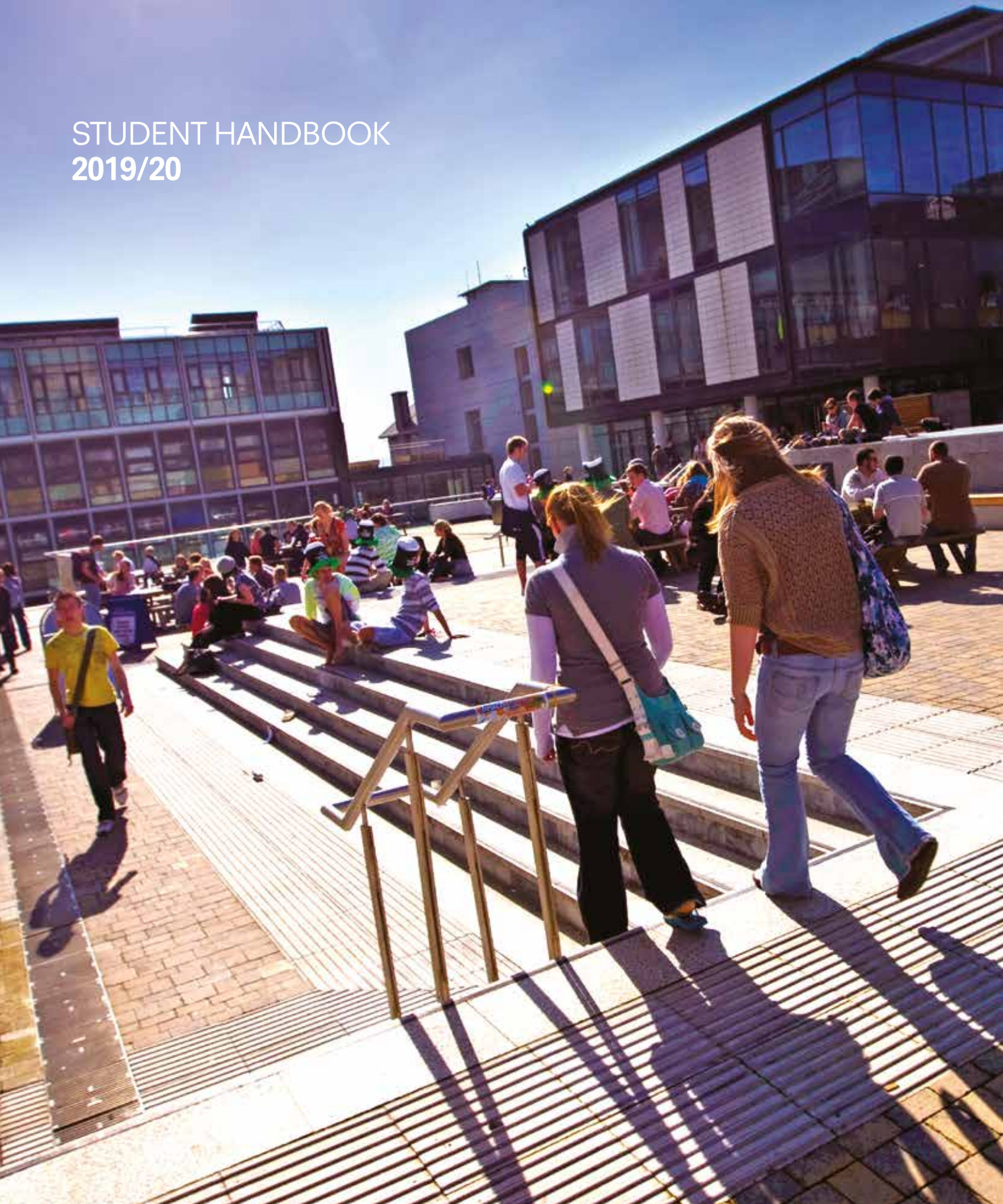




UNIVERSITY OF
PLYMOUTH
International College

STUDENT HANDBOOK
2019/20



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Welcome to UPIC

A very warm welcome to you from the famous maritime city of Plymouth, and our vibrant university campus. The University of Plymouth is renowned for high quality, internationally-leading education, research and innovation. Plymouth makes a positive difference to people's lives. With a truly global outlook, the University provides an inclusive and inspiring community. Students are partners on their journey of discovery.



Here at UPIC we are committed to delivering an outstanding student experience to our international students and to facilitating the conditions and opportunity for you to achieve success on your chosen academic pathway.

In addition to your academic studies, you will have the opportunity to experience the cultural and social aspects of living in the UK. Plymouth benefits from its attractive location, rich maritime history, and boasts a vibrant and cosmopolitan city life. Here in the College, the Admission and Student Services teams are ready to discuss with you the wide variety of academic programmes on offer, as well as the many social and sporting activities available.

I hope to be able to welcome you to the College in person in the very near future.

Peter McDonnell

College Director / Principal UPIC

GENERAL & EMERGENCY

contact details

If you find yourself in an emergency situation and need aid from UK Emergency Services (Police, Fire Brigade, Ambulance, or coastguard), then you should call **999** from any telephone or mobile phone in the UK – no payment is required. If you use a mobile phone to dial 999 you should be aware that the call may be answered by an operator in another part of the country and you will be required to tell the operator immediately where you are phoning from so that your call is dealt with by the appropriate emergency service.

EMERGENCY NUMBERS

UK Police, Fire Brigade
and Ambulance

999

UPIC Emergency number

07545 644257

University of Plymouth
Security Office

01752 233210

(INTERNAL 33210)

Once you have notified the Emergency Services or University Emergency Response team, please ensure that you contact a member of UPIC staff. Phone **01752 411114** during office hours or if the emergency is out of office hours, use the UPIC Emergency Support Mobile number, **07545 644257** which is available 24 hours a day, 7 days a week. The UPIC Emergency Support Mobile number is set up for your own well-being. Please do not risk the health and safety of others by calling this number for non-emergency situations. Abuse of this service may result in the offending student being excluded from the College.

USEFUL CONTACT NUMBERS

Derriford Hospital
0845 1558155

NHS Direct
(24 Hours Medical Advice)
0845 4647

The University of Plymouth
Medical Centre
01752 222341

The University of Plymouth
Main switchboard
01752 600600

Student's Union
01752 588388

Samaritans
08457 909090

Sexual Health
Information Helpline
0845 122 8690

Alcoholics Anonymous
08457 697 555

National Drugs Helpline
0800 776 600

National Express Coaches
08705 808080

National Rail Enquiries
0845 7484950

Heathrow Airport
08700 00 0123

Gatwick Airport
0844 335 1802

Exeter Airport
01392 367 433

Plymouth Taxi Fast
01752 222222

Tower Cabs Ltd
01752 252525

Plymouth Taxis
01752 606060

Silverline Taxis
01752 212121

Academic Calendar

The normal academic calendar for the College works on a trimester system with three (3) intakes a year, beginning in September and in line with the University's academic year. If for any reason we have to amend the term dates you will be notified immediately via the UPIC website and the UPIC portal

Orientation sessions are normally run for new students only and information will be sent to you in advance of your arrival at the College. In some cases, you may be moving from one level to another level in your degree pathway and may be required to attend a separate Orientation with the College and/or the University.

UNDERGRADUATE SEMESTER DATES

	Autumn 2019	Spring 2020	Summer 2020
Semester 1 dates	9 September - 13 December	13 January - 17 April	11 May - 14 August
Semester 2 dates	13 January - 17 April	11 May - 14 August	7 September - 11 December
Semester 3 dates	11 May - 14 August	7 September - 11 December	18 January - 23 April

POSTGRADUATE SEMESTER DATES

	Autumn 2019	Spring 2020	Summer 2020
Semester 1 dates	N/A	20 January - 17 April	18 May - 14 August
Semester 2 dates	20 January - 17 April	18 May - 14 August	N/A
Semester 3 dates	18 May - 14 August	N/A	25 January - 23 April

Please note that these dates are subject to change and you should always check with the Student Support Office to ensure you have the correct semester timetable.

COLLEGE HOLIDAYS:

Easter The College will be closed from Good Friday to Easter Sunday, inclusive.

Christmas The College will be closed from 5.00pm on 24 December 2019 to the next working day after 2 January 2020 (inclusive).

PUBLIC HOLIDAYS

New Year's Day	1 January 2020
Good Friday	10 April
Easter Monday	13 April
May Bank Holiday	4 May
Spring Bank Holiday	25 May
August Bank Holiday	31 August
Christmas Day Holiday	25 December 2019
Boxing Day Holiday	26 December 2019 (28 December substitute day)

OFFICE HOURS:

- UPIC is open Monday to Friday from 8:30am to 5:00pm
- Academic Services Office from 8:30am to 5:00pm
- Student Support Office from 8:30am to 5:00pm

UPIC is closed on weekends (Saturdays and Sundays) and College Holidays, inclusive of Public and Bank Holidays (England and Wales only).

SAFETY, SECURITY AND EMERGENCY PROCEDURES

STUDENT ID CARD

All new UPIC students will be issued with a University of Plymouth Student Identification Card (SID), which you should carry at all times when on campus, to ensure:

- access to the library
- access to the computer laboratories
- proof of identity generally and during examinations
- proof of enrolment/registration and all other security matters
- access to discounts at bars, shops and restaurants

If you lose your SID Card, you will be required to replace it and there will be a fee of £5 for each replacement.

SAFETY AND SECURITY ON CAMPUS

If for a disability related reason you have any concerns about how you could evacuate a building at the College/University, should emergency evacuation be necessary, we strongly recommend that you have a Personal Emergency Evacuation Plan drawn up, please see a member of the support services team for this extra measure.

Emergency and critical situations can arise at any time and can be due to a variety of factors including:

- Injury
- Illness
- Community health issues
- Allergic reaction
- Fire or explosion
- Gas leak
- Structural failure
- Bomb threat



EVACUATION ON CAMPUS

The University's response to emergencies is achieved by channelling information through the Security Control Room. This is staffed 24 hours a day and can be contacted from any telephone linked to the University switchboard by dialling the University emergency number **33210** from a campus phone. Please use this number only in emergency. If calling from a mobile phone for an on-campus emergency, Security can be contacted on **01752 233210**. When a call is received the appropriate University personnel will be contacted and, if required, the emergency services.

All buildings have a team of fire wardens whose role is to assist with the general evacuation of buildings. They can be identified by their fluorescent vests. The wardens report to a fire marshal at the assembly point. The marshal's role is to provide a link with security staff and the emergency services.



ON HEARING A FIRE ALARM:

- Leave the building immediately by the nearest escape route, closing all doors behind you.
- Do not stop to collect personal items, and do not panic but calmly follow the exit signs.
- Do not use a lift during a fire or emergency evacuation.
- If you are on an upper floor and have difficulties in using the stairs, please make your way to the staircase and make your presence known to a fire marshal, or ask someone to report your presence to the fire marshal at the assembly point. It may be safer to wait for the main body of people to pass before descending the stairs.
- Once out of the building go to the nearest assembly point and await further information. For 15 Portland Villas the assembly point is on the road in front of the building.
- UPIC has a fire warden responsible for 15 Portland Villas: **Tobi Joseph-Johnson.**

Ensure that you:

- Do not take any risks
- Do not return to the building until authorised
- Do not use lifts

Wheelchair users or people with mobility impairment – please ensure that you become familiar with escape routes from the buildings you will use during your time at the University. In buildings where the upper floors are accessible by lifts, arrangements have been made for the provision of special evacuation chairs that can be used to take mobility impaired individuals to safety via the stairs. An Evac chair can generally be found on the landings of the main staircases and a number of staff based in the area will have been trained in their use. If you would like an assessment of suitability or more information on the evacuation chairs, and their specific location please contact the College Health and Safety Officer.

The lifts **MUST NOT** be used when the fire alarms are sounding.

If you have concerns about your ability to leave the building in an emergency, please discuss these with the College Health and Safety Officer, **Tobi Joseph-Johnson:**
T: 01752 588095 E: tobi.joseph-johnson@upic.plymouth.ac.uk

University Safety Officer: **Kirstie Spencer: T: 01752 582065 E: kirstie.spencer@plymouth.ac.uk**
Office is located in Kirkby Terrace on the campus.

REPORTING AN INCIDENT

If you have an emergency on campus, call **33210** from any internal phone. For general reporting of incidents call the local police on **08452 777444**, or call the campus officers on the above numbers.



SECURITY IN STUDENT RESIDENCES

All the UPIC student accommodation has secure locks fitted but, the best way to prevent theft is to make sure you lock your bedroom doors and close windows (especially ground floor ones) at all times even if you only leave for a short period of time. Communal entrances and exits should also always be kept closed with access restricted to key holders only. Do not give entry to any person you do not know and make sure the door closes properly behind you when you enter or leave the building. Never leave valuables on display in windows.



BIKE AND CAR SECURITY

Bike and car crime can be avoided with proper preventative measures. Sturdy D-locks are best for locking bikes as they can not be cut through easily. Never leave your valuables in a car and use a steering wheel lock whenever possible. If your bike has been stolen from campus report it to the security office on **01752 333210 (on-campus 3210)**.

SAFETY AND SECURITY IN PLYMOUTH

Plymouth is generally a safe place but, as in any city, crime is a reality. Students should take every precaution to protect themselves. If you need to walk around after dark, do so in groups and try to stay within well populated, well lit areas. Students are advised not to carry large amounts of cash with them at any time. Important documents (especially passports) should be kept in a secure place at all times. All thefts of belongings on campus should be reported promptly to the University of Plymouth Security, followed by the police. If off-campus contact the police immediately then in both situations contact the UPIC Student Support Office.

If you find an unattended bag or item on any University premises, you should notify the University of Plymouth Security and UPIC immediately.

INSURANCE

You are required to take out insurance cover whilst studying with a Navitas UK College, and it is essential under British law to take out at least third party insurance cover if you drive a car or ride a motorcycle. Endsleigh Insurance is linked with the National Union of Students (NUS) and has a number of insurance policies designed with students in mind. Details of these are available from Endsleigh Insurance, Cranfield House, 97-107 Southampton Row, London WC1B 4AG or on **www.endsleigh.co.uk**. You should compare rates before you sign on with any insurance broker.

For students in private accommodation, your personal property is not covered by the property insurance and if you have any valuable things and haven't already arranged for insurance cover then you should do so as soon as possible.

Several companies specialise in student insurance cover, and you can look on the internet for the deal that suits you best. Try the following sites: **www.endsleigh.co.uk** **www.cover4students.com**

You may get a good deal from your bank if they also do student insurance deals.

The College as part of Navitas UK provides a policy which is tailor made for our international students. Please see the next page for details, this insurance service provides essential protection whilst you are studying with us in the UK.

Navitas Advantage

At Navitas we offer you an outstanding student services and academic learning environment, which will enhance your overall experience whilst studying with us in the UK. We like to call this the Navitas Advantage. As a student at UPIC you can expect the following services over and above the traditional higher education experience:

- Individualised student support tailored to your personal needs
- One-to-one or small group academic tutorials
- A selection of extra-curricular student activities each semester
- Access to our online Student Portal to assist your learning
- Weekly academic and welfare monitoring support
- Individual feedback on academic progress
- Access to the College's 24/7 emergency support line
- Access to University facilities including the Student Union and Library
- Navinsure, for complete peace of mind (further details below)
- Visa assistance and advice in your home country from an authorised Navitas representative (where available)

INTRODUCING NAVINSURE

Your welfare and safety are very important to us; this is why all Navitas students have comprehensive insurance, for the entire length of your study time with the College, as part of your Navitas Advantage experience. This insurance scheme has been specially tailored by Navitas to provide valuable cover for:

- personal belongings
- your laptops and gadgets
- emergency medical expenses
- Navitas Advantage fees

It is important that you read through the following summary, so that you are aware of the cover provided:

Navitas Insurance	Covers up to
Cancellation or Curtailment Charges	£5,000
Emergency Medical Expenses	£2,000,000
Emergency Dental Treatment	£500
Funeral Costs Abroad	£5,000
Baggage & Personal Belongings	£3,000
Single Article Limit	£1,000
Valuables Total Limit	£750
Personal Money, Passport & Documents	£3,000
Cash Limit	£100
Other Money & Documents Limit	£100
Passport	£500
Personal Liability	£1,000,000
Missed Departure	£250
Overseas Legal Expenses & Assistance	£10,000
Course Fees	£12,000

KEY BENEFITS:

- Cover against theft, loss and accidental damage to your personal belongings and gadgets and against the unexpected happening.
- If you need to cancel your course, cut it short or repeat it due to accident or sickness of you or a close relative; we will reimburse the prepaid Navitas Advantage fees.
- Cover is also provided during trips outside the UK if the trip is required as part of your course or for leisure trips within Europe for a period not exceeding 21 days in total.

Full details can be reviewed within your policy booklet.

PRINCIPAL EXCLUSIONS

General

The first £50 of each and every claim per incident claimed for by each insured person except for claims under personal liability, personal accident and legal expenses

Cancellation or curtailment charges and Course fees

Any circumstances known prior to booking the trip that could reasonably be expected to give rise to a claim.

Emergency medical and other expenses

- Treatment or surgery which, in the opinion of the medical practitioner in attendance, can wait until your return home.
- Medication, which prior to departure is known to be required.

Baggage & Personal money, passport and documents

- Valuables left unattended at any time unless in a safety deposit box or in your locked accommodation.
- Baggage contained in an unattended motor vehicle between 9.00pm and 9.00am or; between 9.00am and 9.00pm unless it is in a locked boot or covered from view in a locked car.
- Personal money or your passport left unattended at any time unless in a hotel safe, safety deposit box or in your locked accommodation.

For full information on terms and conditions, the complaints procedure and what to do in the event of wanting to make a claim, please contact Student Support.

College Contacts

DIRECTING A PROBLEM OR QUERY AT UPIC

If you have a query relating to your:

- assessments and examinations
- lecturers
- programme content
- programme of study
- progression through your programme
- timetable

please speak with a member of the Academic Services Team.

If you have a query relating to your:

- accommodation
- contact details
- financial status
- health and safety issues
- payment of tuition and/or accommodation fees
- visa status and renewal
- general well-being
- attendance

please speak with a member of the Student Support Team.

The UPIC Student Support Office is the point of contact for all College enquiries and is located on the ground floor of 15 Portland Villas. If you have a query or issue that cannot be dealt with at UPIC Student Support Office staff will ensure that you are redirected to the correct person and will assist you in obtaining a personal appointment.



COLLEGE STAFF

The College team is made up of core staff, who deal with general College operations, and academic consultants (your lecturers) who deliver the modules/programmes. The core staff of the College comprises of:

Senior Management:



College Director/Principal,
Peter McDonnell

Academic & Support Services:



Director of Academic
and Student Services,
Paddy Beegan



Manager of
Academic Services,
Dave Jones



Student Services Co-ordinator
Drew Kearney
drew.kearney@navitas.com



Student Services Officer
Tobi Joseph-Johnson
tobi.joseph-johnson@navitas.com



Student Services Officer
Millie Olugbemiga
melissa.olugbemiga@navitas.com



Student Services Officer
Phillie Spottiswoode
philippa.spottiswoode@navitas.com

Marketing & Recruitment:



Director of Marketing
and Admissions
Tim Gutsell
tim.gutsell@navitas.com



Student Recruitment
Co-ordinator
Izzy Kellaway
izzy.kellaway@navitas.com



Marketing
Co-ordinator
Ben Trebilcock
ben.trebilcock@navitas.com

Admissions:



Admissions
Co-ordinator
Nico Staurengi
nico.staurengi@navitas.com

UPIC Academic Teaching Staff

You will be introduced to your lecturer/s at the beginning of each semester. All lecturer/s have strong backgrounds in academia and in many cases they have held strategic positions in industry and are professionally accredited.

If you have a friend or relative who might be interested in studying at UPIC, please speak with a member of the Marketing team: Izzy, Ben or Nico.

Communication

UPIC PORTAL

As an enrolled UPIC student, you will have access to the UPIC student portal. The Portal website is <http://axis.navitas.com> it should be checked daily as it contains important information about your studies. All students will receive updated news items throughout the semester and will be able to access the following information:

Enrolment

- Enrol online
- View timetable
- Monitor and print attendance records
- Receive results

Studies

- Follow academic progress
- Receive module guides and teaching materials

Fees

- View your financial account for the semester
- Calculate next semester's fees

Profiles

- Update address details and change password/s

Messages

- Send and receive emails



UPIC STUDENT CHARTER

UPIC as an associate College of the University of Plymouth facilitates the progression of international students to a wide range of first degree and postgraduate programmes. In partnership with the University of Plymouth and through efficient and effective delivery of high quality learning outcomes, UPIC enables students to achieve and surpass their educational goals. Our vision is to be acknowledged as the UK's most trusted partner in delivering degree pathways at the University of Plymouth and to be recognised by our students and key stakeholders as providing a world class learning and teaching service and experience. UPIC is committed to providing a challenging learning environment for its culturally and geographically diverse international student population.

The UPIC Student Charter, developed in collaboration with the UPIC Student Council and College Enhancement Team (CET), has a key role to play in supporting the delivery of UPIC's mission and vision. UPIC fully supports the commitments and expectations made in the Student Charter and will work with the Student Forum and CET to review the Charter on an annual basis.

UPIC WILL:

- retain its commitment to the values of equality, diversity, social inclusion and mobility
- be courteous, prompt, professional and efficient in all our dealings with you
- respect you as an individual and a learner
- be genuine and fair in the way we behave and the service we provide to you
- take all reasonable steps to provide a vibrant, healthy, safe, accessible, inclusive, equitable and sustainable learning environment free from harassment and discrimination
- equip you with the skills, attributes and capabilities to support you in meeting your personal and academic goals
- involve students in reviewing curriculum delivery and development
- treat the information held on your file in accordance with the Data Protection Act 1988
- ensure that all staff, consultants and agents involved in the recruitment of students adhere to the following codes of conduct: UK Quality Code of Higher Education; British Council Code of Conduct; UKBA requirements and UK Council for International Students Code of Practice
- recognise, respect and value your contribution to the University community.

UPIC WILL PROVIDE:

- a high quality learning experience, with qualified, skilled and professional staff
- appropriate access to physical and technical learning resources that you need for your studies
- an environment to support your learning and social life, including access to teaching space, library, IT labs and sports facilities
- meaningful and timely feedback on your work
- stated periods of notice to changes in timetables, cancelled classes, rescheduling of content
- an academic course handbook which details assessment criteria, contact hours, mode of delivery, assessment and examination arrangements and regulations, academic guidance and support, and appeals and complaints procedures
- opportunities for you to contribute to the decision making of the College
- course costs, payment options and deadlines through CPR M4
- training and support for all student representatives and student mentors.

YOUR UPIC STUDENT REPRESENTATIVES WILL:

- represent your views, concerns and aspirations through the Student Council, College Teaching and Learning Board and CET
- campaign, educate and advise of issues that matter to you
- encourage your involvement in joining the University of Plymouth Student's Union
- encourage your involvement in UPIC events and activities

AS A STUDENT YOU WILL:

recognise that you are part of a learning community and will:

- treat others with tolerance, dignity and respect, either in person or virtually
- use and adhere to all UPIC and University of Plymouth regulations and policies
- respect your environment on and off campus
- get positively involved in college life, from actively participating in every teaching session to getting involved in social activities at UPIC, such as sports and trips
- comply with UK regulations of the United Kingdom at all times and report to the relevant authorities any incidents which break the law that you may witness
- support the University of Plymouth zero tolerance policy towards drug dealing and the possession of weapons by students on and off campus

play an active role in your learning by:

- attending classes (100% attendance expected)
- abiding by the following rules for classroom conduct:
 - No food or drink should be taken into classrooms on campus, apart from bottled water
 - Respect University property, including leaving classrooms or IT labs in a clean and tidy state

- No negative/aggressive behaviour or language use
- Speak ONLY in English in the classroom
- Show respect for teachers and classmates by listening while others are speaking
- Be prepared for every class with the required materials: textbook, printouts from the Student Portal, a pen and notebook
- Comply with UPIC and University of Plymouth IT Acceptable Usage policies
- Make sure your mobile phone is on silent and packed away during all teaching periods
- Engage in your learning proactively
- Commit to the appropriate amount of self-study for each module
- Check your UPIC email account and the Student Portal on a daily basis
- Meet all agreed deadlines for course work submission and examinations
- Pay fees and charges in accordance with CPR M4

take responsibility for seeking appropriate support and guidance:

- Ask for help as soon as possible if you think you need it
- Provide UPIC with up to date information about yourself (for example change of address, mobile phone number)
- Read the UPIC Student Handbook
- Read your Student Study Guide.

WHAT TO DO IF YOU HAVE A COMPLAINT

We are always looking at ways in which we can improve our service to students. Your feedback, therefore, is very important to us. You can let us know what you think through perception surveys and through the Student Forum.

If things go wrong, you should contact the College by telephone or personal visit to see if we can resolve the matter informally. Your first point of contact should be the College Student Services Officers. If you are still not happy, then you should contact the Director of Academic and Student Services.

If having approached these people, you are still not satisfied, you should make a formal complaint in writing, in accordance with the procedure laid down in College Policies and Regulations CPR QS10b: Academic Appeals.

Copies of the full complaints procedure are available on the Student Portal and from Student Services staff who will be happy to help you at any stage of the complaint process. Please feel free to contact the Student Services Officers on **01752 411114**.

WHAT TO DO TO CHALLENGE A GRADE

If you are not happy with the grade you are given for an assessed piece of work or an exam, there is an Appeal and Review – Student Results procedure which is explained in detail in CPR QS 9: Assessment Regulations. In the first instance you should approach the Manager of Academic Services who will advise and guide you through the procedure.

Financial Matters & Enrolment Status

OPENING A BANK ACCOUNT IN THE UK

The UK Government requires overseas students in the UK to fulfil certain conditions before they may open a UK bank account. Most overseas students studying in the UK will be able to open a bank account with a UK bank, as long as they provide the required documentation.

Ask if your home country has a special relationship with any particular bank in the UK, as this may help you with setting up an account. This information covers only the major banks.

Banks recommend that if you are coming for a short course of three months or less, it may not be worth opening a bank account. It will usually be possible to withdraw cash from your home country account using your ATM/cashpoint card. Check this with your bank at home.

The main banks in Plymouth are:

- Barclays
- NatWest
- Halifax
- Santander
- HSBC
- TSB
- Lloyds

Some Building Societies also offer full banking facilities and the Post Office operates the National Savings Bank and some banking services.

Banks offer many different financial services. You may wish to compare the services and costs of several banks before choosing one at which to open an account. Banks are competing for your business. When choosing a bank, you need to consider the following:

- How easy it is for you to visit or contact the bank?
- What services the bank offer and what charges it will make?

- What arrangements there are for transferring money from your home country, and the costs involved?
- What documents are required by the bank in order to open an account?

At the very least you will need the following:

- Your passport
- Your UPIC Acceptance of Offer of Admission (and maybe your student ID Card)
- Proof of your address in your home country
- Proof of your address in the UK such as your confirmation of accommodation letter from the UPIC or, if you are living in privately-rented accommodation, your typed rental agreement / contract on letter headed paper
- A confirmation of enrolment letter can be requested from UPIC Student Support Office once you have completed enrolment, paid your tuition fees and have moved into your term-time accommodation.
- Money, cheque or bank draft

It is also helpful if you can provide your original offer letter as further confirmation of your home address.

UPIC conducts a session during Orientation at which new students are given information on the process of opening a bank account. Students can also visit any bank in person.

Please note that if you are applying for a Student Bank Account you can only hold one account at a time in the UK.

TRANSFERRING MONEY TO THE UK

The easiest way to send money to the UK is by electronic transfer of funds from a bank in your home country into your UK account.

To do this, the bank in your home country will need:

- your UK bank's name and full branch address
- your UK bank's sort code (6 digit number)
- your name as given on your UK bank account
- your UK bank account number (8 digit number).

Money can also be transferred using a banker's draft. Remember to ask what charges the banks will make and how long it will take for the transferred money to reach your UK account. If someone transfers money into your account, they should keep a copy of the relevant documentation as evidence of the transfer.

TUITION FEES

General tuition fees for each programme are published in the UPIC Prospectus, the website and in your Offer of Admission. Payment of the amount due should be made in GBP to UPIC by UK bank cheque or International bank draft. Payment may also be made by telegraphic transfer, or by debit/credit card. **Please note that tuition fees will be subject to an annual increase, the details of which will be publicised on the College's website.** Unless your tuition fees have been paid earlier, they are payable prior to the commencement of each semester. Payment is due no later than the end of Week 9 (teaching week) of the previous semester for new students. Tuition fees not received by this date will incur a Late Payment Penalty Fee, it is your responsibility to check the date of the end of week 9, this can be provided by any of the UPIC administrative staff.

Students will not be permitted to re-enrol until full payment for all modules is made and only where the College Policies and Regulations allow as follows:

- All fees, charges and accounts will be payable in advance as determined by the College. Students will not be permitted to commence or continue their programme at the beginning of any semester until all outstanding fees, charges or accounts are paid.
- Any payments not made by the due date will incur a late payment penalty of £200 and will accrue a further penalty of £50 per week until the full amount owing has been paid. (Up to a maximum of £300) See CPR M4: Payment and Refunds.
- Fees are correct as at the time of printing. The College reserves the right to vary its fees at any time.
- Where a student studies less than or more than a full semester load, the student will pay the current per module fee for each module undertaken. The minimum load in any semester will be 75% of a full-time load unless otherwise approved by the College.
- Should it be necessary for a student to repeat a module, the full amount for that module will be charged.

All payments are subject to the following conditions:

- The payee is authorised to use the payment method used.
- A payment must be confirmed as having reached the UPIC Citibank account for it to be deemed as a payment.
- Where a card provider declines or refuses a payment or where incorrect details have been provided by the payee and a payment does not reach the UPIC Citibank account, UPIC has no obligation to notify the payee or applicant and accepts no liability for any losses.

PAYMENT METHODS

Payment of the amount, along with any transaction costs, due should be made in £, pounds sterling, to The University of Plymouth International College by:

- UK bank cheque
- International bank draft
- Telegraphic transfer
- UK bank debit card
- Non-UK bank debit card (3% surcharge will apply)
- Credit card (3% surcharge will apply).

Payment by Direct Debit or Telegraphic Transfer

If payment is made by telegraphic transfer then it must state the:

- student's name
- student's UPIC student ID number

as reference for payment and provide UPIC with proof of payment.

UPIC bank details are as follows:

Bank name: Citibank London
Address: Citigroup Centre
Canada Square
Canary Wharf, London
E14 5LB, UK
Account name: PDIC Ltd
Account Address: London, UK
Bank Account number: 12221128
Bank Sort Code: 18-50-08
IBAN Number: GB28CIT118500812221128
SWIFT Code: CITIGB2L
(Citibank London)

Payment in Person

Students are able to pay by credit card or debit via the College's website. College staff are happy to assist with this process using the computers located in the College building.

Cash payments will not be accepted at UPIC Student Support Office.

Payment by Mail

Cheques and deposit slips can be mailed to the College office, address provided on the back cover.



Fees and Charges

LATE PAYMENT FEE

Fees not received by re-enrolling students by the published due date (end of Week 9 of the previous semester) will incur a late penalty of £200 plus GBP £50 per week or part thereof.

DISHONOURD CHEQUE CHARGE

A £20 charge applies to all cheques that are dishonoured by the drawer's bank, for whatever reason.

TELEGRAPHIC TRANSFER FEE

Students paying by Telegraphic Transfer should be aware that most banks charge a fee for this service. This fee is usually deducted from the transfer; therefore students will be required to pay UPIC any outstanding balance.

ADMINISTRATIVE CHARGES

- Replacement of Statement of Academic Record: £5
- Replacement of Award Certificate: £10
- Enrolment Variation/Change of Module: £50
- Late Enrolment Penalty Fee: £200
- Replacement Student ID card: £5

Refund Policy

- 1 Anti-money laundering rules in the UK require that any payment made to and confirmed as received by the College will only ever be refunded to the person who made the original payment in the source country from where the payment originated, except;
 - 1.1 where the refund amount is up to a maximum of £250. In which instance, the payment may be paid in to the Student's UK bank account where they are an enrolled Student at the College; or
 - 1.2 where the Student has provided evidence of an offer from another UK institution. In which instance, the payment may be made to that institution.
- 2 In the event that the Student has:
 - 2.1 at any time during his or her studies with the College or with the Partner University provided to the College or the Partner University fraudulent, untrue or misleading information and/or documents;
 - 2.2 deliberately withheld or omitted information that might be relevant to the Student's Application;
 - 2.3 been refused a CAS or visa on the suspicion of the provision of fraudulent documents; and/or
 - 2.4 at any time during his or her studies with the College or with the Partner University, provided to the College or the Partner University work, materials or other documentation that is plagiarised, not the original work of the Student (without an appropriate credit), or committed a serious breach of the College's or the Partner University's code of conduct or disciplinary rules,

- the College may withdraw the Student from the Programme and terminate the Contract immediately by notice in writing to the Student and the Student will be entitled to a refund as follows:
- (a) if the College withdraws the Student four weeks or more prior to the enrolment date, the College will provide a refund of the Tuition Fees paid to the College and Other Fees Paid less: (i) the Deposit; (ii) the administrative charge of £150 for dealing with the refund; and (iii) all reasonable costs incurred by the College in investigating and dealing with the circumstance that led to the withdrawal and termination.
 - (b) if the College withdraws the Student less than four weeks prior to the enrolment date or any time after the enrolment date, neither the Deposit nor the Subsequent Tuition Fees will be refundable as the College will be unable to recoup its loss.
- 3 After the Cancellation Period, if a Student notifies the College that he or she wishes to withdraw from the Programme (a) prior to enrolment (in the case of Home or EU Students, or those not requiring a CAS) or (b) prior to receiving a Provisional CAS Statement or CAS (in the case of International Students), he or she will be entitled to a refund of Tuition Fees paid to the College and Other Fees Paid less the administrative charge of £150.
 - 4 All refunds of payments made pertaining to the Programme and confirmed as received by the College, will only be made to the person making the original payment in source country of the payment.
 - 5 Where a CAS number has been applied for or a CAS Statement issued by College/Partner University on behalf of a Student and the Student fails to gain a student visa; then, if the Cancellation Period has ended, a refund of Tuition Fees paid to the College and Other Fees Paid, will only be applied where:
 - 5.1 the Student has provided a copy of the refusal or rejection letter received from UK Visas and Immigration and evidence that the visa application was made within time and valid application conditions; and
 - 5.2 information submitted by the Student or agent is not suspected of being fraudulent or deemed as purposefully misleading (in which case term 8.2.3 will apply). The refund of payments made pertaining to the Programme and confirmed as received by the College, will be subject to a £150 administrative charge.
 - 6 Where the Cancellation Period has ended and:
 - 6.1 a CAS number has been assigned by the College/Partner University to a Student and the Student has gained a student visa on this basis; and
 - 6.2 the Student fails to enrol or re-enrol, or transfers to another establishment within the UK; the Student is not entitled to a refund of any Tuition Fees paid to the College or Other Fees Paid, unless the Student notifies the College at least four weeks before the enrolment date that he or she will not be enrolling at the College. In such cases the College will provide a refund of Tuition Fees paid to the College and Other Fees Paid less: (i) the Deposit; and (ii) the administration charge of £150 (set out in term 3)].

7 Where the Cancellation Period has ended and:

- 7.1 a CAS number has been applied for or a CAS Statement assigned by College/Partner University to a Student and he/she has gained a student visa on this basis; and
- 7.2 such Student has enrolled but is no longer undertaking study with the College and this is an approved withdrawal from the Programme by a Director of the College; a refund of any Tuition Fees for future Semesters of the Programme paid to the College or Other Fees Paid for future Semesters can only be applied where a Student has provided satisfactory evidence that:
- (i) the Student is no longer in the UK and his or her student visa has been cancelled; or
 - (ii) the Student has successfully gained a place at another UK institution; and
 - (iii) the Student attended 85% of timetabled classes, submitted all required assignments and was present at all scheduled examinations in accordance with College Academic Policies and Regulations located at www.upic.navitas.com/policies.

If the request for refund is approved on the above noted conditions then it will be subject to a £150 administration charge. Tuition Fees for the Semester in which the Student withdraws cannot be refunded as the College will be unable to recoup its loss.

- 8 For Home or EU Students: where the Cancellation Period has ended and:
- 8.1 the Student has enrolled on the Programme but is no longer undertaking study with the College; and
- 8.2 this is an approved withdrawal from the Programme by a Director of the College, any fee liability will be in line with the table at term 5.15 and the College will refund to the Student any self-funded amounts paid to the College in excess of this fee liability, less any other fees outstanding to the College or Partner University, and the administrative charge of £150.
- 8.9 Where a Student has enrolled on the Programme but is no longer undertaking study with the College, and where attempts to formalise the Student's withdrawal have

been unsuccessful, this is an unapproved cessation of studies. If the Cancellation Period has ended, then the Student will not be entitled to any refund as the College will be unable to recoup its loss.

REFUND AND COMPENSATION POLICY

Policy Statement

Navitas UK Holdings Limited ("We", "NUKH") and the Colleges within its network ("College") are committed to providing exemplary teaching and programme delivery to ensure the best student outcomes and experience. We are committed to providing collaborative and collegial educational environments by undertaking all necessary actions to resolve complaints relating to any operations of NUKH and its Colleges in a fair and expeditious manner taking guidance from Universities UK (UUK), our University Partner's own relevant policies, and the Office of the Independent Adjudicator.

Purpose

This policy and procedure seeks to ensure that grievances within the NUKH network made by students are treated seriously and, if found to be valid, are acted upon to ensure that students' interests are protected as far as it is possible for NUKH and its Colleges to do so.

Scope

UUK define the difference between Refund and Compensation as:

A Refund relates to the repayment of sums paid by a student to the university or an appropriate reduction in the amount of sums owed in future by the student to the university. This could include tuition fees, other course costs, or accommodation costs.

Compensation will relate to some other recognisable loss suffered by the student. This normally falls into two categories, either:

- (a) recompensing the student for wasted out-of-pocket expenses they have incurred, which were paid to someone other than the University (such as travel costs).
- (b) an amount paid to recompense for material disadvantage to the student arising from a failure by the university to discharge its duties appropriately.

<https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2018/briefing-compensation-refund-policies-april-2018.pdf>

Compensation may take the form of a financial payment, discount or other form of benefit but can also include other practical remedies such as an apology, goodwill gesture or re-assessment that do not involve a refund or financial compensation.

Associated Policies and Procedures

Terms and Conditions (the 'Student Contract')

Student Protection Plan

Student Complaints Policy

Principles

We are committed to treating students equitably and communicating both clearly and quickly.

Compensation may be considered as an appropriate resolution, and consideration will be given to whether any alternative arrangements could mitigate the loss experienced by the student. In all cases the student is required to provide evidence of the loss suffered.

Our Terms and Conditions outline our refund policy, circumstances in which a refund of fees paid may be due, and how such refunds are calculated. Both current and historic Terms and Conditions are available on the College's website.

In the event that a student believes that their individual circumstances have not been fully taken into account when raising their concern or grievance having exhausted the associated policies and procedures and NUKH or its Colleges has failed to deliver the appropriate learning opportunities as laid out in clause 6 of the Terms and Conditions, then compensation may be an appropriate course of action but will not be considered until the outcome of a complaint or grievance is known.

If a programme ceases to run within a College, or the College closes during the programme impacting the students' ability to complete their enrolled programme, the College will communicate such information and outline options as described within the Student Protection Plan.

In the event that a change of location or provider is required, consideration of compensation arrangements will be given where students may be able to claim travel expenses. Students may claim the full amount of the travel; however, NUKH will calculate the difference in cost of the travel to the main campus to the alternative location.

In the event that transferring to another NUKH College is not possible, the College will refund tuition fees based on the proportion of completed study time and in line with clauses 6 and 8 of the Terms and Conditions.

Practical remedies can be utilised to return the student to the original position prior to the circumstances of the complaint. This may include (but is not limited to) offering re-assessment, re-run a process without flaws or bias or offer a fresh assessment opportunity.

NUKH and its Colleges will also take into consideration distress and inconvenience experienced by the student as a result of the circumstances. The Office for the Independent Adjudicator (OIA) outlines bands of compensation, individual circumstances are considered and the following is a guide but not prescriptive.

Indicative Compensation Bands for Distress and Inconvenience

Level of distress and inconvenience	Recommended compensation
Moderate	Up to £500
Substantial	Between £501 and £2,000
Severe	Between £2,001 and £5,000

Moderate

- NUKH or its Colleges have done or failed to do something which has caused some distress and inconvenience in the short-term (e.g. less than six months).
- Minor maladministration, mishandling or unreasonable handling of a complaint by NUKH which has caused additional unnecessary distress and inconvenience.
- Unreasonable or unavoidable substantial delays (e.g. over six months) which caused some distress and inconvenience.

- Moderate delays (i.e. less than six months) or other procedural irregularities where there is evidence to suggest the student suffered actual disadvantage.
- NUKH or the College's decision was unreasonable, there was no direct academic consequence for the student, but it caused some distress and inconvenience.

Substantial

- NUKH or the College have done or failed to do something which has caused some distress and inconvenience in the long-term (e.g. more than six months).
- Procedural flaws which caused inconvenience and distress but did not affect the outcome.
- Evidence of circumstances giving rise to a reasonable perception of bias during the internal procedures.
- Substantial maladministration which disadvantaged the student.
- Substantial mishandling of a complaint which resulted in or caused unreasonable or avoidable substantial delay (e.g. over six months) and where the delay disadvantaged the student.
- The provider's decision was unreasonable, there is no direct academic consequence for the student, but it caused substantial distress and inconvenience.

Severe

- NUKH or the College has not properly considered its responsibilities under relevant equalities legislation or has not followed relevant guidance.
- NUKH or the College's decision in respect of the substantive element of the complaint was unreasonable and resulted in severe distress and inconvenience.
- Procedural flaws which, if they had not occurred, may have resulted in a different outcome.
- Cogent and contemporaneous evidence to suggest that the student suffered from ill health because of something NUKH or the College did or failed to do.

- Major maladministration, procedural flaws, delays or other breaches of natural justice in NUKH or the College's internal process that disadvantaged the student.
- Serious interference or bias during NUKH or the College's internal consideration of a complaint or appeal.
- Serious and unexplained delays leading to injustice.
- Where the student has been seriously disadvantaged but a practical remedy is inappropriate or impossible.

Considering claims for compensation

The circumstances of an individual situation will be considered, as will the impact (if any) that the student's own actions, conduct or behaviour may have had, and may include:

- Have specific undertakings been given to the students by the provider for the way in which the course has been delivered?
- Has there been a failure to deliver against material information agreed with the students at the point of acceptance of the offer?
- Has a period of prolonged disruption jeopardised the ability of a provider to offer guided learning in a manner that ensures students have a fair and reasonable opportunity to develop appropriate levels of understanding required for the programme?
- Has there been a demonstrable loss to the student? In particular, has the student been able to achieve the learning outcomes for their course?
- Has the student met their own responsibility to minimise losses?
- Have you followed your own processes in delivering the programme? For example, quality assurance processes and communication to students.
- Has the student been affected in relation to final degree award, accreditation award or ability to take up a job offer?
- Consideration of any alternative arrangements or adjustments that were implemented for students to mitigate against any loss. Did the student take up what was offered? Were they still disadvantaged despite alternative arrangements?

- If a complaint is made due to disruption to a student's learning experience which is beyond the student's control, for example disruption to the course due to industrial action, how have you communicated with students throughout the process? Have communications been clear and consistent so that students were aware of any changes and how it might affect them?
- Is compensation or a refund the most appropriate way to deal with the complaint. For example, would an apology from the institution be an appropriate response? Would a 'goodwill payment' be an appropriate response.
- Is a refund or compensation the most appropriate way to address any material failure to deliver the appropriate learning opportunities? This should consider the basis for a claim (such as loss of teaching time or material impact on learning outcomes and future prospects), consider the fact that in the case of a reduction to a student's tuition fee which is covered via a loan from the Student Loan Company (SLC), the institution will need to complete a Change of Fee Notification with the SLC. The student's loan repayment will then be altered to reflect the reduced amount.

www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2018/briefing-compensation-refund-policies-april-2018.pdf

Monitoring and Review

This policy is reviewed annually by the UPE Academic Board.

Next date 1 January 2020.

REFUND OF ACCOMMODATION FEES

The £850 advanced accommodation payment, excluding the £50 non-refundable admin fee, will only be refunded if the agent or student has informed the Manager of Support Services at least two weeks prior to arrival that they no longer wish to take up UPIC accommodation. If the student fails to notify UPIC of their intentions to cancel their accommodation booking prior to arrival their £800 will be forfeited.

Students who move into UPIC arranged accommodation are liable to stay in their accommodation for the whole of the semester and pay the subsequent fees.

Should a student choose to leave the accommodation before the semester has ended, they are still liable to pay all fees for that semester.

Where an accommodation deposit has been paid to the College which is then transferred to a third party (provider of actual accommodation) with the approval of the student or parent/legal guardian; the deposit is then subject to the terms and conditions for refund of the third party and the College therefore has no further liability or responsibility for any refund.

REPETITION OF MODULES

If a student fails to meet the assessment criteria of the module, they will be required to repeat it in full. In this situation, repeated modules must be paid for in full prior to recommencement.

Should it be necessary for a registered student to repeat a module of study, then the student will pay the current per module fee for the semester in which the module is to be completed.

Should a Module Board or Learning and Teaching Board determine that it is appropriate for a continuing student to undertake a re-sit assessment to complete a module of study then the student will pay an administration fee of £200, any extra tuition will be charged accordingly.

Conditions of Enrolment

1. The student is expected to attend all classes and undertake all tests and examinations during a programme, and abides by all rules and regulations of the College that are in force at any time, see College Policies and Regulations.
2. The College may, by written notice, vary conditions of enrolment as necessary to comply with any law, regulation or amendment thereof, of the Government of Great Britain.
3. The Contract between the Applicant and the College is governed by the laws of Great Britain.
4. In the event of circumstances requiring urgent medical care where it is not possible to contact the parent/guardian, the College is authorised, as a matter of urgency, to seek and provide appropriate medical care. Any costs incurred for medical treatment will be charged to the student or the next of kin.
5. International students must meet the minimum English language proficiency requirement for entry into the course. English proficiency will be tested; if the test reveals that the English language skills are insufficient, the student will be required to include a bridging English module in the first semester of study (free of charge) or enrol in either a mixed programme or an intensive English course prior to the commencement of studies at the College.

RE-ENROLMENT FOR CONTINUING STUDENTS

If you need to continue your studies into the next semester, you will receive notification through UPIC portal and/or email of the re-enrolment dates and procedures. Students must pay their tuition fees before they are eligible to re-enrol.

Tuition fees and accommodation fees and/or outstanding fees/fines to UPIC or the University should be paid to UPIC before the end of Week 9 of the previous semester or they will incur a late enrolment fee.

LATE ENROLMENT

No student will be admitted to the College for enrolment after Week 2 that is ten (10) working days after the commencement of the semester.

FAILURE TO RE-ENROL

Students who fail to re-enrol are no longer listed as current UPIC students. If you wish to defer or change your studies you must seek prior approval from the College Teaching and Learning Board, see 'Deferment (leave of absence) from a Programme' and 'Withdrawing from a Programme' below.

Failure to re-enrol one (1) working day after the semester has commenced without the formal prior approval required, will result in:

- the breach being noted on your Academic Record
- termination of candidature to the award
- the Home Office being informed with immediate effect.

REPETITION OF MODULE/S OR A PROGRAMME

If a student fails to meet the progression criteria of a programme or a module as determined by the Progression Boards of the College, they will be required to repeat it in full. In this situation, repeated modules must be paid for in full prior to re-commencement.

CHANGES TO MODULE ENROLMENT/ ENROLMENT VARIATION

If your programme offers module choices (electives), and you wish to change your choice of modules and thus the pathway to which your programme leads, you should make an appointment to see the Senior Manager of Student Services and fill in the appropriate form. Your request will be referred to the College Teaching and Learning Board. A decision will then be made, and the outcome communicated to you in writing. Students can only submit a request to change a module up to Week 2 (the second teaching week) of a semester.

CHANGE OF PROGRAMME

Where a UPIC-based enrolled student wishes to change their University of Plymouth degree programme, the request should be first handled by UPIC and appropriate counselling will be provided by the Director of Student Services (DASS) (or nominee). This meeting will discuss a student's current academic standing and why the student wishes to transfer programmes. Please refer to CPR QS8: Student Engagement, for further details.

ATTENDANCE

Attendance at all scheduled lectures is expected, and a minimum attendance of 85% for each module and each semester is essential. This is a condition of passing the course, is in accord with your visa conditions, and gives you the best chance to succeed in your studies.

If you are ill or cannot attend a class due to an emergency you must contact UPIC immediately on **01752 411114** or by email: **student.support@upic.plymouth.ac.uk**.

If you need to miss a class for a special reason, you must complete a Mitigating Circumstances form requesting permission for the absence in advance; the Teaching and Learning Board will consider your request and either give permission for the absence, or seek to help you deal with the cause of the absence in another way.

If you are having difficulties with attendance you should speak to the Student Support Team at UPIC immediately so we can help you overcome any problems as soon as they arise.

Full details of the College's attendance monitoring policy can be found in CPR QS7: Student Support.

DEFERMENT (LEAVE OF ABSENCE) FROM A PROGRAMME

If you are unable to complete the programme in which you are enrolled because of medical reasons or on compassionate grounds, then you may apply for a deferment from studies. Students who wish to defer must first make an appointment with a member of the College Management Team for interview, at which time they must supply all supporting documents (i.e. medical certificates). After the interview, the Director will make a recommendation to the College Teaching and Learning Board. If approved, the student must complete a Withdrawal form and submit it to UPIC Student Support Office. Students will be informed by letter of the deferral approval.

The Home Office must be advised within ten (10) DAYS of the deferment being granted and students on deferment are not permitted to remain in the UK during the approved deferment period.

WITHDRAWING FROM A PROGRAMME

If you wish to withdraw from the programme you must make an appointment with the Senior Manager of Student Services. Students will be interviewed by the Director, at which time they must supply all supporting documentation. A recommendation will be made to the College Teaching and Learning Board. If approved the student must complete a Withdrawal form and submit it to UPIC Student Support Office. Withdrawals will not be processed until the above form has been completed and approved.

Students who withdraw will be bound by the UPIC Refund Policy (refer to policy above).

The Home Office must be advised within ten (10) days of the withdrawal being granted and students are not permitted to remain in the UK unless a proof of onward enrolment at another institution has been obtained by the student. UPIC will require proof of onward enrolment (an Acceptance of Offer of Admission or notification from an appropriate academic/ student services nominee) if a student is seeking to attend another educational institution. The student must contact the Home Office directly to inform them of the change of course.

TERMINATION OF CANDIDATURE TO AN AWARD

Students who have their candidature to an award terminated by the College will not be entitled to any refund of fees paid; this includes any accommodation deposits, fees, levies or charge.



COLLEGE POLICIES AND REGULATIONS

This set of documents contains the academic regulatory framework for a Navitas UK College and its associated student management requirements. It is designed for the reference of professional staff, academic sessionals, English language sessionals and consultants associated with a College, as well as its enrolled students and alumni.

SUMMARY

The following College Policies and Regulations (also known as CPRs) pertain to UPIC, with reference to the regulations of the host institution, The University of Plymouth, and in accordance with corporate governance as issued by the Navitas Board of Directors, based in Perth, Western Australia. Under these requirements, the College is obligated to conform with the legislative and corporate requirements of the UK with respect to the provision of educational services to full fee students.

The College is a member of NARIC, UKCISA and the British Council, it also holds a current Home Office Tier 4 Sponsorship License (A grade). Navitas UK also holds certification from the QAA for Embedded College Educational Oversight.

The College is managed in line with a risk management ethos with a focus on the provision of best practice customer service to students undertaking their education.

OVERVIEW OF CPR CONTENTS:

CPR M1	Students Under 18
CPR M1a:	Safeguarding Children and Vulnerable Adults
CPR M1b:	Disability Policy
CPR M1c:	PREVENT Policy
CPR M2:	Data Protection
CPR M3:	Right to Study, Attendance, Student Monitoring and Reporting
CPR M3:	App A – UoP & UPIC monitoring and reporting of students
CPR M3:	App B – College Operational Procedures for the SiJ Programme
CPR M4:	Navitas Terms and Conditions
CPR QS1:	Programme Approval and Review
CPR QS2:	Annual Monitoring

CPR QS3:	Admission
CPR QS3:	App A – Academic Entry Requirements
CPR QS3:	App B – English Entry at Non-SELT
CPR QS3:	App C – CMT Referral Form
CPR QS3:	App D – Visa Refusal and Admin Review
CPR QS3:	App E – CAS Issuance and Risk Management
CPR QS4:	Learning and Teaching
CPR QS5:	Teaching Observation
CPR QS6:	Enhancement
CPR QS7:	Student Support
CPR QS8:	Student Engagement
CPR QS9:	Assessment Regulations
CPR QS9:	App A – Invigilator Guidelines
CPR QS9:	App B – Mitigating Circumstances Form
CPR QS9:	App C – University Moderation Form
CPR QS9:	App D – Retake and Referral Policy for Domestic and EU Students
CPR QS9:	App E – Operational instructions for Subject Assessment Panels and Award Assessment Boards
CPR QS10:	Student Appeals and Grievances
CPR QS10a:	Student Complaints
CPR QS10b:	Academic Appeals
CPR QS11:	Student Disciplinary
CPR QS12:	Fitness to Study
CPR QS13:	Bullying and Harrassment

Please refer to the College website for up-to-date versions of policies at www.upic.navitas.com/policies. Also detailed on the College website are those policies referring to: Academic Freedom; Access and Participation; External Speakers; Freedom of Speech; the Navitas Provider QAA Action Plan; the University of Plymouth Prevent Policy and Navitas UPE Quality Manual.

Student Records

Students **MUST** advise UPIC of any change to their mailing address and/or other contact details in England and in their home country. This includes your email address. UPIC will not be held responsible for any lost communication based on incorrect contact details.

DATA PROTECTION

UPIC is bound by the General Data Protection Regulation of 2018. This Regulation regulates the way organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to correct any information if it is wrong.

UPIC keeps, among other things, the following personal information on each student:

- Personal details (such as name, date of birth, gender, address, country of residence/nationality, allergies and illnesses)
- Academic qualifications
- Course selections, Letter of Admission and Acceptance of Admission Form
- Academic statements
- Passport and visa copies
- IELTS and TOEFL scores (if applicable)
- Employment history (if applicable)
- Enrolment details
- Attendance records and any medical certificates/approved absence forms given
- Parent or guardian details
- Financial details relating to the College

UPIC uses the information for:

- correspondence
- assessing applications to study at UPIC
- making academic assessments and issuing testamurs
- meeting student visa compliance requirements with the Home Office
- checking payment of course fees
- compiling the Academic Record of each individual student for progression purposes.

UPIC has security systems in place to protect all stored information from misuse or unauthorised disclosure or modification. UPIC does not retain records for any longer than that period of time which is legally required. UPIC will not disclose information to a third party without first obtaining the written consent of the student.

Students may access their files at an appropriate time by appointment. To view their file students must provide a written request to the Director of Academic and Student Services.

The completed form will be passed to the Director of Academic and Student Services and students will be notified in writing of the day, date and time that has been allocated to view the file. The student will be shown the electronic file.

If, after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should write to the DASS outlining their concern and asking for corrections to be made.

The student may ask to view their file again to ensure the approved changes have been made.

Access and Equality

UPIC is committed to access and equality for all students, ensuring no student is disadvantaged. Policies on access and equality cover the following groups:

- Students with any form of disability which may affect their academic performance.
- Gender
- People from non-English-speaking backgrounds
- Religion
- Age
- Sexuality
- Race
- Disability

EQUAL OPPORTUNITY, ANTI-DISCRIMINATION AND SEXUAL HARASSMENT

UPIC is committed to the principles of equal opportunity, anti-discrimination and freedom from sexual harassment for all its staff and students. Students who believe they have been discriminated against in any way or have suffered some form of sexual harassment should report the matter to a member of the student support team who will direct the report as necessary to the Director of Academic and Student Services immediately. The matter will be investigated and appropriate action taken to overcome the issue(s).

For further information, please refer to CPR QS13.

STUDENTS WITH DISABILITIES

Students with disabilities must notify the College of such prior to enrolment. They should contact a member of the student support team at this time and failing this NO LATER THAN the end of the first week of their programme. If disabled students inform UPIC within a reasonable period before arriving, special arrangements can be made to assist them with disabilities as well as developing their own Personal Emergency Evacuation Plan (see Evacuation on Campus Instructions); please contact a member of the Student Support team in the first instance.

For further information, please refer to CPR M1b.



Student Conduct

You are required to treat your fellow students and members of staff with politeness and respect. UPIC subscribes to the Equal Opportunity Policy of Navitas Ltd UK and the University of Plymouth under the appropriate governance of UK and European legislation.

Our mission at UPIC is to provide educational opportunities to all those who fulfil our entrance qualifications, regardless of race, gender or sexual orientation. UPIC will not accept behaviour that is derogatory, racist, sexist or homophobic or discriminative in any way. Students found to have been behaving in this manner will be subject to a disciplinary procedure, which may lead to exclusion from the College.

Should you wish to make a complaint towards the College please refer to CPR QS10 – Student Appeals and Grievances.

ACADEMIC MISCONDUCT

The regulations governing academic misconduct can be found under CPR QS9: Assessment Regulations. They include any student who:

- fails to achieve an 85% attendance record in all modules
- impersonates another student in the attendance at an examination or test
- passes off another student's work as their own
- breaches the published examination regulations
- behaves in any other manner that is designed or calculated to provide a misleading basis for assessment
- plagiarises or fails to meet basic minimum standards for referencing

TERMINATION OF CANDIDATURE TO AN AWARD (OR ENROLMENT)

UPIC may cancel a student's enrolment to a programme of study and/or award if it is found that the student has:

- gained admission to the College by misrepresentation, falsification of documents or other fraudulent means
- failed to fulfil the normal requirements for admission or enrolment
- committed an act of grave misconduct associated with the appropriate standards of behaviour or the academic regulations of UPIC

ATTENDANCE REGULATIONS

The UK system of higher education recognises that the ultimate responsibility for a student's educational achievement lies with the student themselves. Moreover, as the vast majority of students in UK higher education are over 18 years of age, they are recognised as adults and a considerable amount of freedom is extended to them so that they can regulate their own studies.

While the College fully endorses the idea that students must take responsibility for their own learning, the College does have a minimum 85% Attendance Policy which aims to limit the number of those individuals who fall unnecessarily into bad habits of non-attendance or poor attendance and ensures that good study routines are established. This policy stipulates that successful progression is based on students maintaining an 85% attendance in all classes, and as such the policy is monitored closely. Students who do not comply will find that they will jeopardise their ability to pass module/s or their programme. The College reserves the right to terminate the candidature to an award of any student who has a poor attendance record.

The College recognises that there is a direct link between poor attendance and poor academic performance by individuals. The College also holds the views that students who fail to attend classes are letting themselves and their sponsors down. Similarly, because education is a social experience, they are letting their classmates down.

All students will be apprised of the Attendance Policy on arrival and will be required to sign off that they have read and understood its implications. If your attendance falls below 85% then you will be formally notified by the College Teaching and Learning Board.

Attendance records will be maintained for each academic session. If you are ill and unable to attend, you are required to hand in a medical certificate to UPIC academic services office within five (5) working days of the lecturer/ seminar/tutorial/laboratory session.

Every week of a given semester, students whose overall attendance is below 85% are contacted with a First Warning by the Student Services Team. This notification will be issued via letter to the student's email/portal or telephone/mobile. A note is placed on the student's Academic Record. At this time the student will be warned of the consequences of poor attendance and attendance regulations, (educational underdevelopment, breach of visa responsibilities, possibility of cancellation of enrolment and accommodation implications).

If a student's name appears on the list a second time they will be issued with a second warning notice and must present for interview with the Senior Manager of Student Services within five (5) working days of the date of issue of the notice. At this time a note is placed on the student's Academic Record which will be given serious consideration by the College's Teaching and Learning Board. The student will be warned as above and informed that if they do not reach the required attendance level of 85% by the end of the semester, they will be placed on 'provisional enrolment'.

If students fail to respond to the second warning letter, or cannot provide any acceptable reason for their absence from classes, they will then have to meet with the Senior Manager of Student Services.

If a student's attendance continues to decrease it will then become a decision for the College Director/Principal to make a decision on the student's progression within UPIC.

Students can monitor their attendance records through a member of the Student Support Team.

At the end of each semester the Module Panel and Progression Board determines the progression of all enrolled students. At this time, it is ascertained as to whether students with an attendance of less than 85% have demonstrated acceptable reasons for non-attendance. Those students who do not have acceptable reasons for non-attendance are placed on a 'provisional enrolment' for the following semester. Those students with an attendance of less than 50% will have their ongoing enrolment with UPIC terminated.

Students must arrive at their lectures/seminars/tutorials/laboratory sessions on time. It is disruptive for students to walk into a session after it has commenced. The lecturer may require students to wait until the next break to enter the room, and the student may be marked as absent. The lecturer has the right to disallow entry to a session once it has commenced as per the scheduled time and location.

GENERAL BEHAVIOUR AND MISCONDUCT

All lecture and in-session behaviour should be conducted in an atmosphere of mutual respect between lecturers and students. All students should conduct themselves in an appropriate manner, with consideration for others' rights to personal space, speech, and culture. A student will be deemed to have committed a breach of the UPIC College Charter and CPRs if they:

- breach any rules of UPIC as set down by the management of the College
- disobey any reasonable instructions or direction given to them by a UPIC staff member
- knowingly or wilfully damage or destroy any property or premises of UPIC or the University of Plymouth
- obstruct or interfere with the proper use of any of the facilities of UPIC
- attack, harass, or threaten to attack or harass any person
- behave in a manner that is disorderly or detrimental to the interest and reputation of UPIC
- falsify any documentation necessary for entry to UPIC
- falsify any medical or academic certification
- intimidate or attempt to intimidate any College employee or student
- use obscene language directed towards any College employee or student
- others as determined by the CPRs and College Charter.

Note: Any serious threat, assault (verbal or physical) or damage to property will be reported to the police immediately.

For major breaches (e.g. violence, harassment, or continual problems in the classroom) the lecturer/University/ UPIC staff member will ask the student to leave the vicinity immediately and will make a written report to the College teaching and learning board on the incident/s. In this event, the student will be required to present for interview with the College Director/ Principal, with another UPIC staff member present. If the allegation of behavioural misconduct is upheld, a formal warning will be given to the student in letter form and the incident amended to their Academic Record. For continued behavioural problems, a student's enrolment may be terminated following a review by the Module Panel and Progression Board of College teaching and learning board.

MOBILE PHONES

Mobile phones must be turned off in meetings, classrooms, computer laboratories, the library, and examination venues. Students whose mobile phones disturb a lecture/seminar/tutorial/ laboratory session in any way may be asked to leave the session, and will be marked as absent.

LANGUAGE

It is a compulsory requirement of all students and staff that when in class or in the college in general the only language that is to be spoken is English.

DRESS CODE

Students and staff are expected to adhere to a dress code which requires clothing to be clean, modest and appropriate. Students are not permitted to wear indecent or revealing clothing, or clothing with offensive slogans or motifs. Bare feet are not acceptable.

CLEANLINESS OF CLASSROOM/LABORATORIES AND CAMPUS

No food or drinks are permitted in UPIC and University classrooms, lecture theatres, and computer laboratories or the library other than bottled water. It is each student's responsibility to dispose of their litter and rubbish in the appropriate bins located throughout the campuses. Leaving a lecture/seminar/tutorial/laboratory venue in an unacceptable state following a session shows disrespect for your fellow students and members of UPIC staff.

SMOKING

Smoking is prohibited in all buildings within the campus, and within close proximity to entrance and exit doors.

ESSENTIAL READING AND TEXT BOOKS

Each Module Guide will provide students with a list of prescribed text books that are deemed essential reading. These texts have been selected carefully as they contain information that may apply to an entire subject area and thus support students' study throughout their degree pathway.

The College anticipates that students have budgeted for the purchase of such texts and failure to secure access to these in good time will jeopardise a student's chances of academic success.

In addition to the prescribed books for each programme, it is recommended that each student obtains a good English Dictionary.

STUDENT IN JEOPARDY (SIJ) PROGRAMME

The aim of the Students in Jeopardy Programme is to ensure the wellbeing of all students from both an academic and pastoral viewpoint. Any issue that could lead to a student not being able to fulfil his/her potential is required to be assessed and supported by the Student Services team. The SIJ programme closely tracks and monitors students who have been highlighted to the College as requiring extra support. This also ensures that the College keeps an updated and detailed record of all students that could potentially pose a risk to both the College and partner University and the visa regulations stipulated by the Home Office.

The programme provides support in five different areas of which any student may find themselves on more than one area. These areas are:

- Attendance
- Behavioural
- Academic
- Welfare and those Under 18

For further information please refer to the Student in Jeopardy documentation on the College Portal.

Navitas UPE Student Complaints and Academic Appeals Procedure

1. WHAT IS A STUDENT COMPLAINT?

Student Complaints

Navitas UPE will consider complaints raised by one or a group of students under the Navitas UPE Student Complaints policy NPR10a. This policy covers complaints relating to Student and Academic Services, Admissions, Teaching, Accommodation, Fees/Charges and College facilities.

See CPR QS10a: https://8d3006c2695de0963bf6-22de10e2385855a4cfe2d47af6236f0c.ssl.cf6.rackcdn.com/UPIC_UPIC_-_CPR_QS10a_Student_Complaints_1.18.pdf

Complaints about staff and student behaviour may fall under other policies such as Bullying and Harassment, Student Discipline or Fitness to Study. If you are unsure and would like further information and guidance please contact the Navitas UPE Academic Registry at the following address:

upe.academicregistry@navitas.com
or telephone: +44 (0)7384 215236

2. WHAT IS AN ACADEMIC APPEAL?

Academic Appeals

If you would like to make a complaint about an academic decision made by a board of examiners, you will need to make an academic appeal. Full information is available in CPR 10b.

See CPR QS10b: https://8d3006c2695de0963bf6-22de10e2385855a4cfe2d47af6236f0c.ssl.cf6.rackcdn.com/UPIC_UPIC_-_CPR_QS10b_Academic_Appeals_1.18.pdf

3. HOW DO I MAKE A COMPLAINT OR ACADEMIC APPEAL?

The Process

Both the complaints and academic appeals policies describe the processes that apply within Navitas UPE. In the first instance, you should try to resolve the matter with the person or body responsible. This may not be possible, in which case you should complete the complaints and appeals form and submit it to the UPE Academic Registry. Further details of how the process works are available on the form and within the policies.

See CPR QS10 – Complaints and Appeals Form: https://8d3006c2695de0963bf6-22de10e2385855a4cfe2d47af6236f0c.ssl.cf6.rackcdn.com/UPIC_UPIC_-_CPR_QS10_Form_Student_Complaints_and_Appeals_Form_1.18.pdf

4. WHAT HAPPENS IF MY COMPLAINT IS NOT UPHELD?

Review

If you are dissatisfied with the response to your complaint or academic appeal, you may request a review. Further information is available within CPR 10a and CPR 10b policies.

5. WHAT IF THE REVIEW OF MY COMPLAINT OR APPEAL IS NOT UPHELD?

Office of the Independent Adjudicator

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. UPIC is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your complaint or appeal. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: www.oiahe.org.uk/students.

You normally need to have completed NPR10a or NPR10b before you complain to the OIA. Navitas will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your complaint or appeal is not upheld, Navitas will issue you with a Completion of Procedures Letter automatically. If your complaint or appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here: www.oiahe.org.uk/providers/completion-of-procedures-letters.

Visa-Related Issues

It is the responsibility of **EACH INDIVIDUAL** student to ensure and maintain, whilst in the UK, applicable and valid Entry Clearance (Tier 4 General Student Visa). The Support Services staff can help you to renew your student visa and supply the required documentation from the College.

UPIC can provide:

- letter stating when you began your studies at UPIC and that when you have completed your studies you will progress to the University of Plymouth
- academic transcript
- evidence of satisfactory attendance
- evidence of money paid for fees and accommodation to the College
- confirmation of Acceptance for Study.

All documents in support of a visa renewal application must be ORIGINALS only; photocopies and printouts of emails or web pages (including web-based bank accounts) are not accepted and will be rejected.

Students will be required to submit the correct documentation to International Student Advisory Service (ISA), team situated in the Nancy Astor building on the University Campus before they apply for renewal. All in-country visa applications should be made through ISA.

Please make sure all sections of the application form are completed.

The Home Office deals with postal applications within 12 to 16 weeks from the date they are received.

DO NOT MAKE ANY TRAVEL ARRANGEMENTS UNTIL YOUR PASSPORT IS RETURNED.

WORKING IN THE UK

Most students are allowed to work in the UK provided they meet the conditions below:

- Work for no more than twenty (20) hours per week during term time.
- Not engage in business, self-employment or provide services as a professional sports-person or entertainer.
- Not pursue a career by filling a permanent full-time vacancy.

If you wish to take up a position of work in the UK, **YOU MUST** contact the Home Office directly to confirm the hours that you are able to work as hours can vary.

Generally, students do not need to get permission to work, but you must not take any paid work at all if your visa or passport stamp states, 'No work' or 'Employment prohibited' or that you 'must not engage in employment'.

You will need to apply for a National Insurance Number (NI) but you do not need to have received your National Insurance Number before you start work. For more information speak with Support Services or visit the website:

www.gov.uk/national-insurance/overview

If you are considering taking part-time work, they must ensure that you leave enough time during each week to attend lectures AND engage in self-study.

Please note that all students are expected to complete at least eighteen (18) hours of self-directed study, over and above their time in lectures/ seminars/ tutorials/ laboratories, each week of the semester.

FACILITIES AND SERVICES

CATERING FACILITIES

Several food outlets are available on campus, for more information go to www.plymouth.ac.uk/catering

COMPUTING FACILITIES

Enrolled UPIC students are issued with computer accounts, which allow access to UPIC computer lab (during scheduled teaching periods) and all Open Access PCs at The University of Plymouth. These have Internet & Email access, Microsoft Office and other supported software. Students are provided with an individual networked file store area. Open-access PCs have CD/DVD writers, and USB pen drives can also be used. You will need to provide your own media for these.

Authenticated wireless network access is available for students who bring in their own wireless enabled laptops. The University of Plymouth does not supply or configure wireless cards. If you use PCs outside of The University of Plymouth you will need to make sure that the software is compatible with the version of Microsoft Office used at The University of Plymouth. Ask at the University IT Helpdesk for advice, and always talk to them in good time – don't wait until it becomes an urgent matter.

While you are registered as a UPIC student, it will not cost you anything to use the Open Access facilities. However, a cost will be incurred for printing.

For general IT issues on campus, your first point of contact will be the Library and Information Service (LIS) IT Support team. Access to your username will be available shortly after your registration, and will be used for authentication when using PCs on the computer network, provide you with your email address, and also identify any printed output that you request. You **MUST** not share your username and password with anyone else. You should be aware that all user accounts are deleted after your graduation – unless you are subsequently registered on another University of Plymouth award-bearing course.

The UPIC computing lab is only available during class sessions, but you will be able to use the open Access computing labs in the Library. The Library and Open Access labs are available throughout the day as well as most evenings and weekends during term time. Please note the opening hours for your nearest/preferred computer laboratory, and remember to check for any changes at vacation times. Use of the the University of Plymouth network implies acceptance of Rules and Regulations of the University which can be viewed via the University intranet and all students are required to comply with these rules and regulations.

Computer access will be removed or suspended if:

- abuse of facilities or damage to equipment occurs
- access is used for illegal activities
- lab regulations are disregarded
- students have not paid their tuition fees.

Students are reminded that all internet sites visited are logged so students should use discretion in their lab usage.

LIBRARY

The University of Plymouth has a multidisciplinary library providing access to more than 500,000 books and multimedia resources, 22,000 journals, and numerous other universities, national and international resources. The library will ensure that you're equipped to make the best use of the information resources provided. Opening hours are extensive throughout semesters and during the vacation. Digital library collections provide on and off campus access to a wide range of databases and a growing collection of electronic journals and electronic books. For more details please visit www.plymouth.ac.uk/library

Students must use their Student ID Cards to gain access and to borrow resources from the Library.

MEDICAL CENTRE AND GPS

All new students will need to register with a General Practitioner (GP) on arrival at the University. There are several GP surgeries based within walking distance of the University of Plymouth campus, all of which welcome students.

The University of Plymouth has its own on-campus Medical Centre run by two sets of doctors. The two surgeries are Beaumont Villa Surgery and Peverell Park Surgery. The medical centre is located on the edge of the University campus, at the junction of North Road East and Endsleigh Place. It is best accessed on foot, as there is no parking at the practice. For appointments or further details on this service, you can phone **01752 222341 (internal 2341)**, or speak with a member of the Support Services team.

PARKING

There is no general campus parking for students at The University of Plymouth. There are a limited number of available spaces reserved for disabled students. Requests for a disabled parking permit must be made through the Student Support team.

PHOTOCOPYING FACILITIES

Students have access to photocopying facilities in the University of Plymouth Library. Students must comply with copyright regulations and pay the prescribed charges.

PROGRAMME ADVICE

Students who need programme information or assistance with UPIC programmes should make an appointment to see the Academic Services Officer. Programme advice information sessions on transferring to the University of Plymouth are held at UPIC each semester. Dates, times and venues are posted on the UPIC Portal. The College's Admission Team are also well positioned to assist you with these queries.

RECREATION FACILITIES

The University of Plymouth offers many sports facilities and UPIC students can enjoy the facilities at student rates. The University of Plymouth Students' Union provides a range of sporting opportunities for individuals and teams, on a social and competitive basis. In addition, UPIC organises excursions and social activities from time to time. If you have any suggestions in this regards, please speak with a member of the Student Support team.

TRANSPORT

Local bus operators offer a network of frequent and reliable buses, and these provide excellent access to all parts of Plymouth. Many different types of tickets are available and student support can help you with sourcing the best ticket for you.

As public transport can eat into your budget, you may consider getting a bike. Make sure it is security marked, buy a strong lock, good lights and don't forget a bike helmet. If you plan to use public transport, travel cards or student concession cards will reduce the cost.

USEFUL RESOURCES

UPIC:	www.upic.navitas.com
The University of Plymouth:	www.plymouth.ac.uk
The University of Plymouth Students Union:	www.upsu.com
<hr/>	
Student storage in Plymouth:	www.plymouthselfstorage.co.uk www.ourspareroom.com www.quickstore.co.uk/students.htm
<hr/>	
What's on in Devon:	www.visitdevon.co.uk/site/events
Tourism information in Plymouth:	www.justplymouth.co.uk
<hr/>	
Prepare for Success:	www.prepareforsuccess.org.uk
<hr/>	
Information on cheap phone deals for international visitors:	www.cheapestinternationalcalls.com www.skype.com
Student budget calculator:	www.studentcalculator.org.uk
<hr/>	
UK Council for International Students:	www.ukcisa.org.uk
Home Office:	www.homeoffice.gov.uk
The British Council:	www.britishcouncil.org
UK immigration information:	www.ukvisas.gov.uk
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National Express coach travel:	www.nationalexpress.com
National rail travel and booking information:	www.nationalrail.co.uk
Train bookings and information:	www.thetrainline.com
Transport throughout the UK:	www.transportdirect.co.uk
<hr/>	
UK governmental information:	www.gov.uk



IMPORTANT DATES

Intake 201903	Date*	Notes
Enrolment	Monday 9 September	From 9.00am at UPIC, 15 Portland Villas
Orientation	Monday 9 September	From 9.00am at UPIC, 15 Portland Villas
Classes start	From Monday 16 September	A timetable will be provided at enrolment
Tuition (if fees outstanding)	On enrolment	By the end of week 9 every semester
Last day of enrolment (undergraduate)	Friday 27 September	You cannot start classes if you have not paid and enrolled by this day

* These dates change depending on the semester, please contact Student Support for the confirmed dates.

IMPORTANT CONTACTS

Department	Telephone	Mobile	Email
Student Support	+44 (0)1752 411114	+44 (0)7545 644257	student.support@upic.plymouth.ac.uk
Academic Support	+44 (0)1752 588097 or 88078		academic.services@upic.plymouth.ac.uk
Admissions	+44 (0)1752 588093 or 588073		admission@upic.plymouth.ac.uk



Frequently Asked Questions

GENERAL

How do I get a National Insurance (NI) number?

You will have to request a National Insurance letter from UPIC and then visit Job Centre Plus that will help you to apply for your number.

student.support@upic.plymouth.ac.uk

Do I need to buy a TV licence?

Students must be covered by a TV Licence to watch or record television programmes as they're being shown on TV. Television licensing law still applies to you no matter what you use to watch television programmes whether it's a laptop, mobile phone or any other device.

It costs £154.50 for colour. If you live in halls of residence, your hall probably has a licence covering communal areas, but this won't cover you for your room.

If you have a joint tenancy agreement for the whole house, you may only need one licence.

If you have a separate tenancy agreement for your room, you need your own licence.

student.support@upic.plymouth.ac.uk

I want to learn to drive.

You should come to UPIC and request to read the leaflet 'UKCISA: Driving in the United Kingdom: a guide for international students (July 2010)' to ascertain the requirements for you to drive legally in the UK.

TRAVEL

Can I go travelling in Europe?

You will most likely be required to apply for a Schengen visa to travel within Europe.

student.support@upic.plymouth.ac.uk

I would like my parent/friend to visit me.

Request a family visit letter through Student Support.

student.support@upic.plymouth.ac.uk

IMMIGRATION

I need to renew my visa, what should I do?

You need to make an appointment with a member of Student Support team to discuss the documentation and preparation required for your application.

student.support@upic.plymouth.ac.uk

I think my visa may have the wrong expiry date.

Please contact a member of the Support Services team as soon as possible to discuss the necessary action as you may be eligible to apply to the Entry Clearance Correction Scheme.

student.support@upic.plymouth.ac.uk

HEALTH & WELLBEING

How do I join the NHS?

When you register at UPIC you will need to fill in a NHS registration form for the UoP medical centre where you will be registered as a patient for the duration of your studies

student.support@upic.plymouth.ac.uk

What should I do if I feel unwell?

You should notify UPIC, then contact the UoP Medical centre to arrange to see a GP. If you are unsure of the level of medical support required speak to a member of UPIC first.

student.support@upic.plymouth.ac.uk

Will I have to pay for medical care in the UK?

You will not have to pay for NHS healthcare within the UK, if you wish to seek private healthcare you will be required to pay. You will be required to pay for prescriptions unless eligible for an exemption. You are charged for the majority of dental care in the UK.

student.support@upic.plymouth.ac.uk

FINANCE

How do I open a bank account?

You will need a bank letter from UPIC which you can ask for upon enrolment and will require your passport (so if you are required to register with the police we advise you to open a bank account first.) You will need to select a bank and make an appointment with a member of staff to open an account

student.support@upic.plymouth.ac.uk

How can I make payment to the College?

Payment can be made by debit/credit card, cheque or bank transfer

student.support@upic.plymouth.ac.uk

What happens if I don't pay?

If you do not pay your tuition fees you will not be able to attend classes until your account is settled. If you do not pay in full any other outstanding charges on your account you will not receive any of your end of semester grades and you will not be able to progress to the next level of your course.

student.support@upic.plymouth.ac.uk

When do I pay my tuition fees for next semester?

For spring semester 202001 tuition fees for returning students will need to have been paid in full by 15 November to avoid late charges.

student.support@upic.plymouth.ac.uk

ACCOMMODATION

Do I need to pay Council Tax?

Student properties are exempt from Council Tax and as full time students you are exempt, but you may be required to **prove** that you are a full time student so you will have to request a Council Tax letter through us.

student.support@upic.plymouth.ac.uk

What is a damage deposit?

A deposit, payable at the time the agreement is signed, i.e. before taking up residence. The deposit, after deduction of terminal charges which may be due, will be refunded at the end of the tenancy.

student.support@upic.plymouth.ac.uk

When do I need to pay my rent fees?

You will need to pay your accommodation fees on or before moving into the property.

student.support@upic.plymouth.ac.uk

Where can I go to find a new house?

You can come into college and speak to us and we will be able to provide you with some contact numbers for local agencies who provide student accommodation within Plymouth.

student.support@upic.plymouth.ac.uk

ACADEMIC

What happens if I fail my exams?

You will need to make an appointment to see Dr David Jones to discuss your options and requirements to continue your progression within your academic pathway.

academic.services@upic.plymouth.ac.uk

What do I do if I want to change my course?

Again you will need to make an appointment to discuss your options and suitability for the new course with Dr David Jones.

academic.services@upic.plymouth.ac.uk

OTHER

I have a friend/relative who would like to apply to UPIC, what should I do?

Email the 'info' UPIC address with details about the applicant and the type of course they would like to apply for, and a member of the Marketing team will contact you.

info@upic.plymouth.ac.uk

When should I book my flight home?

Flights can only be booked the Saturday after exam week for those returning to their home country.

Here to help...

**HI THERE,
IF YOU HAVE ANY QUESTIONS AFTER
READING THIS GUIDE, FEEL FREE
TO DROP ME AN EMAIL VIA
INFO@UPIC.PLYMOUTH.AC.UK.
I LOOK FORWARD TO HEARING
FROM YOU!**

Izzy Kellaway
Student Recruitment Co-ordinator





**UNIVERSITY OF
PLYMOUTH**
International College

University of Plymouth International College (UPIC)

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up-to-date information

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