



# Student Handbook 2011-2012

Welcome to Coventry University  
FoundationCampus



**FOUNDATIONCAMPUS**

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# Applying For a UK Visa

## 1. Immigration

Students from outside the European Union (EU) will need to apply for entry clearance, more commonly known as a 'visa', before travelling to the UK. For further information consult the 'How To Apply' section of the UK visas web-site at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk).

Visa and immigration regulations frequently change so please make sure you contact British Embassies in your country to get up to date information on the visa application process, requirements and supporting documents for your visa application. We can provide support and guidance on visa issues for students who are already in the UK. So if you have any questions you can contact our General Office for advice about your case: 02477 655407.

## 2. Applying for a UK student visa

Visa and immigration regulations frequently change so please make sure you contact British Embassies in your country to get up to date information on the visa application process, requirements and supporting documents for your visa application. It is important that you follow the instructions given to you by the Visa Office very carefully.

For further information on the application process and documents required please see the UK Visas website: [www.ukvisas.gov.uk/en/features/studyingintheuk](http://www.ukvisas.gov.uk/en/features/studyingintheuk).

## 3. Applying for your General Student Visa (Tier 4) to come to the UK

When you apply for a General Student Visa (Tier 4) you must include a Confirmation of Acceptance for Studies (CAS) number.

- We will send your CAS details when you confirm your unconditional offer of a place to study and pay your deposit/full fees.
- Your CAS will not be sent more than three months before the start of your course.
- The CAS number will be included in a letter called a 'CAS Statement'. This will also include important information needed for your visa application.
- You can only apply for your visa three months or less before the start of your course.
- The start date is published on your CAS Statement. If you plan to arrive later you must let us know. This is important as we must inform the UK Border Agency (UKBA) if you don't arrive on time.
- If you change your mind and want to study at another institution, you have to tell us before you come to the UK so we can cancel your CAS with UKBA, and you can re-apply for your visa with a CAS from a different sponsor.

## 4. What should I do if my student Visa is refused?

If your student visa application is refused, please contact a member of the Application and Admissions Team:

Telephone: +44 01223 345 698

Fax: +44 (0) 1223 346181

Email: [admissions@ceg-uk.com](mailto:admissions@ceg-uk.com)

We will look at a copy of the refusal notice to see whether we can help you to re-apply for the current or a future intake. Keep your visa refusal letter safe in case you need to have your initial deposit refunded.

# Accommodation

## 1. Staying at Coventry University Halls of Residence

Staying at a University Hall of residence you have the chance to meet fellow university colleagues, some of them will be, or will know who is, in the same course as yourself, you will meet people from different backgrounds – religious, cultural, ethnic, etc. you have a variety of options including en-suite, catered halls, self catering accommodation or a room in a shared house. Coventry University student accommodation is safe, centrally located and maintained to a high standard. Please contact the Central Admissions Team for a booking form.

## 2. Staying in private student accommodation

Staying in private student accommodation will give you a chance to meet students from across Coventry's 2 universities. The conditions are similar to university Halls of residence but there are often choices for more exclusive rooms at a higher rate as well as standard rooms on offer.

## 3. Staying with relatives

Living with relatives usually means no deposits, no rent, and no bills (water, gas, electricity, and internet). However, it can also mean long journeys to and from campus, higher costs in transportation, and less independence.

## 4. Renting with a private Landlord/Estate Agent

Renting privately is a popular option with students in Coventry. When you are a private tenant you are expected to pay/share bills (gas, electricity, water, TV license, phone/internet, and rent) except council tax from which students are exempt (see the section on Council Tax in this handbook).

You will usually need a large sum for deposit (from 2 weeks worth of rent to 8 weeks worth of rent), first month rent upfront, and if you are renting from an estate agent, agency fees, inventory, and references checking service.

You need to make sure that the people you are planning to share with are responsible enough to stay at the address until the end of the contract; otherwise you may be left with a large bill.

Coventry University run their own private lettings agency.

For more information check [www.thefuturelets.org.uk](http://www.thefuturelets.org.uk).

### **Map of all undergraduate accommodation:**

<http://www.coventry.ac.uk/accommodation/choices/undergraduate/Pages/undergraduate.aspx>

### **Map of all postgraduate accommodation:**

<http://www.coventry.ac.uk/accommodation/choices/postgraduate/Pages/Postgraduate.aspx>



## 5. How to apply for accommodation

1. Once the FoundationCampus student has paid the deposit and confirmed their place on the course, they will receive an information pack, including an accommodation application form.
2. The student should then complete the form selecting their preferred accommodation type and return it to the Coventry FoundationCampus office.
3. For University-Owned Accommodation the accommodation team will contact the student with an accommodation confirmation and a payment request.4. If a student wants private accommodation, the SRSO will send a list of private providers to the student. The student can contact the SRSO for advice and assistance should they require it.
4. For Private Accommodation the Accommodation Office will send a list of private providers to the student. The student can contact the FoundationCampus office for any advice they require.

**Note:** All payments for accommodation should be made directly to the accommodation office or private provider, NOT to FoundationCampus.

## 6. Guarantees and deadlines

- Students joining in September are guaranteed accommodation if they confirm their application for their accommodation before 31st July that year.
- Students applying later than that or joining programmes during the academic year will be given
- advice on how to find accommodation by the SRSO at FoundationCampus.

## 7. Airport transfer

1. Contact SRSO for details of taxi companies used by FoundationCampus
2. Students/agents can book directly with these taxi companies or contact the SRSO for assistance in making the booking.

## Student Recruitment & Support Officer (SRSO)

Karoline Burch, +44 (0) 2477 655430, [kburch@foundationcampus.com](mailto:kburch@foundationcampus.com)

Accommodation	Price Per Week (£)	Average Bedroom Size ♦	University owned, managed or approved	Length of contract (weeks)	Postgraduate	Undergraduate	Number of Beds	En-suite	Shared bathroom	Washbasin in rooms	Single room	Single premier rooms w/ double beds	Adapted for disabled use	Car park	Catered	Self catered	Laundry	Phone point in room	Internet point in room	Sports membership	Insurance
Trinity Point	£104 (single) £118 (premium single occupancy)	Single 2.6m x 5.1m Double 5.1m x 3.6m	M	44		✓	44	✓			✓	✓	✓	✓*		✓	✓*	✓*	✓*	✓*	✓
Priory Hall	£104.00	3.46m x 2.61m	UO	40 & 50	✓	✓	498		✓	✓	✓		✓		✓		✓*	✓	✓	✓	✓
Singer Hall	£95.00	4m x 2.6m	UO	43 & 50	✓	✓	669		✓	✓	✓		✓	✓*		✓	✓*	✓	✓	✓	✓
Lynden House	£95.00	4.88m x 4.88m 2.44m x 2.44m ♦	M	50	✓		62	✓			✓					✓	✓*	✓	✓	✓	✓

♦ = Facilities and sizes may vary in rooms UO = University owned properties M = Managed properties

\* = Extra Charge For more information, multimedia tours and how to apply please visit [www.coventry.ac.uk/accommodation](http://www.coventry.ac.uk/accommodation)

# Things to Bring With You

You MUST make sure that you bring with you all the documents you will need to enrol:

- Confirmation of Acceptance of Studies (CAS) letter
- Passport with valid visa
- Proof of payment OR sponsorship letter
- The original copies of the documents you used to support your application (transcripts, certificates)

**Important:** You will need to show your FoundationCampus enrolment documents to the Immigration Officer on arrival so make sure you bring this in your hand luggage.

## 1. How much money should I bring?

International students cannot open a UK bank account before arriving. However, your home bank may have links to a UK bank which would make money transfers to the UK and opening a bank account much easier. It is a good idea to bring some cash with you for your first few days in the UK for immediate expenses. We recommend approximately £200 to £500 in cash and £300 in travellers' cheques. The first payment you will need to make is for your accommodation – this can usually be paid by cash, credit card or bank draft. We advise you to limit the amount of cash you bring into the UK (for security reasons) and avoid carrying cash and personal documents in the same bag (eg passport, travellers' cheques, etc).

## 2. Books

You might want to bring textbooks and dictionaries that you use frequently to help you with your studies. However, many books are available second-hand, so you will be able to purchase them if needed.

## 3. Clothes and personal items

You will need warm clothing when you arrive, and especially if you are coming from a hot climate or if your programme starts in January. You can put a jacket or a jumper in your hand luggage in case you get cold on the plane. There is no dress code at the College, and most students wear jeans.

## 4. Laptop

You may bring your laptop computer with you or choose to buy one when you arrive in the UK. It is pretty easy to purchase a computer in the UK and you can buy it from the computer shop or order it online.

## Hand Luggage

1. Make sure the following items are included:

- Passport
- Proof of financial support & any fee payments made
- A copy of your Confirmation of Acceptance of Studies (CAS) letter
- Your original supporting academic documents
- Accommodation details
- Travellers' cheques and cash

2. Do not put any of these in your hand luggage:

- Sharp objects, including knives, tweezers, nail files, scissors, etc
- Liquids or drinks (except prescription drugs with a doctor's certificate)
- Cosmetics (unless under 100ml and in one small clear plastic bag)
- Flammable objects

# Arrival at The Airport

## 1. Immigration on your arrival

### Passport Control

When you arrive at your port of entry you will need to pass through immigration so follow the signs to Passport Control. The Immigration Officer will ask you about the purpose of your visit to the UK and will look at the following documents:

- Passport
- Bank statements,
- Confirmation of Acceptance of Studies (CAS) letter and original supporting academic documents
- Proof of accommodation
- Proof of financial support & any fee payments made

The immigration officer may ask you questions about your reasons for studying in the UK. It is important that you answer these questions in detail, politely and keep calm. Make sure you have all your supporting documents in your carry-on luggage if you are flying to the UK; you will not have access to your luggage until you have cleared immigration. Failure to show the right documents will result in delays.

Students from some countries may be asked to have a chest x-ray before collecting your luggage – you can check if this will apply to you with your local British Council.

If you experience any problems at Passport Control, please contact the Immigration Advisory Service for free advice on **0844 974 4000** or contact Karoline Burch, FoundationCampus Student Recruitment & Support Officer on **024 77 655430**.





# Settling In

## 1. Registering with the Police

If you are from one of the following countries, you need to register with the police when you arrive in the UK:

Afghanistan	Egypt	Libya	Tajikistan
Algeria	Georgia	Moldova	Tunisia
Argentina	Iran	Morocco	Turkey
Azerbaijan	Iraq	Oman	Turkmenistan
Bahrain	Israel	Palestine	UAE
Belarus	Jordan	Peru	Ukraine
Bolivia	Kazakhstan	Qatar	Uzbekistan
Brazil	Kyrgyzstan	Russia	Yemen
PR China	North Korea	Saudi Arabia	
Colombia	Kuwait	Sudan	
Cuba	Lebanon	Syria	

To register, you will need to go to the local Overseas Visitors Records Office with:

- £34 registration fee
- Your passport
- 2 passport photographs
- Letter of Enrolment from the College

If you change your UK address at a later point, you will need to inform the police within seven days. There is no extra charge for this. The Student Services team will help you with police registration if necessary

## 2. Keeping in Touch

### Making international calls

Keeping in touch with your family and friends at home is important. You should make sure that you have a method for communication with them regularly. Today the technology has made the process very easy. Your options include using the internet, international dialling cards and mobile phones. The option that works best for you will depend in your individual circumstances and you should conduct research yourself to determine which method is the most cost effective and practical.

### Internet

Software had been developed that allows users to make the telephone calls over the internet. An example of such software is Skype. This programme allows users to make calls to landline and mobile phones, as well as other Skype users. Calls between Skype users are free of charge. Call rates from a Skype user to a landline and mobile phone vary, depending on country.

### International calling cards

Cards can be purchased from a number of places including grocery stores and the Post Office. Again, rates differ based in which country you are calling and whether you are dialling a landline or mobile phone. The Post Office phone card features monthly offers (e.g. free calls on Saturdays to particular countries) see their website for further information.

### Mobile Phones

A number of mobile phone operators cater for the needs of international students. These companies, including Nomi and Lebara, offer very cheap calling rates to a number of countries overseas.

## 3. Opening a bank account

You will need to open a bank account when you arrive in the UK. There are a number of 'high street' banks in the UK and all will provide special student accounts. To open a bank account in the UK you will need:

- Proof of identity (passport)
- Proof of address (letter or receipt from your landlord/Accommodation Office)
- Opening deposit
- Student Status Letter (this will mean you will need to wait until AFTER you have enrolled,).

### List of Banks and Branches near Coventry Foundation Campus

There are 4 main "high street" banks operating in the UK and all will provide special student accounts. Below we added the addresses of the branches nearer to the University.

#### NatWest

[www.natwest.com](http://www.natwest.com)  
24 Broadgate, Coventry  
0845 600 2803

**Please note:** some banks will charge a monthly fee for your current account. You might be able to avoid that if you check on different branches and different banks.

#### Barclays Bank Plc

[www.group.barclays.com](http://www.group.barclays.com)  
25 High Street, Town Centre, Coventry  
0845 755 5555

#### HSBC Bank plc

5-6 High Street, Town Centre,  
Coventry, CV1 5RE  
0845 740 4404

#### Lloyds TSB Bank plc

[www.lloydstsb.com](http://www.lloydstsb.com)  
70 Hertford St, Coventry  
0845 300 0000

# Around Campus

## Where are my nearest...?

### Attractions

Coventry Cathedral  
1 Hill Top  
Coventry, West Midlands CV1 5AB  
024 7652 1200

### Cab office

There is a taxi rank outside the Foundation Campus building and Pool Meadow Bus station is a three minute walk away.

### Library

Central Library & Reference Library  
17 Smithford Way  
Coventry  
West Midlands  
024 7683 2314

### Local Council

Coventry Council, Earl Street  
Coventry, West Midlands  
024 7683 3333

### Shopping Centre

The West Orchard Shopping Centre, Smithford Way,  
Coventry, West Midlands CV1 1QX  
024 7623 1133  
[www.westorchards.co.uk](http://www.westorchards.co.uk)  
Cathedral Lanes Shopping Centre  
270 Harnall Lane, Coventry,  
West Midlands, CV1  
024 7663 2532  
[www.cathedrallanes.net](http://www.cathedrallanes.net)  
Lower Precinct Shopping Centre  
Coventry, West Midlands CV1 1NQ  
024 7663 4710

### Shopping Centre

The West Orchard Shopping Centre, Smithford  
Way, Coventry, West Midlands CV1 1QX  
024 7623 1133  
[www.westorchards.co.uk](http://www.westorchards.co.uk)  
Cathedral Lanes Shopping Centre  
270 Harnall Lane, Coventry,  
West Midlands, CV1  
024 7663 2532  
[www.cathedrallanes.net](http://www.cathedrallanes.net)  
Lower Precinct Shopping Centre  
Coventry, West Midlands CV1 1NQ  
024 7663 4710

### Transport

Coventry Railway Station  
Station Square, Eaton Rd, Coventry  
West Midlands, CV1 2GT  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### Markets

Coventry Retail Market  
Market Office, Coventry, West Midlands CV1 3HT  
024 7622 4927  
[www.coventrymarket.co.uk](http://www.coventrymarket.co.uk)

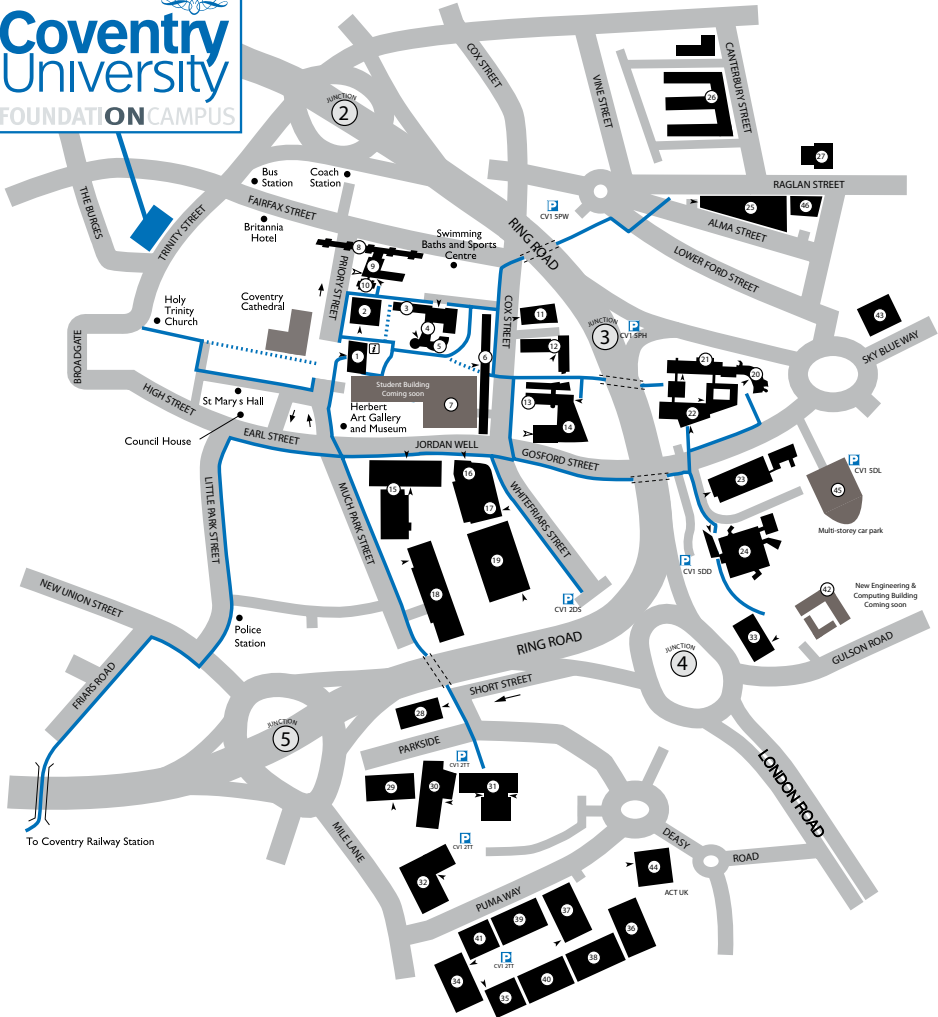
### Solicitors

Coventry Law Centre<sup>†</sup>  
Oakwood House St Patricks Road Entrance  
Coventry, West Midlands CV1 2HL [covlaw.org.uk](http://covlaw.org.uk)<sup>†</sup>

### Post Office

The West Orchard Shopping Centre, Smithford  
Way, Coventry, West Midlands CV1 1QX  
024 7623 1133  
[www.westorchards.co.uk](http://www.westorchards.co.uk)

# Teaching buildings



- 5** University building see listing
- 7** Tourist information
- principal pathway with wheelchair access
- Ringroad subway access
- principal pathway with steps
- Power assisted door access
- Non-powered access
- footbridge
- P** pay/display parking

All Coventry University buildings have wheelchair access and accessible toilets for disabled persons

- ACT UK (44)
- Acua Ltd (35)
- Alan Berry Building (1)
- Alma Building (25)
- Armstrong Siddeley Building (21)
- Bugatti Building (13)
- Charles Ward Building (4)
- CU Multi-storey car park (45)
- CU Nursery (46)
- Design Hub (29)
- Ellen Terry (16)
- Frederick Lanchester Building (24)
- Futures Institute (37)
- George Eliot Building (4)
- Graham Sutherland Building (14)
- HDTI Building (32)
- Hillman/Humber Lecture theatres (5)
- ICE Building (28)
- Innovation Village (36)(38)(39)(40)(41)
- Jaguar Building (22)
- James Starley Building (9)
- Maurice Foss Building (12)
- Priory Hall (8)(9)(10)
- Raglan House (27)
- Richard Crossman Building (15)
- Serious Games Institute (37)
- Singer Hall (26)
- Sir John Laing Building (18)
- Sir Williams Lyons Building (20)
- Sports Centre (19)
- Student Centre (33)
- Students' Union - Cox Street (11)
- Students' Union - Priory Street (2)
- The Enterprise Centre (30)
- The Techno Centre (31)
- Trinity Point (34)
- Whitefriars Building (17)
- William Morris Building (23)
- New Engineering & Computing Building (42)  
coming soon
- New Student Building (7)  
coming soon

Coventry FoundationCampus is located at Burgess House, Iron Monger Row, Coventry, CV1 1FD.  
 All Coventry University buildings have wheelchair access and accessible  
 toilets for disabled persons.

# Library and Computing Facilities

After registering with FoundationCampus, you will need to register with the University to get your Student ID Card and you will need this to borrow material and to enter the Libraries. FoundationCampus students have full access to all student support services and should ensure that they collect their Student ID Card within the first week of term to gain their access.

The library is not just a local storehouse of books; it is also your gateway to a global network containing electronic databases of journals and catalogues covering all subject areas. The Libraries provide one-to-one help at the Enquiry Desk and also offers training in how to get the best from all these electronic sources.

## Opening an IT account

To activate your IT account you can:

- Attend a library induction day where members of staff will help you
- Open the link below and follow the instructions on the screen:  
*<https://webapp.coventry.ac.uk/StudentRegister/Identification.aspx>*



# Health and Safety

## 1. Looking after your health

Students registered in the UK for full-time courses of six months or more are eligible to receive full health care from the National Health Service (NHS) regardless of country of origin. You will have the same rights to health care as a UK resident. This means that you can register with a GP (local doctor), receive hospital treatment, treatment for pre-existing conditions and full maternity services. You have to pay for dental (teeth) services. In addition, optical (eye) services are not available on the NHS so you may have to pay for them.

**Important:** You may be eligible for help with the cost of prescriptions, dental and optical services on the basis of low income. For further information, please refer to the NHS website for their information on NHS costs and exemptions.

## 2. Register with a GP

Students studying at FoundationCampus for less than six months will need to pay for all healthcare treatment. For these students we strongly recommend taking out health insurance before coming to the UK. There is a GP practice for Coventry University students located in Priory Hall. FoundationCampus students are encouraged to register there at the earliest convenience.

## 3. List of Dentists near Coventry FoundationCampus

Dentist clinics are available everywhere. However, as a student you might be entitled to some discount. Ask the receptionist about how to apply for student exemption. You can also apply for a NHS card to help you with your dentistry costs. For information about registering with a dentist call 024 7624 6033.

Dental Perfection

Coventry, 270 Harnall Ln E, Coventry, West Midlands CV1 3FE 024 7622 0420

SpaDental Coventry

161 - 163 Corporation Street, Coventry CV1 1GU 024 7655 5537

## 4. List of Pharmacies near Coventry

Some medicines are only available on prescription, i.e., with a doctor's authorisation. However, there are a lot more medicines available over the counter. Pharmacists are there to help you too.

### **Boots**

5 Cross Cheaping, Coventry

[www.boots.com](http://www.boots.com)

024 7622 6644

### **Lloyds Pharmacy**

35/37 Stoney Stanton Road, Coventry,

[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

024 7622 6230

### **Superdrug Stores PLC**

21-23 Market Way, Coventry

[www.superdrug.com](http://www.superdrug.com)

024 7622 3032

## 5. Staying safe

Coventry is a large city, and according to Home Office and police statistics one of the safest but observing a few basic rules could help you avoid being a victim of street crime.

Street robbers identify students as particularly easy targets as they often have expensive equipment such as laptops, mp3/4 players, iPods and mobile phones. Obviously, foreign students are not from the local area so are unfamiliar with their surroundings. Offenders view them as being particularly easy to intimidate.

By following some simple guidelines, you can avoid becoming a victim.

- Appear confident; it is one of the best ways of staying safe when out and about on foot. It's a fact that confident people are less likely to be assaulted, so when you're walking alone try to look alert and walk tall.
- Be aware of your surroundings; plan where you're going and how you're going to get there.
- It's also worth letting other people know where you're going and when you expect to get back - if you change your plans remember to let them know.
- If you're planning any journey on foot, even just a short walk, plan your route in advance so that that you don't appear lost.
- Carry a mobile phone with you, and have useful numbers programmed into your phone for speedy access.
- Carry a personal attack alarm. Again, having one with you will make you feel that bit more confident. These can be acquired through the Coventry University Protection Team.
- Stick to busy, well-lit places. Avoid underpasses or shortcuts unless the lighting is good and you're confident they're safe.
- If you can, avoid walking alone at night, especially in unfamiliar territory.
- Wear comfortable clothes and shoes that are easy to move in. Carry your bag slung across your body with any zips or openings on the inside.
- If you think you're being followed on foot, cross a road and keep walking.
- If you still think you're being followed make for somewhere busy and well lit. Don't be afraid to ask for help.
- At Coventry University, there is a Protection Service team, who are a dedicated crime prevention team who supply Ultraviolet (UV) marker pens (to mark personal items), personal attack alarms and burglar alarm units. The team will make special visits to student accommodation houses to give free advice about security. Contact Darren Knight (02476 887 363).

## 6. Cash points

Most of us use cash-points (the hole-in-the-wall) from time-to-time. To avoid losing your money at a cash point machine, the following precautions are recommended:

- It may seem like common sense, but never write down your personal identification number (PIN), and if you are distracted at the cash point, cancel the transaction and leave - someone may have seen your PIN or be trying to create an opportunity to try to steal your money.
- Do not let anyone see you input your PIN, and if you are interrupted or distracted by anyone when using a cash machine, cancel the transaction and try to recover the card.
- Where possible, only use cash-point machines at reputable banks (Barclays, Nat West, HSBO etc.) and supermarkets (Tesco's, Sainsbury's etc.). Some fraudsters and thieves have developed very sophisticated and clever machines that look like cash-point machines but are not. Therefore, avoid, where possible portable cash-machines
- If your card is not returned by the cash machine, report it to your card issuer immediately.

## 7. Emergency

- Police/Fire/Ambulance EMERGENCY number - 999
- The Counselling Service 02476 795 622, provide an opportunity for you to talk with a professionally trained counsellor if you are a victim of crime.
- Victim Support - 0845 30 30 900 – [www.victimsupport.org.uk](http://www.victimsupport.org.uk) helps people cope with the effects of crime. There are separate advice sections for people living in England and Wales, Scotland and Northern Ireland.
- Crimestoppers - 0800 555 111 – [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) is an independent UK-wide charity working to stop crime. You can call them anonymously.

## 8. Security and insurance

London is a city with a large population, and we suggest that you are careful in managing your personal security. Common sense measures, such as not walking alone at night, will help to keep you safe. In addition, we recommend you take out a comprehensive insurance plan to protect your belongings during their period of study at Foundation Campus London South Bank University. It is your responsibility to make sure that your possessions are sufficiently ensured.

# Sports Centre

## Coventry University Student Union Sports & Societies

CUSU have a wide range of societies currently up and running from traditional sports such as Football and Rugby to non-traditional sports such as Cheerleading and Mountaineering. Joining a Sports Team or is a good way to meet new people as well as being part of something you feel passionate about.

If you would like more information on the Sports and Societies please contact the Sports and Societies office:

### Robert Wells

Sports & Societies Development Manager

Email: [robert.wells@coventry.ac.uk](mailto:robert.wells@coventry.ac.uk)

Tel: 024 7679 5237

### Samantha Gill

Sports & Societies Co-ordinator

Email: [s&soffice.su@coventry.ac.uk](mailto:s&soffice.su@coventry.ac.uk)

Tel: 024 7679 5160

Office Mobile: 07743 906 130

### Ali Burr

Sports & Societies Assistant

Email: [s&soffice.su@coventry.ac.uk](mailto:s&soffice.su@coventry.ac.uk)



# Student Advice

## 1. Student Advice

Caxton House and Library Services

Coventry is committed to ensuring equality and a supportive learning environment for all students and staff. Following this, the Centre for Learning Support and Development (CLSD) provides various services, such as:

- Counselling and Mental Health based in Priory Hall [counsell.ss@coventry.ac.uk](mailto:counsell.ss@coventry.ac.uk)
- Spirituality and Faith based in the basement of the Allen Berry building [chaplaincy.ss@coventry.ac.uk](mailto:chaplaincy.ss@coventry.ac.uk)
- Welfare and Disabilities based in Priory Hall [welfare.ss@coventry.ac.uk](mailto:welfare.ss@coventry.ac.uk)
- Sport and Recreation in White Friars [sportandrecreation.ss@coventry.ac.uk](mailto:sportandrecreation.ss@coventry.ac.uk)
- Careers [careers.ss@coventry.ac.uk](mailto:careers.ss@coventry.ac.uk)

## 2. Visa – renewing

If you are a current student and need to extend your student visa you can obtain an application form (form FLR (O)) from: <http://www.ukba.homeoffice.gov.uk/visitingtheuk/visitors/extendingyourstay/>

The FoundationCampus General Office will be able to provide you with a letter for the Home Office or UKBA to say that you are enrolled on a course with FoundationCampus University. Please allow plenty of time to renew your visa.

**Please note:** the visa requirements for international students changed from April 2009 and it is very important you comply with all of the rules and guidelines.

## 3. Working in Coventry

As a full-time student at FoundationCampus with a valid student visa you may be allowed to work up to a maximum of 20 hours per week during term time and longer hours (up to 40 hours per week) during holidays and vacations.

In London you will find lots of part-time work available to you and the university has a Job Shop that will help you find suitable part-time work. The University's JobShop is there to help you obtain paid employment which fits in with your academic commitments. JobShop staff can:

- Help you develop your individual skills;
- Help you track your own personal development; and
- Help you with your Curriculum Vitae (CV).

For more information about JobShop services please go to Caxton House reception, or visit [www.Coventry.ac.uk/learningsupport/jobshopandcareers/](http://www.Coventry.ac.uk/learningsupport/jobshopandcareers/) and follow the link to JobShop.

## 4. Disability

For the purpose of this statement, disability is defined as: "A physical or mental impairment with substantial and long term adverse effect on normal day to day activities."

The centre ethos is to provide a high-quality educational experience, designed to ensure that students excel both academically and personally. As such, we aim to ensure that all students are treated as individuals and that needs are met accordingly. Those students that are within the scope of the definition of disabled will be supported with regard to integration into both the pastoral and academic programmes.

## 1. Induction – Registration and Enrolment

### Registration

FoundationCampus has timed its start dates to ensure that students can join in with the university-student induction activities.

On your first day please bring your passport, visa, sponsorship letter (if appropriate) and personal details.

Once you have registered and enrolled with FoundationCampus, you will be able to register with the Police as per your Home Office Regulations.

You are reminded of the importance of registering as early as possible in the academic session. The Induction sessions will give you the opportunity to meet key FoundationCampus staff and other students on your course. You will learn about the University, the Centre and your programme of study, and join FoundationCampus formally. You will also receive information about the University's Library and services, Student Societies and will complete the Enrolment process whereby you join the University Centre formally.

### Enrolment

Enrolment is the administrative process whereby you are admitted to FoundationCampus as a student. It is part of your induction. At your induction session we will tell you when and where your enrolment will take place.

### List of documents you will need

When you attend enrolment, please bring the following:

1. Your passport
2. An official document stating your name and address, e.g. a driving licence, NHS card, a utility bill or a bank statement (showing your name and address).
3. Your marriage/civil partnership certificate if applicable (for non-UK/EU nationals whose spouse/civil partner is an EU national)
4. Two passport photos

### You will also need to bring BOTH:

1. Your FoundationCampus offer letter and Certificate/Confirmation of Enrolment CAS
2. Your Original certificates/transcripts (for example, High School Certificate, AS-level results, IELTS Certificate, first degree certificates and other qualifications).

Please remember: FoundationCampus will only accept original documents.

## 2. Timetable

Time	Monday 20	Time	Tuesday 21	Time	Wednesday 22	Time	Thursday 23	Time	Friday 24
			<b>Induction &amp; Enrolment Day: Business Pathway ELP Pathway</b>		<b>Induction &amp; Enrolment Day: UFP Humanities Pathway</b>		<b>Induction &amp; Enrolment Day: UFP Engineering &amp; Sciences Pathway</b>		<b>Induction &amp; Enrolment Day: Master's Pathway &amp; ELP</b>
10:00	Arrival	09:30	Registration	09:30	Registration	09:30	Registration	09:30	Registration
10:30	Welcome Introduction Vivien Osman, Centre Head – London	10:00	Pathway Academic Modules: Tutor Taster Sessions	10:00	Pathway Academic Modules: Tutor Taster Sessions	10:00	Pathway Academic Modules: Tutor Taster Sessions	10:00	Pathway Academic Modules: Tutor Taster Sessions
11:00	English Language Assessment	11:30	Faculty Information Sessions	11:30	Faculty Information Sessions	11:30	Faculty Information Sessions	11:00	Student Enrolment Interviews
12:30	Lunch	12:30	Lunch	12:30	Lunch	12:30	Lunch	13:00	Lunch
13:30	FoC Coventry Student Information Session:	13:30	Student Documentation & Enrolment GA/ FU/AS (Maths Assessment)	13:30	Student Documentation & Enrolment GA/ FU/AS	13:30	Student Documentation & Enrolment GA/ FU/AS (Maths Assessment)	13:30	Student Documentation & Enrolment GA/RC/ JB R1
	Essential Student Information VO/ GA: Contact Details Document Checklist		Student Enrolment Interviews CH/DCH Confirm Modules		Student Enrolment Interviews CH/DCH Confirm Modules		Student Enrolment Interviews CH/ DCH Confirm Modules		Faculty Information Sessions – R1
15:00	Your Foundation Course Studying at FoC Coventry Student Handbook	16:30	Coventry Student Processes	16:30	Coventry Student Processes	16:30	Coventry Student Processes	16:30	Coventry Student Processes
15:00	Coventry Campus Tour / Student Orientation Visit: Police Station/ Banks SC	16:30	Finish	16:30	Finish	16:30	Finish	16:30	Finish
16:00	Finish								

### 3. Exams

Examinations are held during the last few weeks towards the end of your programme. Your examination timetable and availability of resit arrangements will be available on Magellan or through your PT electronically. You can also view results online on Magellan.

Please ensure that we have your correct address to send results to. The results will be made available to you via the Foundation Campus General Office or College email address and sent to your nominated current correspondence address.

### 4. Exam resits

Should you fail or defer an examination you will normally have the opportunity to complete one resit in each subject. Resit dates will depend on the examination to be retaken. It is your responsibility to be available during these periods, and reasons such as holidays or other commitments will not normally be accepted as grounds for non-attendance. If your absence is related to a disability or illness, please contact the Centre for advice.

#### **Re-sit not permitted**

If you do not comply with the attendance or submission requirements for a course, the Board of Examiners is entitled to refuse you permission to be reassessed if you fail the course at the first attempt. This means that you do not complete the course and as a result may not be able to progress further with your programme of study.

### 5. Instructions for written exams

#### **Conduct of Examinations**

- Candidates shall not use or attempt to use any unfair means and shall not communicate with or attempt to communicate with any other candidate.
- Candidates shall not use any answer book, writing paper or blotting paper other than that supplied in the examination hall.
- All unauthorised materials such as revision notes, books and data tables shall be left outside the examination hall. Any material required for any particular examination will be provided in the hall.
- If candidates are permitted to bring books, notes, or other material into an examination hall, they will be informed by the department concerned, and the nature and extent of the authorised material will be stated on the question paper. These materials may be checked by invigilators.
- No part of an answer book shall be torn off and all answer books and other materials supplied in the examination hall shall be left behind on candidate's desks at the end of the examination.
- Watch alarms should be switched off before entering the examination hall.
- Mobile phones, electronic dictionaries and other forms of electronic storage and communication are not allowed in the examination hall.
- Candidates may not leave the hall during the first half hour, or the last quarter hour of the examination.
- Smoking, eating and drinking are forbidden within the examination hall.
- Candidates are not allowed to re-enter the examination hall once they have left it.

## 6. Mitigating Circumstances

If you are experiencing difficulties, either personal or medical, there is help available.

If you think that your problems may affect your performance in your assessments, you should first speak to your personal tutor or to the Centre Administrator in the General Office.

If, after taking the appropriate advice, you wish to have your mitigating circumstances taken into account, or you wish to be allowed to be absent from an examination, or you need an extension for some assessed work, there is a single form which can be used for all of these events. This form is available from the FoundationCampus General Office.

This form should be completed and returned within 7 days of the last assessment which you are claiming is affected. If you can't complete the form within 7 days, contact the Centre as soon as possible - the circumstances may still be able to be taken into account.

If you are ill, you must obtain medical evidence of your illness, such as a note from the doctor, or appointment letter from the hospital, etc.

Your circumstances will then be taken account of appropriately, and you will be informed of the outcome.

## 7. Academic Appeals

For further assistance or information please contact the FoundationCampus General Office.

Please note that the Appeals procedure is different to the Complaints procedure.



# Attendance

## 1. General Attendance requirements

All classes are compulsory. The attendance requirements are explained in further detail in the attendance policy and procedures document. We expect 100% attendance in all classes. Non-attendance will result in disciplinary action being taken, including in very severe cases, exclusion from examinations or termination of your programme of study.

If you encounter problems of any nature which prevent you from attending classes you must inform your personal tutor as soon as possible.

## 2. General Attendance requirements

- Students are expected to be at the Centre during each term, arriving no later than the first day of teaching and not leaving before the last day.
- The attendance requirement includes the examinations, resits and results periods at the end of each term.

You are required to be in attendance on weekdays during each term. All students are required to inform the Curriculum Information Office as a matter of priority if they are absent as a result of illness or for any other reason.

A GP's medical certificate will be required for absences of more than five days. If you become ill and are unable to inform the Curriculum Information Office, you should arrange for someone to communicate with the Centre on your behalf.

An absent request form is available on Magellan or at the Student Information Desk.



# Disciplinary

## 1. Disciplinary Rules – Warnings, Exclusion and Termination

### 'First' Warnings

This is the title given to warnings which may be issued by Coventry FoundationCampus and will be issued if you fail to comply with the attendance and submission requirements of your programme without good reason.

### Formal Warnings, Exclusion from Assessment and Termination

Failing to improve your academic conduct after receiving a 'first' warning may result in FoundationCampus issuing a Formal Warning. This is part of a scale of penalties which may lead to you being excluded from assessment or having your programme terminated. Do note that the UKBA has to be informed on any poor attendance, incompleteness or withdrawal.

### Academic Appeals

There is a detailed set of regulations governing your right of appeal against academic decisions. These are available from the FoundationCampus General Office. It is important to be aware that you cannot appeal simply because you disagree with a decision of your department. You must be able to show that there has been some defect in the process by which that decision was made, such as not following procedures, bias or prejudice on the part of the examiner, or failure to consider relevant factors (such as mitigating circumstances). Appeals must be lodged within 14 days of you receiving notification of the decision against which you wish to appeal.

Graduates of Coventry FoundationCampus are advised that you cannot lodge an appeal after graduation.

## 2. Unfair means to enhance performance

### Cheating, Plagiarism and Collusion

The University and FoundationCampus regards with particular severity any use of unfair means in an attempt to enhance performance to influence the standard of academic work or award or marks obtained. The Coventry University Handbook (<http://www.Coventry.ac.uk/current.student/handbook.html>) contains detailed information relating to cheating, plagiarism and other forms of unfair means. Please be aware that any form of cheating, plagiarism or collusion is seen as a very serious issue and may jeopardise your academic career.

More information on cheating, plagiarism and other unfair means will be provided by the FoundationCampus academic team as a part of your programme of study. Please again note this is a very serious offence in the UK.

### 3. Disputes and Complaints

A complaint is any specific concern on the part of a student about the provision of education or other service by the Centre and is distinct from Academic Appeals. The following provides examples, but this should not be regarded as a complete list:

- inaccurate or misleading information about programmes of study
- inadequate teaching or supervision
- insufficient academic facilities
- service not provided to standard advertised
- the behaviour of a member of staff.

Students are encouraged in the first instance to raise matters of complaint relating to their programme of study with their Personal Tutor, or the Staff and Student committee. Any matter not relating to the programme of study should be raised with your Personal Tutor.

The matter shall be raised within three months of the date on which the event complained about occurred, or on which the complainant could reasonably be expected to have known about the matter.

Where a student wishes to make a formal complaint, whether or not the matter was first raised informally, s/he must submit the complaint in writing to Centre Head. Such formal complaint must be made within three months of the date on which the event complained about occurred, or on which the complainant could reasonably be expected to have known about the matter.

Coventry Foundation Campus is committed to providing a high standard of education and related services, and encourages students to inform it where there is any cause for concern or where there may be an opportunity to make improvements. However, students are reminded that a complaint will not always produce the outcomes desired by the complainant. For example, students should remember that Foundation Campus has to make difficult decisions about how to allocate limited financial and other resources, and other factors outside our control may affect the level of service which the Centre can provide.

# Student Support

## 1. Personal Tutors

Every FoundationCampus student is allocated a Personal Tutor who is a member of the academic staff.

- The Personal Tutor may also be someone you approach for a reference at a later stage of your academic career.
- It is your responsibility to make contact and keep in touch with your supervisor during your studies at FoundationCampus.
- The Personal Tutor will act as a contact between you and the rest of the Centre should there be problems which need to be notified.

### Changing Personal Tutor

If your tutor leaves, another member of staff will be appointed as your supervisor. However, if you feel that the relationship is not developing and that for whatever reason you are unable to confide in your supervisor, you should approach the Centre Head and request a change of supervisor, explaining the reasons why this is the case. FoundationCampus will not hold this request against you. If, for any reason, you feel unable to approach the Centre Head on this matter you should seek the assistance of the Deputy Head or other member of staff.

## 2. Student Enquiry Time

Student Enquiry Time is when you can come and speak to members of the FoundationCampus team in relation to a broad range of issues including but not limited to:

- Visa advice and guidance
- Accommodation advice and guidance
- Request for official documents
- Informing us of a change of address or any other changes to your personal details
- Requesting authorised absence
- Any questions/concerns you may have with regard to your programme of study

If you have a question or concern not covered above please come and see us during these times and we will be happy to provide any assistance we can

Student Enquiry Time will take place Monday-Friday between 12pm -2pm in the General Office

## 3. Privacy

If you have a confidential matter to discuss please see the Deputy Centre Head.

## 1. Fee payment information

All students must pay their annual tuition fee before or at course start date.

We encourage you to pay your fees before you arrive to the campus. If, however, you cannot arrange this before you leave home, we will accept payment when you arrive.

## 2. Sponsors

If your employer or government sponsors your study, we will require a letter from them confirming the following details:

- your name and course
- the amount of fees they will be paying (for example, 100%)
- the contact name, company name, telephone number and address where the invoice should be sent

**Please note:** student sponsor invoices will be payable in full within 30 days of receipt of invoice. If your sponsor does not make payment, you will be personally liable to pay the full amount of tuition fees.

## 3. Refunds

Acceptance of a FoundationCampus offer on payment of the minimum stated deposit constitutes a binding contract between the student and FoundationCampus. Tuition fees are non-refundable except in the case of visa-refusal. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made available to FoundationCampus before any refund can be initiated. FoundationCampus will verify the authenticity of the evidence of visa refusal with the appropriate British overseas posting (Embassy/High Commission), and will charge an administration fee of £100 in the event of such a refund. Tuition fees are non-refundable after the commencement of studies. Any notice to withdraw or cancel must be made in writing, if the cancellation is received before the start of term then the forthcoming terms tuition fees will be charged. If the cancellation is made after the start of term then both the current term and the following terms tuition fees will be charged.

Any students withdrawing from a FoundationCampus programme of study will be reported to the UK Border Agency and British Embassy/High Commission in their home country as a curtailment of their programme. FoundationCampus reserves the right to withdraw a previously available programme of study at its own discretion. Where a student is unable to enrol in a similar course at FoundationCampus and the enrolment is cancelled then all fees will be refunded.

## 4. Financial Issues

Student Support operates in close liaison with the Students' Union Students' Advice Bureau in assisting and advising students who are in financial difficulties. Students face the responsibility of managing their own budgets and for some this presents a problem. If you encounter any problems please contact your Personal Tutor as soon as possible.

## 5. Council Tax

Students registered full-time at FoundationCampus are generally entitled to claim a discount or exemption from Council Tax. If you are living in non-University accommodation, at some point during the year you are likely to receive a demand for payment of Council Tax from the Local Authority.

To prove that you are a student, you should contact Student Administrative Services who will supply you with a 'Council Tax Status Certificate' which you can then send to the Local Authority. The Local Authority will then decide if you are entitled to a discount or full exemption.

The certificate will show your current term time address so please make sure you keep your contact information up to date at all times. Please also remember to request a new council tax status certificate if you move house.

### **To qualify for a student discount/exemption:**

1. You have to be registered as a full time student
  2. You should be able to prove it (by means of the certificate explained above). It is important that you keep this certificate for the duration of one academic year of study. Replacements for lost or incorrect certificates due to moving of term time address are available from the Centre Administrator free of charge (subject to change).
  3. Your course must be full-time.
  4. Your course must last for a minimum of 24 weeks during the academic year.
  5. You have to live with other people who are also exempted from payment (usually other students).
- If a house or property is occupied entirely by full-time registered students then the entire household is exempted from Council Tax. This includes the Halls of Residence and University-owned Student Houses which are occupied entirely by students.

It also applies to private accommodation which is occupied entirely by students. Houses with one or more non-student resident will have to pay council tax (at least 75%).

Please remember that payment of the Council Tax is a matter between individuals and the local authority. Except in certain circumstances (for example by issuing student certificates) the University has no responsibility in these matters.

## Term Dates Academic Year 2011/12

### **Undergraduate Foundation Programme**

26 September 2011 – 08 June 2012

09 January 2012 – 17 August 2012

### **Master's Foundation Programme:**

26 September – 16 December 2011 (1 Term)

26 September 2011 – 08 June 2012 (3 Terms)

09 January 2012 – 17 August 2012 (3 Terms)

09 January 2012 – 08 June 2012 (2 Terms)

10 April 2012 – 17 August 2012 (2 Terms)

10 April 2012 – 08 June 2012 (1 Term)

18 June 2012 – 17 August 2012 (1 Term)

### **English Language Preparation Programme**

26 September 2011 – 16 December 2011

09 January 2012 – 23 March 2012

10 April 2012 – 08 June 2012

18 June 2012 – 17 August 2012



## Contact Details

### FoundationCampus General Office

The general office is where your course is managed. This is where you will submit your coursework, receive your results and get information/documentation and help with other general enquiries.

### Location

**Coventry FoundationCampus,**  
Burgess House  
Iron Monger Row  
Coventry, CV1 1FP  
United Kingdom

### Reception

Telephone: +44 (0) 24776 55407  
Fax: +44 (0) 24776 55408

### Staff

#### **Cherie Rowe – Centre Head**

Mobile: +44 (0) 7879 44 57 87  
[crowe@foundationcampus.com](mailto:crowe@foundationcampus.com)

#### **Michael Orr Love – Deputy Centre Head**

Telephone: +44 (0) 7919 021676  
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#### **Karoline Burch – Student Recruitment & Support Officer**

Telephone: +44 (0) 2477 655430  
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