all enquiries and problems.

### Off-campus accommodation

Minibuses will be running from Glasney Lodge to take you to your accommodation, whether it is a university-managed site or a private house.

When you arrive, you will be given a food voucher to use in one of the campus cafes.

### Contact us

Regardless of which accommodation you are staying in (on/off-campus), if you need any support while living at your residence, please contact Glasney Lodge on 01326 253503.

## Collecting your Tier 4 BRP (biometric residence permit)

If you have been granted a Tier 4 Student Visa, you will be issued with

a 30-day vignette sticker in your passport to allow you to travel to the UK, but you will need to collect your biometric residence permit (BRP) within 10 days of entering the UK. Your decision letter will confirm where you should collect your BRP from, and when it will be available.

If you have completed the entire visa application process (including submission of your biometric information) and have nominated Falmouth University as your Alternative Collection Location (ACL), you can collect your BRP from the Falmouth University Student Administration desk at the Penryn Campus during Welcome Weekend. You must take your passport with you for identification.

Your passport will be scanned and documented by the Student Administration team to release your BRP card.

### Student Administration locations and opening times:

#### The Sports Hall, Sports Centre

Friday 15 September:  
8.45am–5.45pm

Saturday 16 September:  
10am–2.45pm

Sunday 17 September:  
10am–2.45pm

#### The Compass, The Exchange Building

Monday 18 – Friday 22 September:  
10am–4pm

If you have not nominated Falmouth University as your ACL, or have not submitted your biometric information as part of the visa application process, you will need to travel to Truro Post Office to collect your BRP. The Compass desk in The Exchange Building will be able to advise you on how to get there. You must collect your BRP within 10 days of your arrival in the UK.

Please check the UK Visas and Immigration website for more information about obtaining your BRP: [gov.uk/biometric-residence-permits/collect](http://gov.uk/biometric-residence-permits/collect)

#### How to open a bank account in the UK

Enrol with Falmouth University to get a letter from the Student Administration department. You'll need to choose which bank you want to register with first, as each has a different letter format.

Make an appointment with the bank you'd like to join and take the letter and your passport with you (plus anything else the bank asks for).

For help, telephone 01326 254259 or email [international@falmouth.ac.uk](mailto:international@falmouth.ac.uk)

The British Banking Association provides a useful leaflet, found at: [bba.org.uk/publication/leaflets/international-students](http://bba.org.uk/publication/leaflets/international-students)

## Events for international students

#### Welcome International Students at The Stannary

**Thursday 14 September: 4pm–9pm**

Receive a warm welcome, get your keys, purchase bedding and food and drink, and meet other students. Onward transportation will be provided for those in off-campus accommodation.

#### International Cream Tea

**Friday 15 September: 4.30pm–6pm, ESI Café (Penryn Campus)**

Meet other international students and enjoy a traditional Cornish Cream Tea. This informal social event is a great opportunity to meet FXU Presidents and the FXU International Officer.

#### Day trip to Falmouth

**Saturday 16 September: 10.30am–4pm, meet outside the Penryn Campus shop**

Join the FXU Presidents on a trip to beautiful Falmouth for a guided tour, ending at Falmouth campus for a social activities.

#### International Student Welcome & British culture and tips session

**Monday 18 September: 4–6pm, Peter Lanyon Lecture Theatre 5**

A formal welcome reception for international students, followed by a 'British culture and tips' session delivered by the FXU Presidents.

#### International Society 'Potluck' Welcome Meal

**Monday 25 September: 6pm–9pm, Peter Lanyon Staff Room**

A 'Potluck' meal to welcome all new members to the International Society, everybody is to whip up one of their local dishes from home. A good opportunity to make new friends and experience international culture! Contact the International society for more info [fxu.intl.soc@gmail.com](mailto:fxu.intl.soc@gmail.com)



## Contacts

#### Heathrow Airport

**Arrivals Team**

E [airportcollection@fxplus.ac.uk](mailto:airportcollection@fxplus.ac.uk)

#### Accommodation

**Glasney Lodge**

T +44 (0) 1326 253503

#### Falmouth University enrolment and Tier 4 BRP cards

**Kirsty Davies**

T +44 (0) 1326 255826

E [kirsty.davies@falmouth.ac.uk](mailto:kirsty.davies@falmouth.ac.uk)

**Julie Tucker**

T +44 (0) 1326 254259

E [julie.tucker@falmouth.ac.uk](mailto:julie.tucker@falmouth.ac.uk)

#### English Language Courses and Tutorials

**English Language Team**

Languages Office,  
Tremough House, Penryn Campus

Languages Office, The Hub,  
Falmouth Campus

E [languages@fxplus.ac.uk](mailto:languages@fxplus.ac.uk)

# Events

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For more events visit  
[falmouth.ac.uk/events](http://falmouth.ac.uk/events)

## Parties

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Freshers will be eligible to buy a Freshers' wristband for £42.00, which will gain them priority entry to all three Stannary events before 10pm. 400 additional tickets will be available on the door for each Stannary event – £15.00 each for the Pirate Party and Ministry of Sound and £20.00 for the Freshers' Ball. Last entry is 11pm.

More info on [fxu.org.uk](http://fxu.org.uk)

### Pirate Party

**Monday 18 September:**  
9pm-2am, Stannary

All aboard for FXU's first major event of the year. There will be prizes for the best dressed so get creative me hearties!

### Ministry of Sound Club Night

**Saturday 23 September:**  
9pm-2am, Stannary

Legendary London Superclub Ministry of Sound will be taking over the Stannary for a special MOS tour night.

### Freshers' Ball

**Saturday 30 September:**  
9pm-2am, Stannary.

Dust off those dancing shoes and shimmy on up to the Stannary for your one and only Freshers' Ball!

### Presidents' BIG Quiz

**Wednesday 27 September:**  
7pm, Stannary.

Your four elected FXU Presidents, Dean, Chris, Harry and Jamal will host this year's BIG quiz. Only one team can win! Test your general knowledge at the biggest quiz of the year! £1 per person.

## Clubs, Societies and Volunteering

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### Clubs/Student-Led Volunteer Projects & RAD Fayre

**Tuesday 19 September:**  
11am-3pm, Sports Hall.

Your first chance to meet and chat to our 52 sports clubs, 14 student led volunteering projects and the RAD (Raise and Donate) fundraising Committee.

### Societies Fayre

**Wednesday 20 September:**  
11am-3pm, Sports Hall.

Meet and find out about our diverse range of 69 societies. Societies will be showing off all that they can offer their members, so expect the unexpected. There'll be impromptu performances, music and interactive stalls.

# Student Finance

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## UK/EU Undergraduate Tuition Fees

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The UK/EU Tuition Fees for a full time undergraduate course for the Academic Year 2017/2018 are £9,250.

### Payment schedule

#### Paying with a tuition fee loan

If you've applied for a tuition fee loan from Student Finance, please check your payment schedule to confirm you've been awarded the correct amount of £9,250. You don't have to do anything about payments – Student Finance will pay the fees directly to Falmouth University.

#### If you have any queries, please contact:

**Student Finance England**  
[gov.uk/studentfinance](http://gov.uk/studentfinance) or  
telephone 0300 100 0607

**Student Finance Wales**  
[financewales.co.uk](http://financewales.co.uk) or  
telephone 0300 200 4050

**Student Finance Northern Ireland**  
[studentfinancenir.co.uk](http://studentfinancenir.co.uk) or  
telephone 0300 100 0077

**Students from the European Union**  
[direct.gov.uk/studentfinance-eu](http://direct.gov.uk/studentfinance-eu)  
or telephone 0141 243 3570

**Students from Scotland**  
[saas.gov.uk](http://saas.gov.uk) or telephone  
0300 555 0505

### Paying tuition fees without the tuition loan

If you are not applying for a tuition fee loan and intend to make the payment yourself, you can either pay in full by 18 September 2017, or in two instalments as follows:

**First instalment (£4,625)**  
Due by 18 September 2017.

**Second instalment (£4,625)**  
Due by 8 January 2018.

### Eligible methods of payment

**Online payments can be made at**  
[paymentportal.falmouth.ac.uk/tuitionfees.aspx](http://paymentportal.falmouth.ac.uk/tuitionfees.aspx)

**By credit/debit card over the telephone:** 01326 213778 or 01326 253790, Monday – Friday: 9am–4.45pm.

**In person at the Finance Office:**  
Monday – Friday: 9am–2pm  
(3pm Wednesdays).

**Direct to the Falmouth University bank account.** Please use your student ID number and last name as a reference.

Bank: Barclays Bank  
Account name: Falmouth University  
Account number: 40370479  
Sort code: 20 87 94  
Swift: BARCGB22  
IBAN: GB96BARC20879440370479

### Contact us

For advice and information about EU/UK tuition fees:  
T 01326 213778  
E [student.fees@falmouth.ac.uk](mailto:student.fees@falmouth.ac.uk)

For details of financial support:  
T 01326 213744  
E [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk)

## International Tuition Fees

### Payment schedule

The annual inclusive fee can either be paid in full at the start of the course by 18 September 2017 or in two equal instalments. Please deduct your acceptance fee and, if applicable, Falmouth University tuition fee scholarship award from your first payment.

#### First instalment

Due at the start of the course by 18 September 2017.

#### Second instalment

Due by the start of the second study block: 8 January 2018.

### International tuition fees

BA(Hons) Degree courses: £15,000  
BSc(Hons) Degree courses: £15,000  
MA courses (full time): £15,000

### Eligible methods of payment

Online payments can be made at [paymentportal.falmouth.ac.uk/tuitionfees.aspx](http://paymentportal.falmouth.ac.uk/tuitionfees.aspx)

#### Pay by credit/debit card:

**Telephone:** +44 (0) 1326 213778  
or +44 (0) 1326 253790 from  
Monday – Friday: 9am–4.45pm.

#### Pay in person at the Finance Office:

Monday to Friday: 9am–2pm  
(3pm Wednesdays).

**Direct to the Falmouth University bank account.** Please use your student ID number and last name as a reference.

Bank: Barclays Bank  
Account name: Falmouth University  
Account number: 40370479  
Sort code: 20 87 94  
Swift: BARCGB22  
IBAN: GB96BARC20879440370479

### Contact us

For advice and information about international tuition fees, please contact the Finance Office:

T +44 (0) 1326 213778  
E [student.fees@falmouth.ac.uk](mailto:student.fees@falmouth.ac.uk)

For details of financial support:  
T +44 (0) 1326 213744  
E [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk)

For details of how to open a bank account in the UK, see p22.

## Channel Islands & Isle of Man Undergraduate Tuition Fees

The Channel Islands & Isle of Man Tuition Fees for a full time undergraduate course for the Academic Year 2017/2018 are £9,250.

### Payment schedule

If you've applied for funding from your Island Education Department, check your payment schedule to confirm what you have been awarded for tuition fees.

### Awards for the full amount

If you have been awarded the full amount due for tuition fees, your Education Department will pay directly on your behalf.

### Awards for part of the tuition fees

If your award is for part of the fees, you can pay your contribution in full by 18 September 2017 or in two equal instalments:

#### First instalment

Due by 18 September 2017.

#### Second instalment

Due by 8 January 2018.

### Paying the full tuition fees without an award

If you don't have a tuition fee award and intend to pay directly yourself, you can either pay the full

amount by 18 September 2017 or in two instalments:

#### First instalment (£4,625)

Due by 18 September 2017.

#### Second instalment (£4,625)

Due by 8 January 2018.

### Eligible methods of payment

Pay online at [paymentportal.falmouth.ac.uk/tuitionfees.aspx](http://paymentportal.falmouth.ac.uk/tuitionfees.aspx)

#### By credit/debit card over the

**phone:** 01326 213778 or 01326 253790,  
Monday – Friday: 9am–4.45pm.

#### In person at the Finance Office:

Monday – Friday: 9am–2pm  
(3pm Wednesdays).

#### Direct to the Falmouth University

**bank account.** Please use your student ID number and last name as a reference.

Bank: Barclays Bank  
Account name: Falmouth University  
Account number: 40370479  
Sort code: 20 87 94  
Swift: BARCGB22  
IBAN: GB96BARC20879440370479

### Contact us

For information about tuition fees:  
T 01326 213778  
E [student.fees@falmouth.ac.uk](mailto:student.fees@falmouth.ac.uk)

For details of financial support:  
T 01326 213744  
E [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk)



## Accommodation Fees

Accommodation is operated jointly by Falmouth University and the University of Exeter through Falmouth Exeter Plus (FXPlus).

The amount to pay can be found on your accommodation contract, and all three payments due should be made by the dates shown. If you are experiencing delays in your Student Finance and are struggling to pay your rent, please contact us using the email address below.

The deposit is refunded within 28 days of the accommodation agreement ending.

Take a look at the payment methods below or contact:  
T 01326 259361  
E [residences@falmouth.ac.uk](mailto:residences@falmouth.ac.uk)

### How to pay for accommodation:

Payment portal:  
[paymentportal.falmouth.ac.uk/  
accommodation.aspx](http://paymentportal.falmouth.ac.uk/accommodation.aspx)

By card on 01326 259361

By cheque (payable to 'Falmouth Exeter Plus') – send to Penryn Campus, Penryn, Cornwall TR10 9FE

Cash, card or cheque at our Finance Office on the Falmouth or Penryn campuses.

**Autumn (Term 1)**  
Friday 29 September 2017

**Spring (Term 2)**  
Friday 19 January 2018

**Summer (Term 3)**  
Friday 20th April 2018



## FAQs

### What do I do if I haven't received my government funding?

e.g. a tuition fee loan, maintenance loan or maintenance grant.

Make sure you've enrolled with Falmouth University.

Ensure you've returned your 'Student Declaration' to the relevant student funding body [gov.uk/student-finance](http://gov.uk/student-finance)

**Contact**  
[student.fees@falmouth.ac.uk](mailto:student.fees@falmouth.ac.uk)

### What if I'm sponsored or have a scholarship?

**Sponsor (not the Student Loans Company)**  
Provide Falmouth University with a copy of your financial letter or guarantee by email [student.fees@falmouth.ac.uk](mailto:student.fees@falmouth.ac.uk)

**Scholarships**  
If you think you'll be receiving a scholarship from a private trust, charity or arts group, please contact the Student Funding team at [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk) (01326 213744 / 255159).

### How do I get my university bursary?

Ensure you enrol for your course online. During the autumn term we'll automatically consider you for a bursary, based on the details you've provided to Student Finance. Confirmation letters will be sent in November/December.

If you'd like to check your eligibility before letters go out, contact the Student Funding team at [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk) (01326 213744 / 255159) or call in to see us in The Compass on a Tuesday or Thursday afternoon (1pm–4pm).

Ensure you have sent your signed 'Declaration' to Student Finance. You would have been asked to do this at the end of your application to Student Finance.

If you're eligible for a bursary, it will be paid directly into the same bank account used by Student Finance.

### What financial support is available?

Check our funding pages at [falmouth.ac.uk/student-funding/  
undergraduate](http://falmouth.ac.uk/student-funding/undergraduate)

Under the 'Undergraduate Funding Menu' you will see information specifically for 2017 starters, but if you have queries please contact the Student Funding team at [studentfunding@falmouth.ac.uk](mailto:studentfunding@falmouth.ac.uk) (01326 213744 / 255159) or call in to see us in The Compass on a Tuesday or Thursday afternoon (1pm–4pm).

# Student Administration



Student Administration includes a number of different teams who can help you on your journey from application to graduation.

## Submitting your work

There are three main submission routes for work:

1. Physical submission to the Student Administration Offices at Penryn or Falmouth Campus.
2. Studio submission as advised by your course team.
3. Online Submission.

Your personalised hand-in dates, including timed deadlines for your modules, will be available on the My Falmouth portal. There you'll also find details about the type of submission and where to submit.

## Remember:

It is your responsibility to check deadlines and make sure that you submit on time.

Online submissions can take some time to upload and IT/printing facilities can be very busy during hand-in times, so do factor this in to your planning.

Work submitted after the published cut-off point will be considered late and subject to a cap of 40%. Work can only be submitted late during the 7-day 'grace period'. This 'grace period' does not apply to adjusted

deadlines or referral or deferral assessments due to be submitted for institutional deadlines.

You can submit work up to one week in advance of the published deadline.

If you have an adjusted deadline or an approved Extenuating Circumstances claim, your new individual deadline will be communicated via your hand in dates on the My Falmouth portal.

To find out more about what you need to do to successfully submit your work, go to [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk) or visit the Student Administration office.

## Extenuating circumstances

If you need to apply for an extension before a submission deadline, read the Extenuating Circumstances Policy at [falmouth.ac.uk/studentregulations](http://falmouth.ac.uk/studentregulations). Here, you will also find a student user manual, FAQs and sample situations guide.

The online application can be found under 'Manage My Modules' in your My Falmouth account. Queries can be emailed to [ec@falmouth.ac.uk](mailto:ec@falmouth.ac.uk)

### Appeals and complaints

If you want to appeal against a decision or make a complaint, read the Appeals and Complaint Procedures at [falmouth.ac.uk/studentregulations](http://falmouth.ac.uk/studentregulations)

The FXU Student Union and Student Support Services are also able to offer information and confidential advice.

### Withdrawals, intermittence and transfer

In the first instance, contact your personal tutor for advice.

If you still need guidance after this, you are welcome to email [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk)

#### Important:

If you wish to change course, intermit (suspend your studies) or withdraw from your course, you must complete the appropriate paperwork before you leave. Failure to do this can have financial implications.

The official forms can be downloaded from the Student Administration SharePoint pages.

### Admissions

If you are interested in applying to study another course at Falmouth, please contact us.

Telephone 01326 213730 or email [admissions@falmouth.ac.uk](mailto:admissions@falmouth.ac.uk)

### Assessment

Official results from Assessment Boards are released in January (for Study Block 1) and again in May (for Study Block 2). Postgraduate students will have their results released in September (for Study Block 3). Results are published online within your My Falmouth account and we'll keep you informed of key dates via your university email.

### Academic calendar

To view term dates for 2017/18, go to [falmouth.ac.uk/termdates](http://falmouth.ac.uk/termdates)

### Contact details

#### Student Administration

Falmouth Campus 01326 255802  
Penryn Campus 01326 255752

Tannachie House,  
Falmouth Campus

Tremough House,  
Penryn Campus

E [student.admin@falmouth.ac.uk](mailto:student.admin@falmouth.ac.uk)

#### Opening Times

10am-4pm (Term Time)  
10am-2pm (Non-Term Time)



# Erasmus and Studying Abroad

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Studying and working abroad is actively encouraged at Falmouth and thanks to exchange programmes with our European and international partner universities, the opportunities are numerous.

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Our Erasmus & Study Abroad Coordinator supports students who want to study or work in another country as part of their degree, and we welcome students from our partner institutions who would like to study at Falmouth.

Studying and working overseas can enhance your employability by helping to develop skills like initiative, independence and motivation. Depending on the country you choose, you may also gain a working knowledge of another language.

**An exchange can provide:**

- A fun, challenging experience
- The confidence to live in another country
- New or improved language skills
- New perspectives on an academic subject
- An international network of friends
- Travel opportunities
- Academic credits
- Transferable employment skills

**Find out more:**

[falmouth.ac.uk/erasmus-study-abroad-exchanges](https://falmouth.ac.uk/erasmus-study-abroad-exchanges)

or contact the Erasmus & Study Abroad Coordinator:

T 01326 259375

E [erasmus@falmouth.ac.uk](mailto:erasmus@falmouth.ac.uk)



# Getting involved

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## FXU

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The FXU (Falmouth and Exeter Students' Union) will represent you during your studies. Our departments cover everything from advice and welfare, events and Student Voice to sports, societies, volunteering and fundraising.

If you want to get stuck in with extra-curricular activities, volunteer in the community or represent your fellow students, just go to [fxu.org.uk](http://fxu.org.uk) or drop in and see them on the Penryn or Falmouth campus.

### Student Voice

Make yourself heard, bring about change and improve things for the student body with the FXU Student Voice. Have your say by voting in elections, getting involved in campaigns, feeding into meetings, putting forward your ideas, or standing for election.

The Falmouth Student Voice is strong, with around 300 representatives. These include at least one person for every course and year group, and an FXU Student Leadership Team – everyone has the chance to get involved.

If you're elected, you'll get access to training, skills development, advice and accreditation. Find out more at [fxu.org.uk/studentvoice](http://fxu.org.uk/studentvoice)

### Societies

Learn, develop and meet new people by getting involved with a club or society. Our large and highly eclectic range includes everything from bee keeping and first aid to green living and high tea. Each runs a calendar of events and activities throughout the year. We also have a fantastic team of student media groups.

### Volunteering

You can find the right volunteering activity for you at FXU.

FXU works with community arts projects, young people in and out of school, environmental projects, conservation projects, Adult Social Care, animal welfare, charity work and individual placements.

### RAD

RAD stands for Raise and Donate and that's exactly what FXU helps you do – raising money for local, national and internationally recognised charities.

From cake sales, jailbreaks, sporting events, charity challenges abroad and much more you can get the best time at university, while raising a lot of money for charity. Events are made to push your limits, so how far are you willing to go?

### Advice Service

The FXU Advice Service provides free, independent and confidential support to all of our students.

Their fully trained and experienced advisers are here for you. They can navigate you through a range of welfare queries including student funding, benefits, financial problems, housing queries, consumer advice, employment, institutional/academic problems and more. See [fxu.org.uk/advice](http://fxu.org.uk/advice)

## Sport

**Cornwall offers amazing opportunities for sport in the community, and especially on the water.**

### Facilities

Sports facilities are available for all students to use on a casual, pay-as-you-go basis, or you can join as a member. Our brand new Penryn Campus Sports Centre includes a four-court sports hall alongside a large fitness studio and gym with nearly 90 stations, equipped by Pulse Fitness. Inductions, help and advice are available from our fully qualified team.

Regular classes run throughout the week and include Les Mills Body Pump, SpinFit, yoga, Pilates, Kettle Bells, Zumba and many more.

They're a great way of staying healthy, fit and relaxed, with a choice of high, medium and low intensity sessions, including laid back options like yoga and meditation.

### Student sport

Away from the gym, the campus has an orienteering route, and easy-use outdoor gym equipment. We also have a multi-use games area: an all-weather, floodlit facility for five-a-side football, hockey skills, and tennis.

FXU offers a wide range of student-run sports clubs, from the competitive to recreational and social. You don't need any previous sporting experience to join, and you'll find a welcoming environment with training and social events. Many clubs play in local leagues as well as university-related competitions.

Water sports feature strongly in Cornwall; it's one of the best places in the country for surfing and sailing, and the Penryn Campus has great links with local water sports providers and clubs, including traditional Cornish gig-rowing clubs.

You can hire a range of equipment at the FXU Activities Office, including surfboards, rounders kits, volleyballs, and badminton and tennis rackets.

Get more information about sports and recreation: [fxplus.ac.uk/sportscentre](http://fxplus.ac.uk/sportscentre) or: [fxu.org.uk/activities](http://fxu.org.uk/activities)

## Life in Falmouth

**At Falmouth, you'll find a creative community stretching far beyond the campus. Here, you're lucky enough to live within one of the most dynamic and inspirational locations in Cornwall.**

### Independent minds

Through centuries, Falmouth has attracted visionaries like JMW Turner, Henry Scott Tuke and Ben Nicholson. So it's no surprise that the local area has an active creative scene, spanning the visual arts, performance, film and literature.

In Penryn, you can visit the on-campus Academy of Music and Theatre Arts (AMATA) and the pop-up Penryn Picture House, while Falmouth has both Falmouth Art Gallery and The Poly: a creative institution offering film, performance, workshops and exhibitions.

### Unforgettable events

Packed with festivals, events and exhibitions, the Cornish year is always lively. Popular events include the Cornwall Film Festival in Redruth (November), Cornwall Contemporary Poetry Festival in Falmouth (November), Fowey Festival of Arts and Literature (May) and Port Eliot Festival (July).

Falmouth's Events Square hosts large-scale music and food celebrations, including the

Falmouth Oyster Festival in October, Falmouth Week in August and the Folk 'n' Cider Fayre in March. The Princess Pavilion in Falmouth stages theatre productions, live music and comedy, welcoming acts like The Staves, Electric Swing Circus, Ben Howard and the Brian Jonestown Massacre.

### Fresh perspectives

For many, the greatest inspiration comes from our ever-changing natural environment. Sitting right by the sea, Falmouth and Penryn boast beautiful beaches, historic harbours and scenic coastal paths. You'll also find sheltered valleys, nature reserves and lots of exotic sub-tropical gardens (in fact, our Falmouth campus is in the middle of one).





# Getting Around

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**Our excellent green transport provision makes this the easiest and cheapest way to get around. We work with local transport providers to bring you special student fares and offers on local routes.**

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We recommend that you avoid bringing your car to campus. With the exception of blue badge permit holders, there is no student parking on the Falmouth Campus, and a limited amount on the Penryn Campus.

## Public transport

Dedicated University buses: £1 fare on U1, U2 and U3 buses between the Falmouth and Penryn campuses with your student ID, plus services every 10 minutes between campuses.

Excellent rail links: trains run every 30 minutes to Falmouth, Penryn and Truro. Season tickets, Bus Plus (rail and bus combi tickets) and off-peak student railcards are available for savings on your fares.

## Travel card

Fal Mussel Card Uni gives you unlimited travel between the Falmouth and Penryn campuses, as well as on all First buses in Cornwall and around the Fal River and Cornwall on an integrated network of ferries, buses and trains.

## Cycling

Free showers and changing facilities for cyclists, along with secure cycle storage facilities, are at both the Falmouth and Penryn campuses. Cycle maintenance points are on each campus, with a tyre pump, bike stand and tools for repairs.

## Green car initiatives

If you have to bring your car to campus, sign up to the car share portal to share your ride (and carbon emissions) with other students: [carshare.fxplus.ac.uk](https://carshare.fxplus.ac.uk)

For more information go to: [fxplus.ac.uk/our-services/travel-transport/green-travel](https://fxplus.ac.uk/our-services/travel-transport/green-travel)

# Living in the Community

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If you're living in privately rented accommodation this year, you're very lucky to be living in such a vibrant, friendly community. However, it comes with new responsibilities and new neighbours that you should be considerate of.

## Moving in

There are some simple steps you should take when you first move into your privately rented accommodation:

### 1. Say hello!

Meet your new neighbours. Being on good terms with the people living next door can be really helpful – you can find out a bit about them and how they live their lives, and it will be easier for you to appreciate any concerns they may have. In turn, they might be more tolerant of any disturbance and can keep an eye on your property while you're away.

### 2. Do the accommodation admin

- Check the inventory that the landlord should have provided
- Take date stamped photos of each room, so you have a record of the condition of the property
- Read the utility meters
- Take a look at the gas certificate

### 3. Get familiar with the bin collections

A regular source of friction among students and the community is rubbish. Seagulls can be a particular nuisance!



- Use a bird/animal proof container such as a dustbin with secure lid or obtain a free seagull proof sack from the Town's One Stop Shop in Church Street.
- Use the proper bags/boxes for your recycling, which can be obtained free of charge at [cornwall.gov.uk/recycling](http://cornwall.gov.uk/recycling)
- Put your rubbish out for collection no earlier than dusk on the day before collection and remove your bins and boxes from the street one they've been emptied. Collections are on Tuesdays in Falmouth and Penryn.
- Don't put garden waste, bulky items, electrical equipment, chemicals or batteries or clinical waste such as needles or medicines out with your household waste.

#### 4. Be aware of noise

- Give your neighbours plenty of notice if you are planning a house party and give them your contact details, in case there is a problem (if your neighbour has your number, they are more likely to call you than the police). Never advertise your party on Facebook.
- Tell your friends to be quiet when they leave your house in the evenings
- Minimise vibrations by moving TVs and speakers away from the walls and lowering the bass
- Close your windows and doors to stop sound travelling

#### 5. Park considerately

You should not bring a car to university unless it is essential.

If you must have a car at Falmouth, you are responsible for complying with local parking legislation including obtaining a Resident Parking Permit, if necessary.

### Moving out

It might seem a long way away, but the year will fly by and it may soon be time to pack up again. Here are some tips on what to do when you move out.

#### 1. Change your address

Do it 2-3 weeks before you move so you don't miss out on any essential post.

#### 2. Cancel the utilities

Let your utility providers know you're leaving, or they'll keep charging you. Try to call them as soon as you know your moving out date and take meter readings on the day you leave.

#### 3. Check the photos

Take a look at the pictures you took when you moved in to ensure everything's still in order. This includes going through the house inventory.

#### 4. Have some good clean fun

Book a day with all your housemates to clean up before you move.

#### 5. Speak to the landlord

Set up an inspection date to inspect the house together while you and your housemates are all still around

#### 6. If there are any problems...

...contact Student Services or the FXU advice team for help



# Staying Safe



Falmouth and Penryn are vibrant, diverse and safe places to live, study and work. But here are some things you can do to make sure you stay safe and well and places you can turn to if you need help and support.

## Home security:

- Lock your doors and windows when you go out
- Keep valuables out of sight, security mark them and think about registering them so they can be identified if they're stolen and recovered by the police
- If you have a bike, get a good bike lock and make sure you always lock it to something secure

## Personal safety:

- **Watch how much you drink**  
Sometimes you can do risky things when you're drunk and you're more likely to lose your belongings. Make sure you eat before you drink, drink plenty of water and keep track of what and how much you're drinking. Never leave your drink unattended or accept a drink from a stranger.
- **Look out for your friends**  
Keep an eye on the people you're with, speak up if you think they might be drinking too much and don't let them wander off on their own.

## Getting home

Make sure your mobile is charged and able to make calls when you go out, try to leave a pub or club with friends, keep hold of some money for a taxi and pre-book a licensed taxi or know the locations of official taxi ranks. If you have to walk home alone, try to stick to well-lit areas.

## Risk of suicide:

If you don't feel you can keep yourself safe or are worried about someone else, seek immediate help:

- Go, or take the other person, to any hospital A&E department
- Call 999 and ask for an ambulance if you can't get to A&E

If you need some support right now, but don't want to go to A&E, here are some other options:

- Contact the Samaritans for free on 116 123, they're open 24 hours and are there to listen
- Contact your GP for an emergency appointment
- Call NHS 111
- Contact Student Services (who will be able to provide advice Monday to Friday 9pm-5pm).

**A reminder about sexual consent:**

It is an offence for a person to intentionally touch another person sexually without reasonable belief that they consented. Touching covers all physical contact, whether with a part of the body or anything else, or through clothing.

Consenting to one form of sexual activity does not mean implied consent to any other e.g., kissing doesn't mean you've agreed to anything else and consenting on one occasion does not imply consent at another. Consent can be withdrawn at any point and at any time and consent cannot be given if a person is drunk or high on drugs.

**Important contacts:**

**If you are a victim of a crime**  
In an emergency: 999  
For non-emergencies: 101

You may need support as a result of being a victim of crime. Visit [victimsupport.org.uk](http://victimsupport.org.uk)

Or the Living Support team can provide support and assistance, including practical help and guidance and assistance with liaising with Police and other external agencies.

**If you are a victim of a sexual assault**  
In an emergency: 999  
For non-emergencies: 101

Whether you have contacted the police or are not sure what to do, the Living Support Service can provide help and guidance, as well as practical advice and liaison to help you feel safe and supported.

The Living Support Team work closely with the local Sexual Assault Referral Centre, and can arrange confidential appointments for students with an Independent Sexual Violence Advocate.

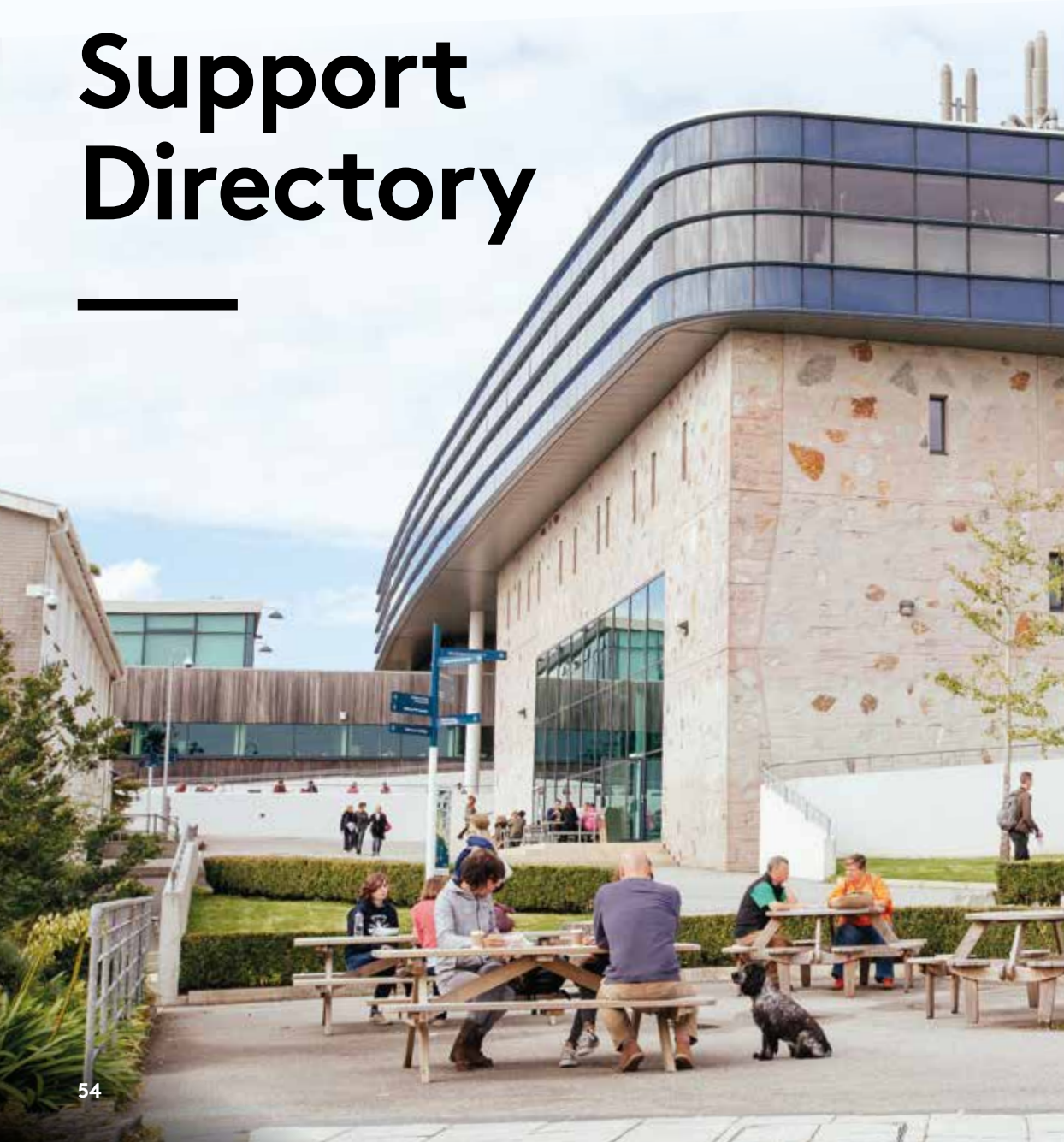
Contact them through Student Services on 01326 370460 or [livingsupport@fxplus.ac.uk](mailto:livingsupport@fxplus.ac.uk)

You can also contact the Sexual Assault Referral Centre in Truro directly:  
[E skoodhya.org.uk/willow-centre/about](http://E.skoodhya.org.uk/willow-centre/about)  
T 01872 272059



# Student Support Directory

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## ASK: Academic Skills

ASK Advisors provide advice and information on all aspects of academic study and skills.

Our StudyHub site provides a directory of resources to support study. The What's On calendar on StudyHub is your link to find out about weekly events, taught sessions and drop-ins during term time.

All our services are available at Falmouth and Penryn and online.

**W** [ask.fxplus.ac.uk](http://ask.fxplus.ac.uk) and  
[studyhub.fxplus.ac.uk](http://studyhub.fxplus.ac.uk)  
**T** 01326 370438  
**E** [ask@fxplus.ac.uk](mailto:ask@fxplus.ac.uk)

## Accessibility Team

Accessibility Advisors provide help and support for students with disabilities, physical, sensory, mental health and long-term health conditions, and those with Specific Learning Difficulties including dyslexia and dyspraxia. We can also advise on eligibility and claiming Disabled Students Allowance (DSA).

**T** 01326 370460  
**E** [accessibility@fxplus.ac.uk](mailto:accessibility@fxplus.ac.uk)

## Accommodation Services

If you are living in University halls please read your Resident's Handbook, copies of which can be found online at [fxplus.ac.uk/accommodation](http://fxplus.ac.uk/accommodation). If you're based at The Sidings or Maritime Studios, you will have been sent a copy via email.

The Handbook gives details of how to report any problems you have and the regulations for your residence as well as the support services available; you can contact a member of the team 24 hours a day, seven days a week, on the phone number below.

You will also have access to an online flat folder, which provides key information and useful contact details relating to your stay in halls.

If you are still looking for accommodation, contact us to get up-to-date information about options in both University and private sector accommodation.

**W** [fxplus.ac.uk/accommodation](http://fxplus.ac.uk/accommodation)  
**T** 01326 253503  
**E** [accommodation@fxplus.ac.uk](mailto:accommodation@fxplus.ac.uk)

## Campus Security

During office hours contact Security via Penryn Campus Reception: extension 4444. Between 5.30pm and 8.30am, use the out-of-hours number: 07768 557779.

## Career Zone

Access advice, resources, work experience and training at our Career Zone on the ground floor of The Exchange, and through our online Career Hub.

**W** [falmouth.ac.uk/careers](http://falmouth.ac.uk/careers)  
**W** [careerhub.falmouth.ac.uk](http://careerhub.falmouth.ac.uk)  
**T** 01326 253735  
**E** [careers@falmouth.ac.uk](mailto:careers@falmouth.ac.uk)

## The Compass

The Compass is the first port of call when you need information and support. You can visit The Compass desk in The Exchange, Penryn Campus or in the Lower Courtyard, Falmouth Campus and ask us anything! Our friendly advisors are well trained to answer questions, unpick complex queries and refer you to the right team when you need more in-depth advice.

W [falmouth.ac.uk/facilities/the-compass](https://falmouth.ac.uk/facilities/the-compass)  
E [compass@fxplus.ac.uk](mailto:compass@fxplus.ac.uk)  
T 01326 370460

## English Language Courses

The Languages team offer free Academic and General English courses for students with English as a second language.

Find us in Tremough House, Penryn Campus or The Hub, Falmouth Campus

W [languages.fxplus.ac.uk](https://languages.fxplus.ac.uk)  
T 01326 370438  
E [languages@fxplus.ac.uk](mailto:languages@fxplus.ac.uk)

## FXPlus

Falmouth Exeter Plus, or FXPlus, delivers the services that are shared by the two universities on the Penryn campus and some on the Falmouth campus.

W [fxplus.ac.uk](https://fxplus.ac.uk)

## FXU

Services include Student Voice and course representatives, sports and societies, volunteering, Raise and Donate (RAD), advice, student welfare and events.

W [fxu.org.uk](https://fxu.org.uk)  
T 01326 255861

## International Student Support

If you're an international student, we can offer guidance about visa requirements and immigration advice.

W [falmouth.ac.uk/international](https://falmouth.ac.uk/international)  
E [admissions@falmouth.ac.uk](mailto:admissions@falmouth.ac.uk)

## IT Service Desk

Our Service Desk team are your first point of call for any query relating to your computer, software, hardware, applications, printing, email and any other IT question you may have. There is a selection of Windows laptops and MacBook Pro available for short term loan. The team also adds regular free laptop clinics. IT are available seven days a week, with an out-of-hours service.

T 01326 213822  
E [servicedesk@fxplus.ac.uk](mailto:servicedesk@fxplus.ac.uk)



## Libraries

Libraries are based on the Falmouth and Penryn campuses and provide extensive resources for creativity, collaboration and study. For advice and help ask at the Helpdesk or come along to the InfoPerch – check times on the library website. Many online resources are available on and off-campus.

W [library.fxplus.ac.uk](https://library.fxplus.ac.uk)  
T 01326 213815 (internal 3815)  
T 01326 370441 (internal 1441)  
E [library@fxplus.ac.uk](mailto:library@fxplus.ac.uk)

## Living Support

Our Living Support team can provide guidance about personal issues, welfare and behaviour. If you have concerns about yourself or someone else, and aren't sure who to speak to, Living Support are here for you and are contactable via the Compass.

W [falmouth.ac.uk/living-support](https://falmouth.ac.uk/living-support)  
T 01326 370460 (extension 1460)  
E [livingsupport@fxplus.ac.uk](mailto:livingsupport@fxplus.ac.uk)

## Modern Foreign Languages

The Languages Team offer a range of evening courses in Modern Foreign Languages, with classes suitable for all levels and abilities, from complete beginners to advanced.

W [languages.fxplus.ac.uk](https://languages.fxplus.ac.uk)

## Multifaith Chaplaincy

Our Multifaith Chaplaincy provides pastoral and spiritual care for people of all faiths – or none. A quiet room is set aside at both campuses for reflection, contemplation, meditation and prayer.

W [falmouth.ac.uk/chaplaincy](https://falmouth.ac.uk/chaplaincy)  
T 01326 370744  
E [chaplaincy@fxplus.ac.uk](mailto:chaplaincy@fxplus.ac.uk)

## Regulations and Policies

All regulations, policies and procedures relevant to studying at Falmouth are available in one place.

W [falmouth.ac.uk/student-regulations](https://falmouth.ac.uk/student-regulations)

## Sports

Our Sports Centre provides opportunities for all levels and abilities to participate in sport, recreation and physical activity. It includes a four-court, multi-use sports hall, fitness studio and gym with up to 90 stations, equipped by Pulse Fitness.

W [fxplus.ac.uk/sportscentre](https://fxplus.ac.uk/sportscentre)

## Student Finance

We can help with every aspect of student finance, including fees, funding, bursaries and loans.

W [falmouth.ac.uk/student-funding](https://falmouth.ac.uk/student-funding)  
W [falmouth.ac.uk/tuition-fees](https://falmouth.ac.uk/tuition-fees)  
T 01326 213778  
E [gov.uk/studentfinance](mailto:gov.uk/studentfinance)

### Student Health Centre

You can see a doctor at the Penryn Campus, or register at a nearby surgery if it's closer. To make an appointment at the Student Health Centre on the Penryn Campus, you'll first need to register with Penryn Surgery (stating that you are a student) on 01326 372502. You'll find details of local surgeries and doctor sessions online.

W [falmouth.ac.uk/health](http://falmouth.ac.uk/health)

### StudyHub

Online index to study resources and advice. Lots of video tutorials, quick tips and links to the best apps and books. Check the What's On page for information about taught sessions on campus, advice sessions and drop ins and individual advice to support your studies.

W [studyhub.fxplus.ac.uk](http://studyhub.fxplus.ac.uk)

### Travel and Sustainability

We offer advice and information on sustainable and cheaper travel options through our Green Travel Plan, plus recycling, events and volunteering.

W [fxplus.ac.uk/sustainability](http://fxplus.ac.uk/sustainability)  
E [sustainability@fxplus.ac.uk](mailto:sustainability@fxplus.ac.uk)

### Counselling & Wellbeing Services

The team supports students experiencing anxiety, stress and other mental health problems and promotes wellbeing across the student community.

W [falmouth.ac.uk/counselling-service](http://falmouth.ac.uk/counselling-service)  
T 01326 370460

### Emergency Contact Numbers

In the event of a serious emergency, you should always contact the police, ambulance, fire services or coastguard by calling 999.

**Assistance from Campus Security:** 4444 (on campus) or 07768 557779

**NHS Medical Advice Line:** 111

**Out of hours GP service** (evenings and weekends): 0845 6710270

**Gas leak** (Transco): 0800 111999

**Electrical supply failure** (Western Power Distribution): 0800 365900

**Water supply failure** (South West Water): 0800 1691144

**Samaritans:** However large or small the issue, if you are feeling depressed, despairing or suicidal, you can talk to the Samaritans on 116 123



# Campus Facilities



## Falmouth Campus

### Supplies:

### Art Shop

Located in the Courtyard Building, the Art Shop supplies staff and students with a wide range of art materials including artist quality paints and mediums.

### Opening hours:

Monday – Friday: 9.30am-4pm.

### The Digital Print Centre

Situated in the Fox 3 self-service IT Suite. High quality large format colour printing (A0, A1 and A2) is available with the option to print white ink on coloured paper (A3 and A4). Help is at hand from the IT Service Desk.

### The Library

The Falmouth Campus Library is situated off the main drive through the Campus opposite the Fine Art Studios and Sculpture Yard.

### Opening hours:

Monday – Friday: 8.45am-9pm,  
Saturday: 10am-6pm,  
Sunday: 12pm-6pm (self-issue only).

### Eating and Drinking:

### Fox Café

In the beautiful Courtyard Building, the Fox Café serves breakfast, lunch and fantastic barista coffees.

### Opening hours:

Monday – Friday: 8.30am-7pm during term time.

### Nursery

Little Wonders provides high quality childcare for children aged one to five.

### Opening hours:

Monday-Friday: 8am-5.30pm.

## Penryn Campus

### Supplies:

### The Shop

Located at the centre of the Penryn Campus, between the Heart and the Media Centre. The Shop sells: groceries and fresh products, snacks (sandwiches etc), newspapers and magazines.

### Opening hours:

Thursday – Friday: 8am-midnight,  
Saturday – Sunday: 10am-10pm.

### Reprographics

Here you can find the Copy Shop and Print Room. Services offered include large format printing, binding, laminating and A6/A5/A4/A3 printing and finishing.

### Opening times:

Monday to Friday 08:45am-5pm term time.

### The Library

The library is situated within The Exchange and Du Maurier buildings on the Penryn Campus, with the entrance on Level 1 of The Exchange.

**Opening hours:**

Access to PCs, study space and the main book collections is available 24/7 throughout term time.

**Eating and Drinking:**

**The Stannary Bar**

**Opening hours:**

Monday – Wednesday and Friday: 8.30am-midnight,  
Thursday: 8.30am-2am (depending on events),  
Saturday: 9am-2am,  
Sunday: 8am-midnight.

**The Stannary Restaurant**

The Stannary Restaurant is located in the Lower Stannary and serves hot breakfast and lunch. Tea, coffee and snacks are available throughout the day.

**Opening hours:**

Monday – Friday: 8am–3pm.



**Koofi**

Koofi Café is next to Glasney Student Village, behind Glasney Lodge. It sells tea/coffee, and freshly made food – soup, salad boxes, toasted paninis and pizzas.

**Opening hours:**

Monday – Friday: 8am-10pm,  
Saturday and Sunday: 11am-10pm.



**Sport and Fitness:**

**The Sports Centre**

The brand new facility includes a four-court, multi-use sports hall, fitness studio and gym with up to 90 stations.

**Opening hours:**

Monday to Friday: 7am-10pm,  
Saturday and Sunday: 8am-8pm,  
Bank Holidays: 8am-8pm.

**Multi Use Games Area & Outdoor Recreation**

The floodlit outdoor Multi Use Games Area (MUGA) is available to hire for 5-a-side football, tennis or any other outdoor sporting activities.

T 01326 370770

Next to the MUGA there is outdoor gym equipment and Table Tennis is available to hire throughout the year.

**Music and Theatre**

AMATA has a year-round programme of events. See what's on at [amata.org.uk](http://amata.org.uk)

**Nursery**

Located near the Sports Centre, Little Wonders provides high quality childcare for children aged one to five.

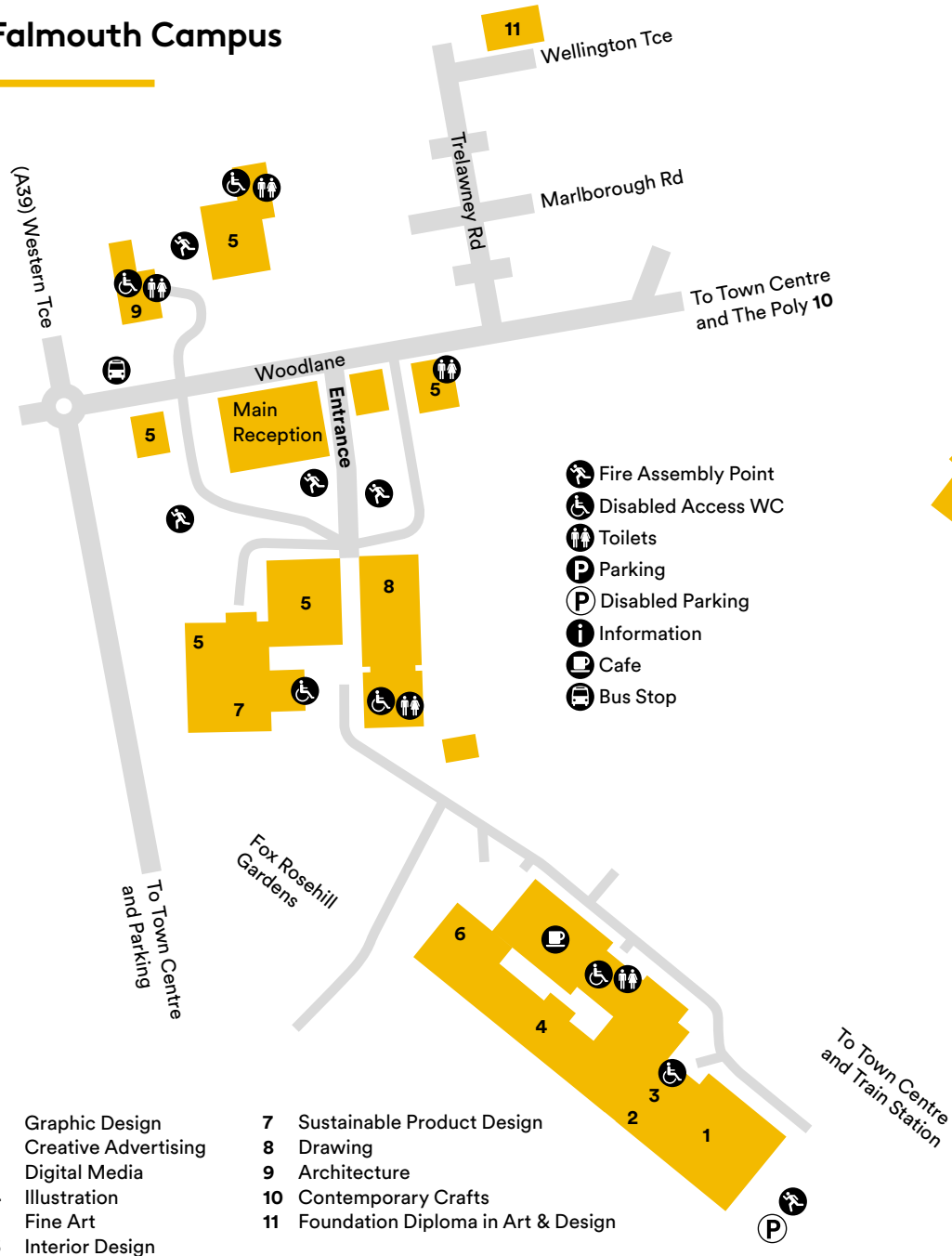
**Opening hours:**

Monday to Friday: 8am–6pm.

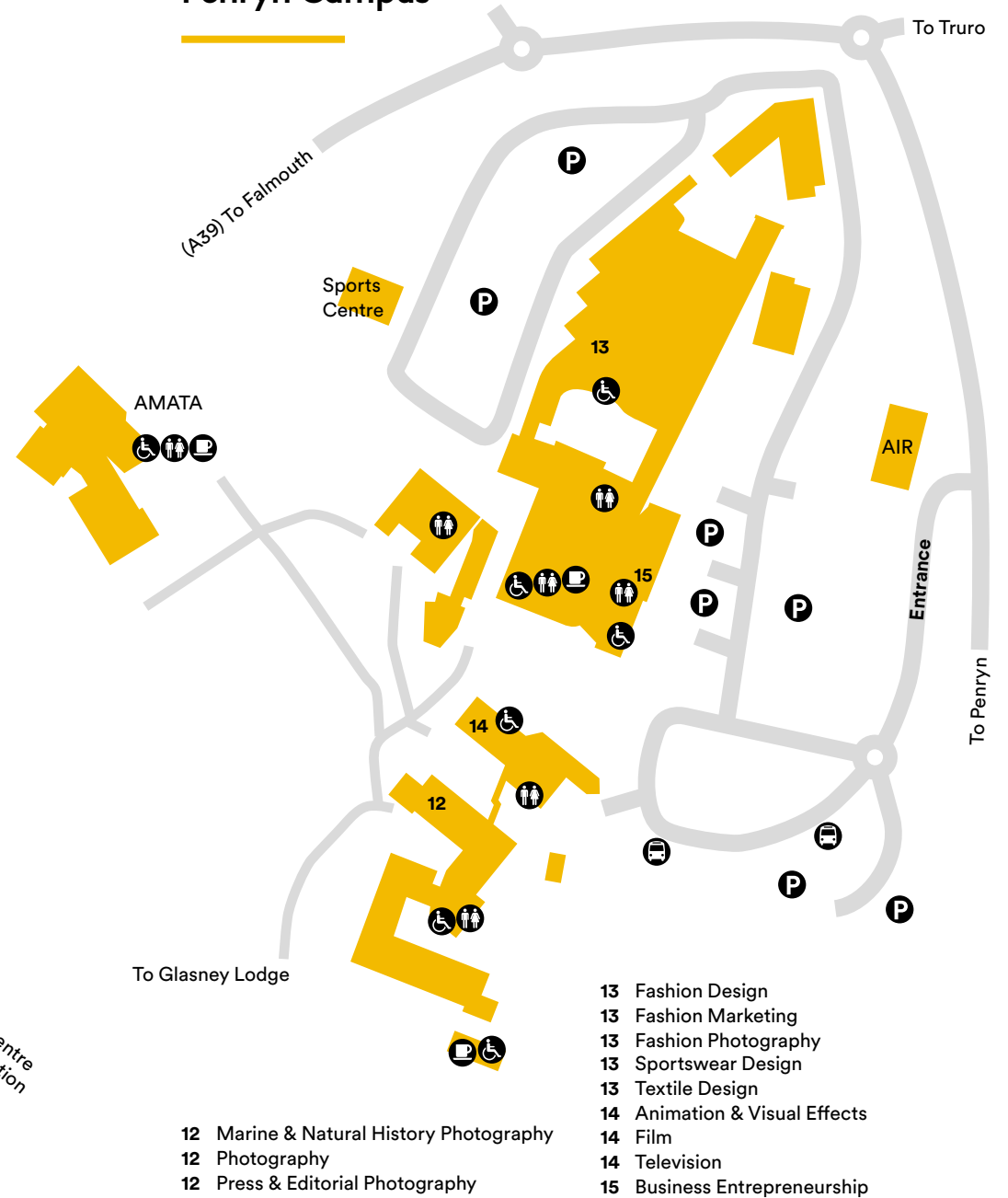




## Falmouth Campus



## Penryn Campus



# Checklist

## First few days

If you haven't received your student ID card from Accommodation, visit Student Administration in The Compass.

Download the Falmouth University app

Complete online enrolment.

## First week

Attend the 'Student Essentials' and FXU events.

Log on to My Falmouth and check your University email account.

Check your inbox for your Student Mentor email and get back to them.

Register with the Health Centre.

Attend a Library Tour

Get your Sports Centre membership.

Contact Accessibility if you need disability support.

Tell us your term time address via My Falmouth.

## International students

Collect your BRP from Student Administration at Welcome Weekend if you have a Tier 4 Student Visa and have asked for delivery to Falmouth University (within 10 days of arriving in the UK).

Collect your BRP from the Post Office if you have a Tier 4 Student Visa and opted not to have it sent to Falmouth University (within 10 days of arriving in the UK), and bring your Tier 4 BRP to the Student Administration desk to have it verified and copied

Attend police registration (if required) within 7 days of arriving in the UK, or within 7 days of obtaining your BRP.

Open a bank account.

Attend international student drop-ins.

## Falmouth to Penryn

10 mins

8 mins

20 mins

## Falmouth to Truro

25 mins

20 mins

50 mins



## Your Student ID Card is issued for the life of your course and is valid for:

Official University ID	Library and equipment borrowing
Sports membership eligibility	FXU membership
Building access	IT access
Voting at FXU elections	Discounted fares on public transport
Photocopying & printing	

## How do I get my Student ID Card?

If you have uploaded your photo, your Student ID Card should be on the front of this guide. If your card isn't on the front of this guide, please visit the Falmouth University Registration Desk in Sports Centre during the Welcome Weekend to collect it.

After the Welcome Weekend you can collect your card from the Late Registration Desk in The Compass, from Monday 18 to Friday 22 September between 10am and 4pm.

After these dates, you need to collect your card from one of the two Student Administration Offices (Penryn or Falmouth Campus). If your course is taught at the Penryn Campus you can collect your card from the First Floor, Tremough House, Penryn Campus. If your course is at the Falmouth Campus go to the Ground Floor, Tannachie House, Falmouth Campus. Both offices are open between the hours of 10am and 4pm.

## Important Information:

It is the policy of the University to charge £10 for replacement Student ID Cards. To avoid this cost we suggest that you *do not*:

- Bend, scratch or tear the card
- Store the card alongside other cards with chips or magnetic strips or near your mobile phone
- Store the card in your pocket

You can purchase a new card at the Finance Office or via the Online Payment Portal on the University website.

If your card has been stolen, a new card may be printed free of charge if you can provide an active Crime Reference Number.