

# Student Handbook 2011-2012

Welcome to University of Sunderland  
FoundationCampus



**FOUNDATIONCAMPUS**

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# Applying For a UK Student 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: *0191 515 3917*

## 2. Applying for a UK student visa

Most international students from outside the European Union who wish to take a full-time course in the UK must apply for a visa prior to leaving their home country. You can check your status on the following website: [www.ukvisas.gov.uk/en/doingvisa/visadativnationals](http://www.ukvisas.gov.uk/en/doingvisa/visadativnationals)

## 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 very important as we must inform the UK Border Agency (UKBA) if you do not 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

The University of Sunderland has a range of modern, purpose-built accommodation for students. First year undergraduate students starting in September and postgraduate students are guaranteed a single study-bedroom in one of our five student accommodation centres when completing their application before the 31st July of that year:

- Clanny House
- The Forge - U Student Village
- Panns Bank
- The Precinct
- Scotia Quay

Each of the halls are made up of self-contained flats where each student has a separate study bedroom with shared kitchen and lounge facilities.

Scotia Quay offers ensuite accommodation and is available for both undergraduate (Allan House) and postgraduate students (Russell House).

We anticipate the interest in the ensuite rooms in Scotia Quay to be very high so would recommend application as soon as possible.

A £300 Booking Fee is required to secure a room, (this is deducted from the first rent payment) with the remainder of the rent being paid via instalments as shown on the rent price list.

If you intend to remain in the same room and are on a course that extends beyond September you will also be asked to pay an additional fee of £300 to secure the room for your second accommodation contract until the end of your foundation programme. This will be deducted from your first rent payment of September. All the Halls have security staff on duty every evening, all weekend and bank holidays/ University holidays.

More information regarding in-room facilities can be found at: <http://www.sunderland.ac.uk/studentlife/accommodation/>

All residence fees are fully inclusive and cover the cost of hot water, heating and lighting. There are no hidden costs. Basic possessions insurance is also included. The University does not provide bed linen, towels, cooking utensils (pans etc), crockery or cutlery but these can be bought as a pack and collected on arrival (please see application form). There are also many shops locally where these items can be purchased from.

# 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 quite easy to purchase a computer in the UK and you can buy it from the computer shop or order it online.

## 5. Hand Luggage

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

Do not put any of these in your hand luggage:

- Sharp objects, including knives, 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 John Sadler, FoundationCampus Student Recruitment & Support Officer on *0191 515 3916*



# Finding Us

## How to get to our campus

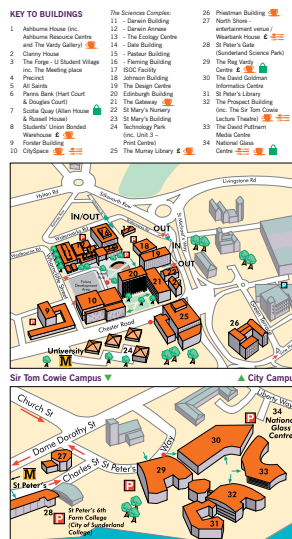
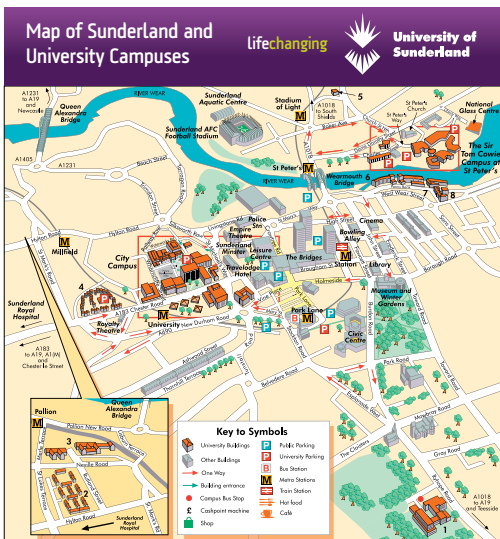
By train and Metro - For City Campus use the University Metro station. A typical Metro journey from Newcastle to Sunderland takes 25 minutes. Newcastle Airport has a Metro station, making the Metro the easiest way to travel to and from the airport from Sunderland. A typical journey from the airport to Sunderland takes 51 minutes. Sunderland has regular trains to London, a typical journey takes approximately 3 hours 30 minutes.

## By bus – Campus Bus

The University operates a free campus bus available to staff and students. The Campus Circular route stops at the Halls of Residences and Ashburne House as well as City and St. Peters Campuses. The Campus Express runs continuously throughout the day between City and St Peters Campuses. During vacation periods the Campus Express visits Ashburne House as the Campus Circular does not operate.

The beginning of term is the 26th of September 2011 however if you wish to arrive earlier you can so from the agreed start date of your visa. Please make sure your accommodation begins from the date you will arrive. You must also make sure that the University of Sunderland Accommodation Department is aware of when you will be arriving so that your room will be ready for you.

If you would prefer a taxi from the airport please supply us with details of your arrival date and flight details as soon as you can so that we can arrange this for you to go directly to your halls of residence. We will pay this charge initially but will ask for payment once you have settled in. A taxi from Newcastle airport to Sunderland City centre costs approximately £30. You should travel directly from the airport to your halls of residence so you can drop off your luggage.



# 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 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 has 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 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 University of Sunderland

There are 5 main banks operating in the UK and all will provide special student accounts. Below we added the addresses of the branches nearer to the University.

#### **Santander**

0845 765 4321

12-13 Waterloo Place, Sunderland, SR1 3HT

#### **Lloyds TSB Bank plc**

0845 072 3333

4, Athenaeum Street, Sunderland, SR1

#### **HSBC Bank plc.**

0845 740 4404

14 Fawcett Street, Sunderland, SR1 1SJ

#### **Natwest Bank plc.**

0845 609 0000

52 Fawcett Street, Sunderland, SR1 1RS

**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.

# Around Campus

## Where are my nearest...?

### Banks

Santander 12-13 Waterloo Place, Sunderland,  
SR1 3HT, Tel: *0845 765 4321*

HSBC Bank plc. 14 Fawcett Street, Sunderland,  
SR1 1SJ, Tel: *0845 740 4404*

Lloyds TSB Bank plc 4, Athenaeum Street,  
Sunderland Tel: *0845 072 3333*

Natwest Bank plc. 52 Fawcett Street, Sunderland,  
SR1 1RS, Tel: *0845 609 0000*

### Cab office

Station Taxis, Unit 11  
Riverside Road  
Sunderland , SR5 3JG  
Tel: *0191 555 5 555*

### Library

Fawcett Street, Sunderland  
SR1 1RE, [www.southwark.gov.uk](http://www.southwark.gov.uk)  
Books, CDs & DVDs  
Internet facilities, Open 7 days a week

### Local Council

Sunderland City Council, 50 Fawcett St.  
Sunderland, SR1 1RF  
Tel: *+44 0191 520 5555*  
[www.sunderland.gov.uk](http://www.sunderland.gov.uk)

### Shopping Centre

The Bridges Shopping Centre  
Sunderland, SR1 3DR  
Chain shops: HMV, Next etc

### Transport

University Metro Station  
Sunderland Railway Station, Brougham Road  
[www.nationalrail.co.uk/stations/](http://www.nationalrail.co.uk/stations/)

### Restaurants

Asiana – Echo 24 Building, West Wear Street,  
Sunderland SR1 1XD

Angelos – 48 West Sunnyside, Sunderland,  
Wearside SR1 1BA

Lucianos – 278 High Street West, Sunderland,  
Tyne And Wear SR1 3DZ

### Post Office

9 Mary Street, Sunderland,  
Tyne And Wear SR1 3NH

# Teaching Buildings

## **Priestman Building**

Green Terrace  
Sunderland  
Tyne & Wear  
SR1 3PZ

## **The Murray Library**

Chester Rd, Sunderland, SR1 3SD  
Tel: 0191 515 3691  
Site Librarian: Julie Archer  
Email: [library@sunderland.ac.uk](mailto:library@sunderland.ac.uk)

## **University of Sunderland Students' Union**

Ground Floor,  
Edinburgh Building,  
Chester Road,  
Sunderland,  
SR1 3SD  
Tel: 0191 515 3030

The Students' Union, an organisation 'run by students for students', encompasses everything that is Student Life; we pride ourselves on supporting you, allowing your voice to be heard and ensuring that you have a fun and life-changing experience. If you are registered on a University of Sunderland course at a partner college, you will automatically be a member of the University of Sunderland Students' Union. For more detailed information about the Union's facilities and services, have a look at their website at: <http://www.sunderlandsu.co.uk>

## **The Gateway**

The Student Gateway acts as the first point of contact in dealing with any of the common enquiries that students may encounter within their time at the University of Sunderland.

The Gateway is a unique concept in accessibility, placing all of the student support departments under the same roof. This not only enables students to manage multiple enquiries in only one visit, but also adds a reassurance that if there is anything which may be of concern, then the Gateway will be able to deal with it. Alongside this, the Gateway also operates as a welcoming social space for students. The relaxed environment contains a Gregg's coffee shop, computer facilities and comfortable seating areas, which students are invited to use without prior arrangement. [www.gateway@sunderland.ac.uk](http://www.gateway@sunderland.ac.uk)

The Gateway  
Chester Road  
City Campus  
SR1 3SD  
Tel: +44 (0) 191 515 22 22  
Email: [gateway@sunderland.ac.uk](mailto:gateway@sunderland.ac.uk)



# 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 University of Sunderland IT account you can:

- Attend a library induction day where members of staff will help you with this
- Open the link below and follow the instructions on the screen:  
<http://library.sunderland.ac.uk/it/stu-start/>

## Magellan Log-in and how to change your password



- Log onto Magellan at:  
[https://magellan.ceg-uk.com/login\\_new.php?goto=/asp/updateADPassword.php&qry](https://magellan.ceg-uk.com/login_new.php?goto=/asp/updateADPassword.php&qry)

- You will then see the following screen. To change your password select the **My Password** tab on the bottom left hand side of the page



- A screen will appear prompting you to enter your old password in the first box
- If you forget your password, contact your Personal Tutor who will be able to reset it for you.



# 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.

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.

## 2. List of GPs near University of Sunderland

### **Dr Joseph and Dr Mackrell**

Park Lane Practice, 1-6 City Green, SR2 7BA  
0191 567 6828

### **Dr Chhabra**

3 Eden Terrace, Durham Road  
0191 5675673

For those Living in Clanny House and The Forge  
UStudent Village: **Pallion Health Centre**,  
0191 5672995

**Old Forge Surgery**, Pallion Park:  
0191 510 9393

For those Living in Hendon and City Centre:  
**Ashburn Medical Centre**,  
Dr Sheth and Ponna  
0191 5674397

**Drs Datta, Sinharay, Gilmore, Owen,  
Murray, Jones & Alley**  
Deerness Park, Suffolk Street  
0844 477 3796

For those living in Panns Bank and Scotia Bay

### **Dr Burville and Myint**

Riverview Health Centre  
West Lawrence Street  
0191 5027500

### **Dr Ford, Jackson, Dulson, McBride and Burns**

St Bede Medical Centre  
Lower Dundas Street  
0191 5675335

### **Minor Injuries Walk in Centres**

#### **Grindon Lane**

Primary Care Trust  
24 hours  
0191 525 2300

#### **Bunny Hill**

Minor Injuries and Illness Unit  
0191 519 5802

### 3. List of Dentists near University of Sunderland

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 it call *0208 966 1129*.

#### **I Gray & S Gray**

180 Chester Road, Sunderland  
*0191 510 8686*

#### **Oasis Dental Care**

495 Hilton Road, Sunderland  
*0191 534 1167*

#### **Ramshaw & Silver**

50 John Street, Sunderland  
*0191 5672604*

#### **Mr F A Ardabili**

10 Derwent Street, Sunderland  
*0191 567 4844*

### 4. Staying safe

Sunderland is a large city and observing a few basic rules could help you avoid being a victim of street crime.

Students can be viewed 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. 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 mugged or 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.
- 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.

## 5. 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.

## 6. Emergency

Police/Fire/Ambulance EMERGENCY number - 999

### Health and Wellbeing

Our Service offers support to students by encouraging a healthy lifestyle in order to maintain good health and wellbeing. Our registered nurses are available to offer help and advice on a range of issues such as: Health promotion, support for those with on going or newly diagnosed physical and mental health problems, claiming for help with NHS costs and many other general health issues (all aspects can be dealt with)

### Contact us:

Health & Wellbeing Service, Student Support  
Level 1, Edinburgh Building, The Gateway, Chester Road  
City Campus, SR1 3SD, Telephone: 0191 515 2938, Email: [health.wellbeing@sunderland.ac.uk](mailto:health.wellbeing@sunderland.ac.uk)

### Victim Support – 0845 3030 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.

## 7. Security and insurance

Sunderland 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. It is your responsibility to make sure that your possessions are sufficiently insured.

# Sports Centre

## **Student Sports Clubs**

These are truly exciting times for sport at the University, with new facilities being built on campus, new partnerships being established, new academic courses being introduced, and new initiatives being developed.

All of this work is supported and endorsed by our University Chancellor, athletics legend and broadcaster, Steve Cram.

So if you want to play, coach, study or watch sport, the University can cater for all of your sporting needs and that's a promise - just get in touch with our team of excellent staff and find out how.

## **Sport Office**

Ground Floor Edinburgh Building  
Chester Road  
Sunderland  
SR1 3SD  
Tel: 0191 515 3696

*<http://unisportsunderland.com/>*



# Student Advice

## 1. Student Advice

The University of Sunderland is committed to ensuring equality and a supportive learning environment for all students and staff. The University provides various services, such as:

- Skills for Learning
- Disability and Dyslexia
- Student Advice
- Jobshop and Careers Advice Service

The gateway will be able to direct you to the services you require.

## 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 Sunderland

As a full-time student at FoundationCampus with a valid student visa you will 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 Sunderland you will find lots of part-time work available to you and the university has an Employment Office in The Gateway building that will help you find suitable part-time work. Sunderland also has International Student Advisors at the Gateway on City Campus that can give you advice on finding a job.

## 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 and receive your UOS Student Card.

### 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.

## Induction Timetable – 26th September 2011

Monday 26th September	Tuesday 27th September	Wednesday 28th September	Thursday 29th September	Friday 30th September
9.30 – 10.00 <b>Welcome</b>	9.30 – 12.30 <b>Student Interviews – by appointment</b>	9.30 – 12.30 <b>Student Interviews – by appointment</b>	9.30 – 12.30 <b>English Diagnostic Tests</b>	10.00 – 11.00 <b>Student Welfare Talk</b>
10.00 – 12.30 <b>Enrolment</b>				11.00 – 12.00 <b>Tutorial and collection of Timetable</b>
12.30 – 1.30 Lunch	12.30 – 1.30 Lunch	12.30 – 1.30 Lunch	12.30 – 1.30 Lunch	12.30 – Lunch
1.30 – 4.30 <b>Enrolment</b>	1.30 <b>Campus &amp; city tour</b>	1.00 – 3.00 <b>Course introductions and information with tutors</b>	1.30 – 4.30 <b>Maths Diagnostic Tests</b>	12.00 – 15.00 <b>Visit to the seaside for lunch (optional) – depart from outside of the Johnson Building</b>



### 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 Personal Tutor 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 Curriculum Information Officer 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 University of Sunderland 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 University of Sunderland 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 Sunderland University Handbook 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 should 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 complaints 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.

University of Sunderland FoundationCampus 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 FoundationCampus has to make difficult decisions about how to allocate limited financial and other resources, and other factors outside the 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 another member of staff.

## 2. Privacy

If you have a confidential matter to discuss please see the 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

## 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 (1,2 or 3 Terms)**

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 other general enquiries. Our office is open Monday to Friday from 9:00am to 6:00pm.

## Location

**Sunderland FoundationCampus,**  
University of Sunderland  
1st Floor The Gateway  
City Campus  
Sunderland  
SR1 3SD

## Staff

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