



hello again re-freshers

FALMOUTH
UNIVERSITY



Welcome back to Falmouth

I hope you have enjoyed the summer break and have returned to Falmouth looking forward to another fantastic year.

This is a very exciting time to be studying at our university. We were recently awarded gold in the Teaching Excellence Framework and ranked sixth in the UK for the student experience by the Times Higher Education survey. There are more students studying at Falmouth than ever before and we are matching growth with investment in our world-class teaching and facilities.

This year, you will stretch yourself even further, developing your knowledge, skills and creativity. You might be moving into your own accommodation for the first time, or returning to a house with friends. You will still be supported by a wonderful group of dedicated lecturers and support staff across the university.

Although you're not new at Falmouth this year, there's still plenty for you to discover and explore. If you haven't been involved with any of the FXU sports and societies before, you can still sign up and take part. Take the time to enjoy Falmouth and Penryn, home to our beautiful campuses, and Cornwall – it's rich cultural and creative heritage and stunning landscapes.

Most importantly, make the most of another creative, challenging and invigorating year.

Professor Anne Carlisle

Vice-Chancellor
Falmouth University

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Introduction

So, you're back and ready for another year at Falmouth...

...but there might be a few things you've forgotten over the summer.

This guide contains some handy reminders about the important paperwork and procedures, key contacts, useful resources and the support services that are here to help you make the most of your time at university.

The first few weeks are a busy and exciting time, but the information in this guide will be helpful throughout the year, so keep it safe and come back to it.

Whether it's moving into a new home, finding out how to get involved in more FXU activities or just knowing where to get support – everything you need to know is in here.

Remember, if you have any questions that can't be answered here, head to The Compass online or in-person at the help desk on either campus. The friendly team can point you in the right direction, no matter what you need – advice on academic skills, money, mental health or anything else.

Supporting You



Student Services

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 any Student Service 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.

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 to ensure that you receive effective practical advice and support, as well as understand your options.

Accessibility & Inclusive Learning

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

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

Wellbeing Services

Wellbeing Services provides 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 will not 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.

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.

Contact us

Compass Online

compass.fxplus.ac.uk

T 01326 370460

E studentservices@falmouth.ac.uk

Penryn Campus Level 0,
The Exchange

Falmouth Campus Lower Courtyard

Student Mentors

Who are the Student Mentors?

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

They are volunteers that can offer advice and guidance or answer any questions you might have.

What do they do?

They help you feel comfortable at university and on your course, and can support you to get the most out of being at Falmouth.

Every undergraduate student can have a Student Mentor.

If you aren't still in touch with your Student Mentor from your first year and would like hear from the Mentors, let us know by contacting studentmentors@falmouth.ac.uk.

Want to help next year's students?

Apply to be a trained Student Mentor for 2018/2019: email studentmentors@falmouth.ac.uk.







Academic Support

If you feel like you need a bit of a refresher on all the learning support that's available, there's plenty of help on hand.

The Library

The staff are always happy to guide you around the library and help you uncover the wealth of resources available.

Regular Library tours will be available at both campus libraries for 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.

StudyHub

StudyHub is an online index for study skills resources, advice and tips. You can also pick up hard copies of the index cards on each campus. StudyHub includes top tips on getting started with academic work... and how to keeping going.

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

ASK: Academic Skills

The ASK team works with course teams and individual students to help everyone do the best academic work they can. They will be in the Library during Welcome Week, appearing in your lectures from time to time and delivering taught sessions – especially around the time of essay or report deadlines. If you have any questions about study skills, check out StudyHub or contact us direct: 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.

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 are 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

Details of all courses available at: languages.fxplus.ac.uk.

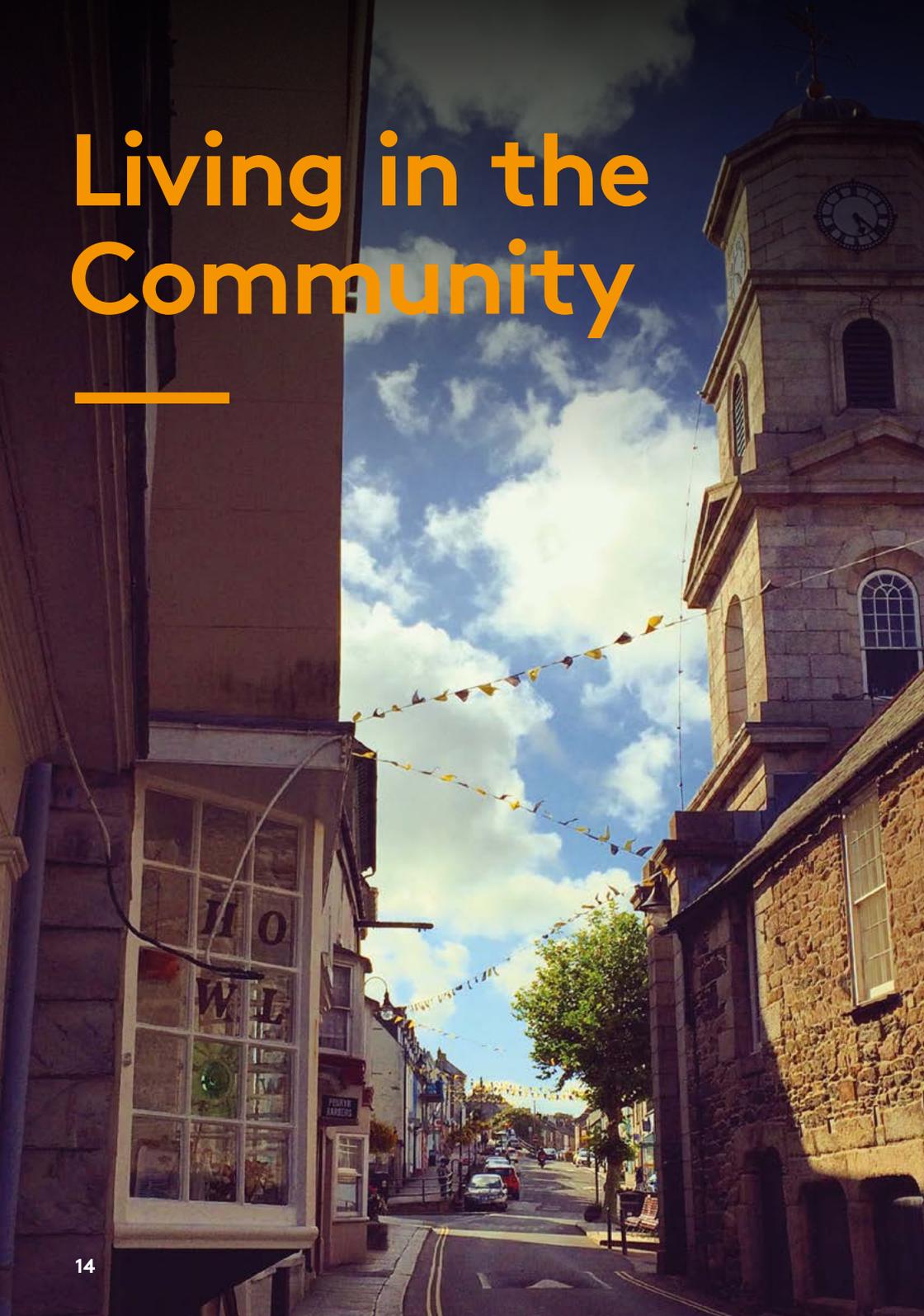
Contact us

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.





Living in the Community



Being a Good Neighbour

If you're moving from University accommodation into the community for the first time, this can be an exciting time. Renting a house or flat with friends will be a big part of your university life. 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.
- Put your rubbish out for collection no earlier than dusk on the day before collection and remove your bins and boxes from the street once 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 some 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 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, pre-book a licensed cab 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 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 9-5).

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.

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.

Contact them through Student Services on 01326 370460 or livingsupport@fxplus.ac.uk.

You can also contact the Sexual Assault Referral Centre in Truro directly:

W skoodhya.org.uk/willow-centre/about
T 01872 272059



Essential Paperwork



Student 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.

You need to register every year.

Online Registration

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 will release your student loan.

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

How to register

An email will be sent to your University email address up to two weeks before the start of your studies, alerting you when enrolment is open and available.

It is very important that you complete the online enrolment within two weeks of returning to your studies. Failing to enrol will result in your IT and building access being suspended and your course registration may also be terminated.

You will need your University Username and Password in order to enrol online. If you have forgotten this information, contact the IT Service Desk by emailing itservices@fxplus.ac.uk

Tier 4 International Student Re-registration & Visa Verification

At the start of each Study Block students will be asked to present themselves for re-registration. Please be aware that if you fail to respond to these requests when asked, it is most likely that your student registration will be cancelled and the UKVI will be informed.

Policy documents

Regulations, Policies and Procedures for students can be found on the University website falmouth.ac.uk/student-regulations.

Contacting Student Administration

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

Visiting the Student Administration Office:

Ground Floor, Tannachie House,
Falmouth Campus

First Floor, Tremough House,
Penryn Campus

E student.admin@falmouth.ac.uk

Proof of Registration

At the start of each year you may be required 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 having to pay 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 ensure that you are registered at the correct address with the Council Taxation Office and therefore you are advised to contact them at revenues@cornwall.gov.uk.

If you are asked to provide a Council Tax Exemption Certificate you can print one directly from your student portal at 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.

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 these through the automated service online.

Please ensure you include any specific information required when making your request.

- Request on My Falmouth account
- Collect from Student Administration

If you require a formal letter that is not accessible via your My Falmouth account, please email student.admin@falmouth.ac.uk.

Interim Statement of Results

If you require proof of your module results you can view these details online through your My Falmouth account.

Should you require a printed copy to present to another university or to support a study abroad application, you will need to email student.admin@falmouth.ac.uk.



Student Administration

Student Administration consists of a number of different teams who can help students on their journey from application to graduation.

Submission of Student Work

There are three main submission routes:

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

The standard hand-in dates including the timed deadlines for your modules will be available via the MyFalmouth portal. Details regarding the type of submission and where to submit your work will also be published here.

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

Online submissions can take some time to upload and IT /printing facilities can be subject to delays in periods of high demand so please factor this in to your planning.

Work submitted after the published cut off point will be deemed as late and subject to a cap of 40%.

You can hand-in or submit work up to 1 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.

For further guidance on what you need to do to successfully submit your work go to the Student Administration Sharepoint Assessment Pages.

Extenuating Circumstances

If you need to apply for an extension before an assessment deadline please look at the Extenuating Circumstances Policy at falmouth.ac.uk/studentregulations.

The online application can be found under the 'Manage my Modules' section of your My Falmouth account. Queries can be emailed through to ec@falmouth.ac.uk.

Appeals & Complaints

If you want to appeal against a decision or to make a complaint look at the Appeals and Complaint Procedures at falmouth.ac.uk/studentregulations.

Withdrawals, Intermittence & Transfer

In the first instance, contact your Personal Tutor for advice. Following which, if you require advice and guidance you can email student.admin@falmouth.ac.uk.

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

Important: if you want to change course, intermit (suspend your studies) or withdraw from your course, you must complete the appropriate paperwork before you leave. Failure to complete the appropriate paperwork can have financial implications.

Contact Details:

Student Administration

Falmouth Campus

T 01326 255802

Penryn Campus

T 01326 255752

E student.admin@falmouth.ac.uk

Admissions

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

T +44 (0)1326 213730

Or fill in our online enquiry form at falmouth.ac.uk/enquiry-form.

GP registration

Doctor's registration

If you didn't do so last year, all students are advised to register with a local GP practice. Information about healthcare services in Falmouth and Penryn 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, check your immunisations are up to date.







Student Finance

UK/EU Undergraduate Tuition Fees

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 or
telephone 0300 100 0607

Student Finance Wales student
financewales.co.uk or telephone
0300 200 4050

Northern Ireland student
studentfinancenl.co.uk or
telephone 0300 100 0077

Students from the European Union
direct.gov.uk/studentfinance-eu
or telephone 0141 243 3570

Students from Scotland – SAAS
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.

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

For details of financial support:
T 01326 213744

E 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.

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).

For direct payments to the Falmouth University bank account, please use the following details. 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

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



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.

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

For details of financial support:
T 01326 213744
E studentfunding@falmouth.ac.uk

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.

Contact

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.

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 (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 (01326 213744 / 255159) or call in to see us in The Compass on a Tuesday or Thursday afternoon (1-4pm).

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.

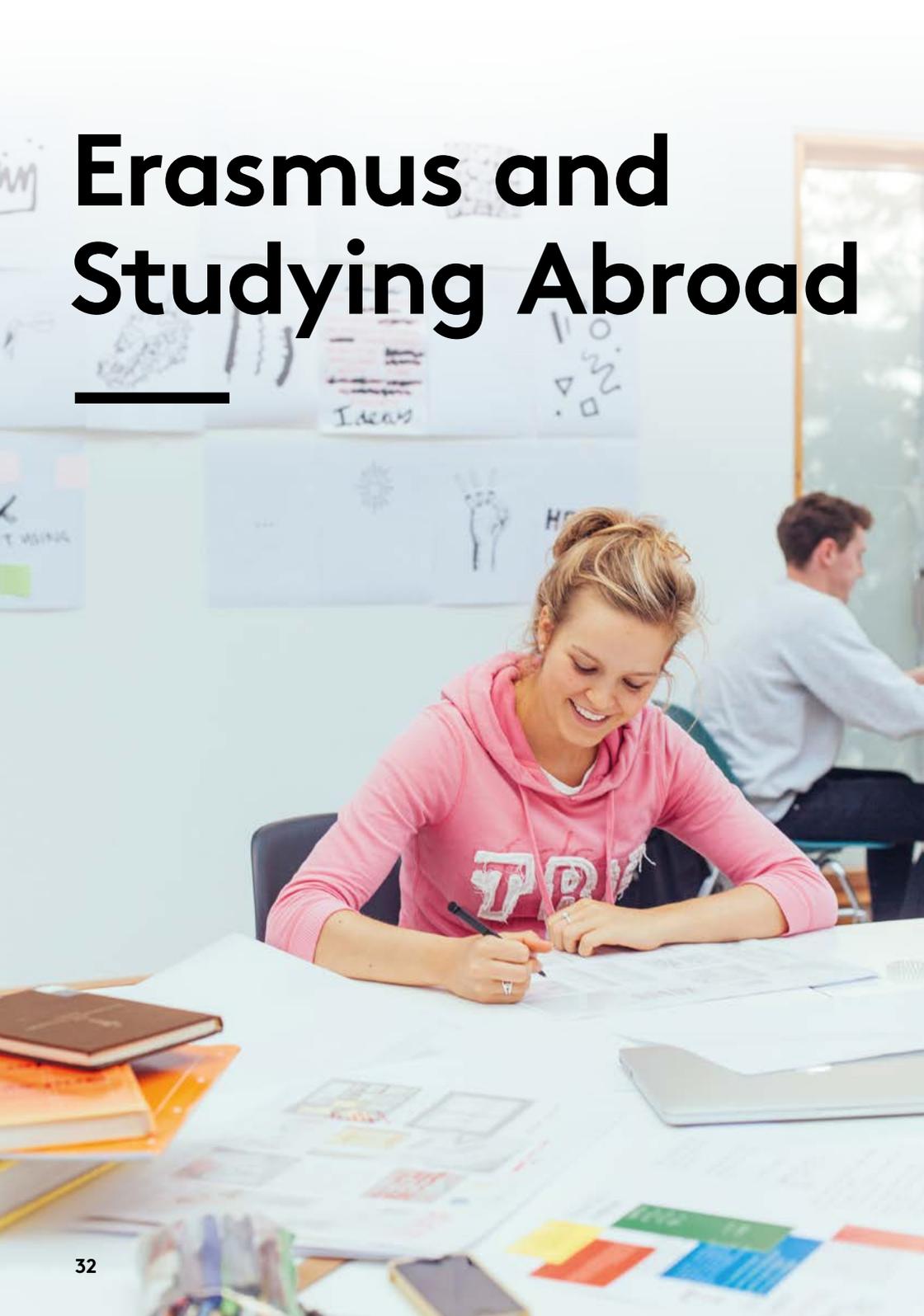
What financial support is available?

Check our funding pages at falmouth.ac.uk/student-funding/undergraduate.

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 (01326 213744 / 255159) or call in to see us in The Compass on a Tuesday or Thursday afternoon (1-4pm).



Erasmus and Studying Abroad



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.

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

or contact the Erasmus & Study Abroad Coordinator:

T 01326 259375

E erasmus@falmouth.ac.uk

Getting Involved



FXU

If you didn't get involved last year there are plenty of ways that you can be part of the student union. Whether you want to be part of the University's policy making and decision taking, want to raise some money for a good cause, or would like to try a new sport or hobby, FXU offers a wealth of opportunity.

Student Voice

You can get involved with FXU in a number of ways that will help ensure that students are in control of their experience both inside the classroom and out. It's a great way to develop your CV and skills.

You can become a Course Rep, become part of the FXU Leadership Team or stand for election as an FXU President.

For more details on roles and responsibilities check out the FXU website fxu.org.uk/studentvoice or call in to the FXU office.

FXU Student Voice Key Dates for the year:

FXU Union General Meeting
1 – Tuesday 21st November 2017

FXU Annual General Meeting -
Friday 16th Feb 2018

FXU Union General Meeting 2 –
Thursday May 10th 2018

FXU President Election dates:

The four FXU Presidents are the most influential students on campus, liaising with university senior management staff to improve your experience as a student. The four roles are:

FXU President Falmouth

FXU President Student Experience

FXU President Community
and Welfare

FXU President Exeter

Any student can stand for election, these are full time paid job roles for an academic year.

Make sure you have your say on who will represent you:

January 8th 2018: Nominations open – candidates put their name forward to be one of the next FXU Presidents!

Friday February 9th 2018:
Nominations close

Friday 16th February 2018: Election candidates announced at the FXU Annual General Meeting and voting opens

Friday 23rd February 2018 –
FXU President Election results announced

Societies

Learn, develop and meet new people by getting involved with a club or society. FXUs 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.

Volunteering

FXU can help find the right volunteering activity for you.

They work 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. They're always looking to develop and broaden our range of contacts and opportunities, so if you have an idea, just let them know.

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. The only limit to what counts as a RAD event is your imagination and creativity.

FXU hosts cake sales, jailbreaks, sporting events, charity challenges abroad and much more to offer you 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?

Student sport

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: fxu.org.uk/activities.

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.

Graduation

Graduation takes place the week beginning 16 July 2018. Dates and times for each ceremony will be released on Monday 4 December 2017. If you are eligible to attend Graduation in 2018 you will be contacted on your University email account with information on how to register your attendance, how

to get guest tickets and order your gown. Please be aware that you must register before the published deadline if you want to guarantee a place at your ceremony.

If you have any questions please email graduation@falmouth.ac.uk.





Student Support Directory

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 and
studyhub.fxplus.ac.uk
T 01326 370438
E 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

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. 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
T 01326 253503
E 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
W careerhub.falmouth.ac.uk
T 01326 253735
E 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

E 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

T 01326 370438

E 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

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

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

E 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 Pros 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



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
T 01326 213815 (internal 3815)
T 01326 370441 (internal 1441)
E 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
T 01326 370460 (extension 1460)
E 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

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
T 01326 370744
E 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

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

Student Finance

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

W falmouth.ac.uk/student-funding
W falmouth.ac.uk/tuition-fees
T 01326 213778
E 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

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

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
E 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
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

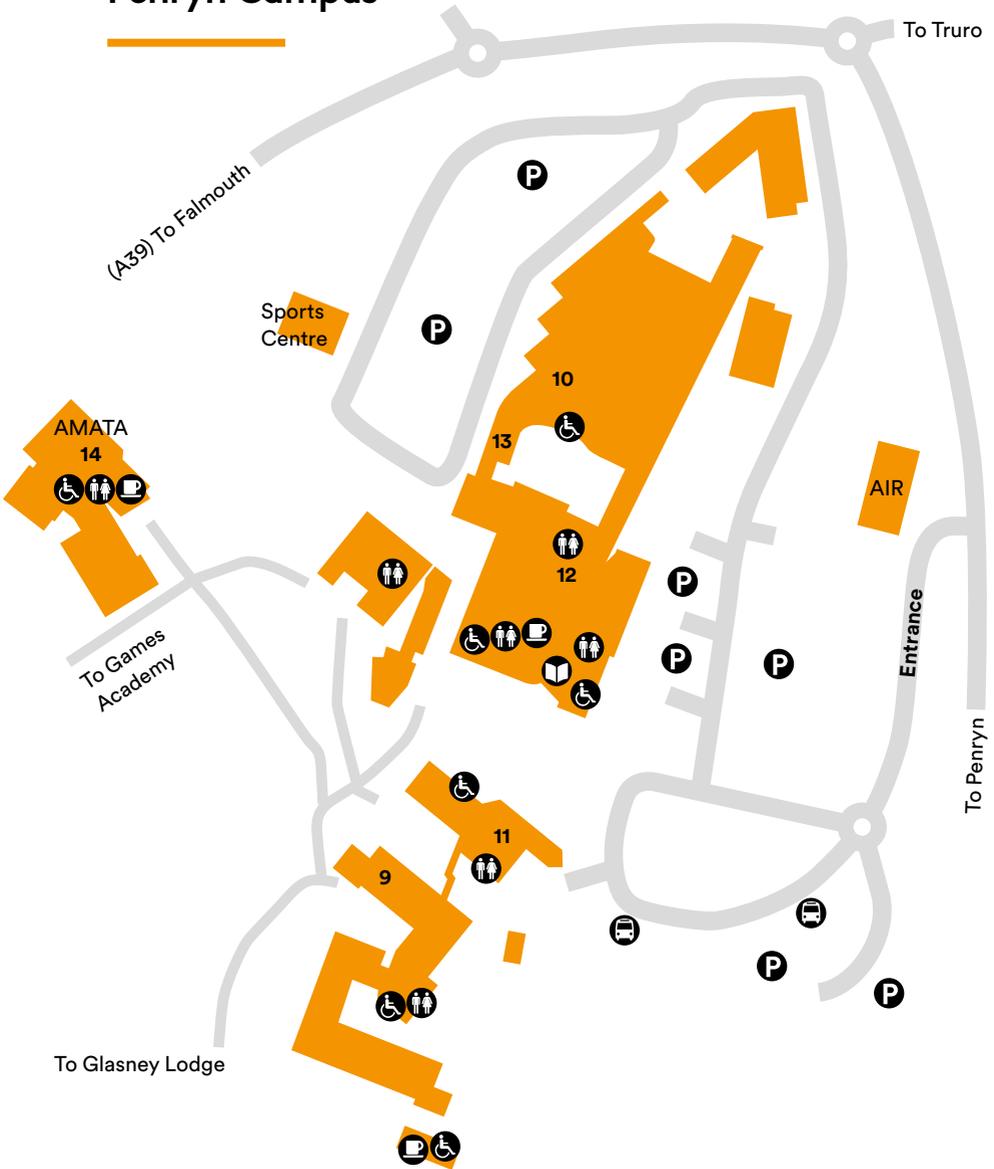
Samaritans: However large or small the issue, if you are feeling depressed, despairing or suicidal, you can talk to the Samaritans on 116 123



Falmouth Campus



Penryn Campus



- 9 Photography
- 10 Fashion and Textiles
- 11 Film and Television

- 12 Writing and Journalism
- 13 Business Entrepreneurship
- 14 AMATA

Checklist

Do the paperwork

Complete online enrolment

Download the Falmouth University App for access to your emails, timetables, up-to-date University news and much more

Tell us your term time address via MyFalmouth

Get set for your studies

Take part in a Library tour

Check out StudyHub's tips on academic study

Sign up for a language class

Be a good neighbour

Say hello to the people living next door

Check the house inventory

Read the utility metres

Get involved!

Check out the FXU sports and societies

Get your Sports Centre Membership

**Falmouth
to Penryn**

 10 mins

 8 mins

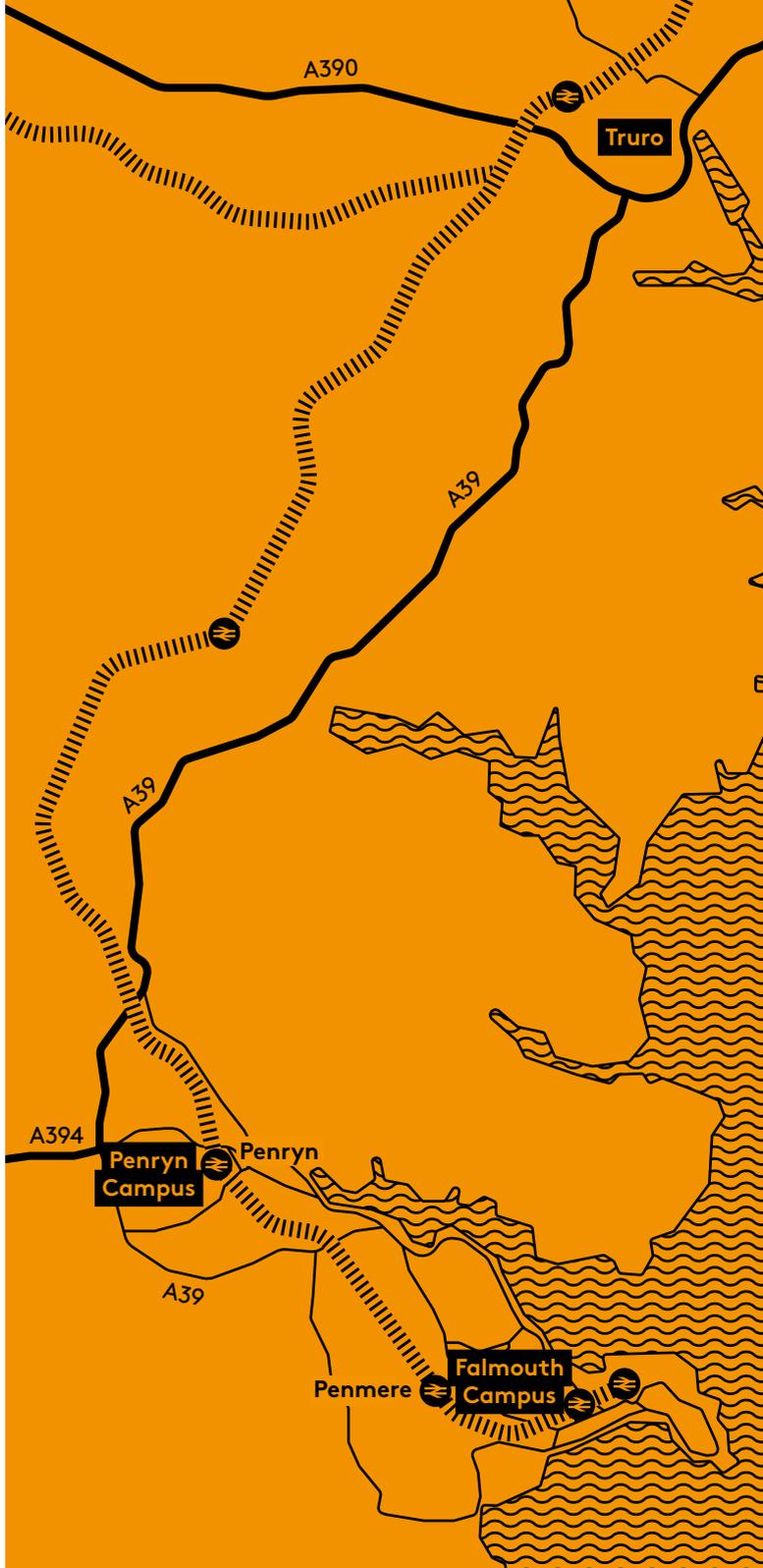
 20 mins

**Falmouth
to Truro**

 25 mins

 20 mins

 50 mins



falmouth.ac.uk