

# Student Handbook 2011-2012



Welcome to the University of Central Lancashire  
Foundation Campus



**FOUNDATION CAMPUS**

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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 the office for advice about your case: +44 (0) 1772 895647

## 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/doineedvisa/visadatvnationals](http://www.ukvisas.gov.uk/en/doineedvisa/visadatvnationals)

## 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 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 (0) 1223 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

If you are planning to arrive before the start of the academic year you should confirm with your private or University landlord, that any accommodation you have booked is available from the date you wish to arrive. If you are unable to move in when you arrive you should book a room in a hotel. For more information on hotels in Preston: [www.visitpreston.com](http://www.visitpreston.com) is a very useful website. Arrival dates vary so check your room offer carefully for the date you can move into your accommodation.

## University owned and leased accommodation on-campus

There are two types of accommodation in halls:

1. Standard rooms
2. En-suite rooms

### Standard halls

These halls contain single rooms and are only a few minutes walk from the library and main teaching buildings. Each bedroom has its own bed, wardrobe, sink, desk, telephone, and free internet connection. The bedrooms are grouped into flats, with four, five or six bedrooms in each flat. Every flat has its own kitchen and bathroom, which can only be accessed by the people who live in that flat.

### En-suite halls

These contain up to seven study bedrooms in each flat. They are known as en-suite flats because each bedroom has its own washing, shower and toilet facilities. Again, each flat has a shared kitchen/lounge area, which can only be accessed by the people who live in the flat.

## University registered accommodation

There are several types of private accommodation that are registered with the University.

There is a good supply of student accommodation in Preston that is owned by private individuals or companies (known as landlords). The University registers and advertises accommodation that is considered suitable for students. Most accommodation is available for an agreed period of time, usually between 42 and 51 weeks.



### University registered halls

There are several private halls of residence close to the campus. The larger halls accommodate between 350 and 670 students and are usually up to five storeys high. Most rooms have en-suite bathrooms and most have telephone lines. The bedrooms contain a bed, desk, chair, wardrobe, drawers and a bookshelf. The rooms are in flats where the kitchen is shared with a few other students (normally between 3 – 6 other students). There are a small number of studio flats where you have your own kitchen. The rent includes the gas, electricity and water charges. For international students, if we make an offer of a room in UCLan owned and leased accommodation the total payment is required by a deadline which will be advised if an offer is made.

### Large residences

There are several large residences for between ten and fifty students that are within easy walking distance of the university campus. Each residence is different, but generally the bathrooms, kitchens and sitting rooms are shared with a number of other students. They are usually cheaper than the large halls of residence. The rent includes gas, electricity and water. Each bedroom contains a bed, desk, chair, wardrobe, drawers and bookshelf. There is not normally a telephone line in the bedrooms and you would have to ask the landlord's permission to get one installed at your own expense.

### General accommodation information

If you have chosen a particular type of accommodation but it has already been allocated to other students, you will be offered an alternative room. This may not be in the same type of accommodation that you requested – for example, if you ask for an en-suite room and they are unavailable you may be offered a standard room.

If you go home during the holidays, you will not be given a refund for the weeks you are not living in your accommodation. Most University halls are occupied by students of both sexes and by a variety of different cultures and religions. Should you wish to live with a particular group of people, this may be possible but cannot be guaranteed.

### Useful contacts

You can contact UCLan FoundationCampus for specific queries about your foundation course accommodation at: E-mail: [uclan@foundationcampus.com](mailto:uclan@foundationcampus.com), Tel: +44 (0) 1772 895647



# 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 university, 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.

## 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, 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

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

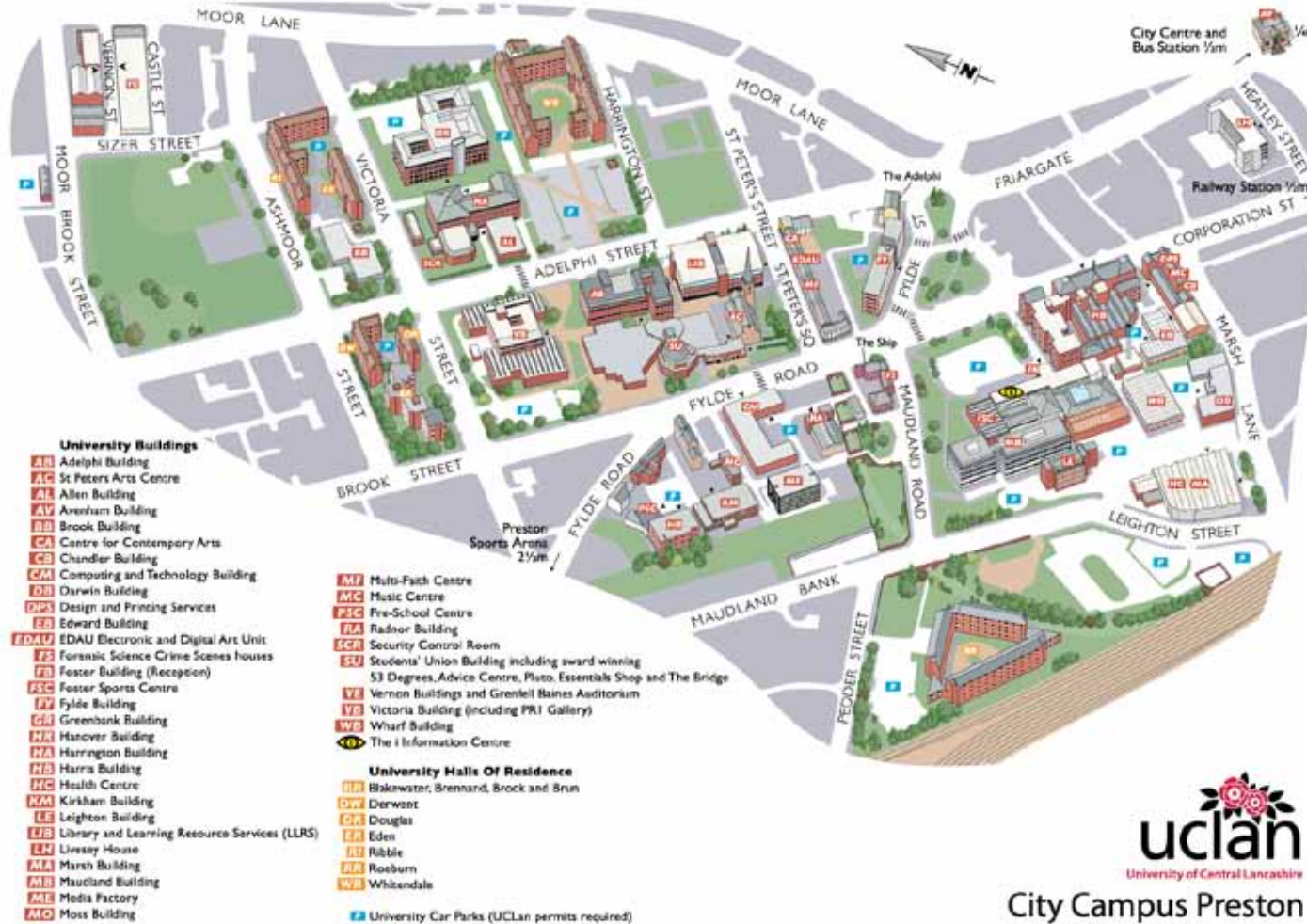
The immigration officer may ask you questions about your reasons for studying in the UK. It is important that you answer these questions politely and in detail, don't worry this is normal procedure. Make sure you have all your supporting documents in your carry-on luggage if you are flying to the UK; 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 Katie Farnworth, FoundationCampus Student Recruitment & Support Officer on *01772 895643*



# Finding Us



Foundation Campus is situated in Room 64 of the Vernon building

## How to get to our campus

The University is conveniently situated within walking distance of Preston railway station making the train an excellent mode for getting to UCLan. Preston also benefits from direct rail links north and south to London and Glasgow and to Manchester Airport. A Student Railcard, offering 1/3 off travel, is available to young people (aged 16-25) and all students studying full-time. Railcards cost £26/year. A minimum fare of £12 is applicable before 10am Monday to Friday (except July and August). For more information and a route planner go to [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## By Bus

Commuting by bus is a great way to reduce your carbon footprint. Stagecoach is the largest operator in Preston and staff and students benefit from excellent discounted semester-length tickets available on-line at [www.buymyunirider.com](http://www.buymyunirider.com) Stagecoach Unirider discounts apply across three travel zones providing discounted travel across Lancashire e.g. Citi Unirider £160/year (normally over £300), Mega Unirider £265/year (normally over £600) Gold Unirider £490/year (normally over £950) Student discounts also available on season tickets from Fishwick buses ([enquiries@fishwicks.co.uk](mailto:enquiries@fishwicks.co.uk)) and Lancashire United ([www.lancashireunited.co.uk](http://www.lancashireunited.co.uk)) Bus routes and timetables available at [www.transportforlancashire.com](http://www.transportforlancashire.com)

## By Car

### Travelling from the North

Leave M6 at Junction 32 (M55), take Exit 1 (A6) to Preston. Turn left at end of slip-road, and proceed towards Preston City Centre. At 6th set of traffic lights, bear right onto Moor Lane and follow signs for University.

### Travelling from the South

Leave M6 at Junction 31, turn left at end of slip-road towards Preston City Centre. Continue straight until traffic lights at T-junction, turn right and follow signs to University.

# 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 FoundationCampus

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 office 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 UCLan

There are 5 main "high street" banks operating in the UK and all will provide special student accounts. HSBC and Royal bank of Scotland branches have agreed with the university to accept UCLan Foundation Campus letters as a proof that you are a student in the UK and the contact details for these have been provided below.

#### HSBC Bank plc

49A Fishergate, Preston, PR1 8BQ Tel: *08457 404 404*

#### Royal Bank of Scotland plc

97 Fishergate, Preston, PR1 2DP Tel: *01772 257811*

**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

HSBC Bank plc  
49A Fishergate, Preston, PR1 8BQ, Tel: 08457 404 404

RBS Bank plc  
97 Fishergate, Preston, PR1 2DP, Tel: 01772 257811

### Cab office

#### Millers Taxis

Unit 1 Murray Street, Preston, PR1 7HY  
Tel: 01772 884000  
[info@millerscitax.com](mailto:info@millerscitax.com)

### Library

Harris Library,  
Market Square, Preston,  
PR1 2PP, Tel: 01772 532676  
Books, CDs & DVDs, Internet facilities,  
Open 7 days a week

### Local Council

Preston City Council, Town Hall, Preston, PR1 2RL  
Tel: 01772 906 900, <http://www.preston.gov.uk/>



### Shopping Centre

Fishergate Shopping Centre,  
Preston, PR1 8HJ, Tel: 01772 254850  
[www.fishergateshoppingcentre.co.uk/contact](http://www.fishergateshoppingcentre.co.uk/contact)

St George's Shopping Centre, 2nd Floor, Preston,  
PR1 2TU, Tel: 01772 204202  
[www.stgeorgespreston.co.uk](http://www.stgeorgespreston.co.uk)

### Transport

Preston Railway Station,  
Fishergate, Preston, PR1 8AP  
[www.nationalrail.co.uk/stations/pre/details](http://www.nationalrail.co.uk/stations/pre/details)

Preston Bus Station  
Central Bus Station, Tithebarn Street, Preston,  
Lancashire, Tel: 0871 200 2233

### Markets

Preston Market Office, Liverpool Street, Preston,  
Lancashire. PR1 2JA, Tel: 01772 906048

### Post Office

44 Plungington Road, Preston, PR1 7RB

### Supermarkets

Booths  
1 Woodplumpton Road  
Town Centre, Preston PR2 2LN  
01772 726 655

Morrisons  
Mariners Way  
Ashton-on-Ribble, Preston PR2 2YN  
01772 726 727

ASDA  
Asda Store, East Way  
Fulwood, Lancashire PR2 9NP  
01772 703 130

# Teaching Buildings

## Vernon Buildings

Vernon Street, Off Moor Lane, Preston, PR1 2HE

This is where the FoundationCampus office is based and where you will be undertaking many of your lessons.

## Library

Fylde Road, Preston, PR1 2HE

Our recently refurbished library building provides comfortable, flexible study spaces and offers a wealth of excellent learning resources, extensive collections of information sources and expert help and support from Library staff.

As well as access to thousands of books, audiovisual materials and journals, highlights include:

- Extensive opening hours (including 24/7 opening during term time)
- A wide range of different study environments for both individual and group study including bookable study rooms and pods
- Laptop loan scheme
- A large number of electronic resources which are available wherever you have access to the internet
- Media suite containing Apple Macs
- Self service issue and return facilities
- Open access PCs and wireless access throughout the building
- Café and vending machines

## Students Union

UCLan Students Union, Fylde Road, Preston, Lancashire, PR1 2HE, Tel: 01772 893000

The Students Union building holds social events and also the Students Union offices.



# 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

You can activate your IT account once you have enrolled. You will need to visit the library enquiry desk to get your student card and this will allow you access to all IT facilities.



# 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.

You can get details of GPs, Dentists, and Pharmacies in your local area once you have arrived. We strongly recommend that you register with the University's Health Service as soon as you arrive and they can provide answer to any health queries you may have. Please contact the FoundationCampus office if you are unsure on any medical issue.

## 2. Staying safe

Although Preston is a fairly safe city, observing a few basic rules could help you stay safe. Obviously, foreign students are not from the local area so are unfamiliar with their surroundings. By following some simple guidelines, you can avoid potential danger.

- Be aware of your surroundings; plan where you're going and how you're going to get there.
- Let other people know where you're going and when you expect to get back - if you change your plans remember to let them know.
- Carry a mobile phone with you, and have useful numbers programmed into your phone just in case.
- 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, make for somewhere busy and well lit.
- Don't be afraid to ask for help.

# Health and Safety

## 3. 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.

## 4. Emergency

- Police/Fire/Ambulance EMERGENCY number - 999
- The university counselling service 01772 892572 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.

## 5. Security and insurance

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 UCLan. It is your responsibility to make sure that your possessions are sufficiently ensured. please feel free to discuss insurance..... need more!

# Sports Centre

## Student Sports

Foster Sports Centre (FSC) is an indoor facility on the main University campus. It offers an extensive programme consisting of Student Union (SU) Sports Clubs, instructor led classes and individual training.

There are four activity areas:

The Sports Hall: Badminton, Basketball, Dodgeball, Fencing, 5-a-side Football, Hockey, Netball, Rock-it-ball, Tennis and Volleyball.

The Studio: Aerobix, Boxercise, Circuit, Kombat, Kung Fu, Legs, Bums and Tums, Step, Studio Cycling, Studio Weights, Tae Kwon Do and Zumba.

The Activities Room: Belly Dancing, Cheerleading, Dance, Karate, Jiu Jitsu, Pilates, Tai Chi, Table Tennis and Yoga.

The Fitness Suite has over 30 Technogym cardiovascular and resistance machines.

There are over 25 Sports Clubs run by the Students' Union. Many have block bookings at FSC in term-time for training and matches. The Sports Clubs participate in British Universities and Colleges Sport (BUCS) competitions and have home and away fixtures.

The University outdoor sport facilities can be found at UCLan Sports Arena (USA) which is located just 2 miles away. Local facilities are hired to provide sports not available on the main campus e.g Canoeing, Climbing, Golf, Horse Riding, Squash, Tennis, Trampolining and Windsurfing.

## For further information on our programme of activities please contact us at:

Foster Sports Centre reception:

External Tel: *01772 892611*

Email: *FosterSportsCentre@uclan.ac.uk*



# Student Advice

## 1. Student Advice

- The “i” Student Advice Centre, Foster Building, Preston Campus. Tel: 01772 895000
- Student’s Union including The Bridge careers advice, Tel: 01772 893000
- Student Services including information about: Health Centre, Pre-School Centre, Multi-Faith Centre, Counselling service, Disability services, the Student Financial Support Team and Independent Academic Advice.
- Foster Building 119 (First Floor), Tel: 01772 892572, E-mail: [studentaffairs@clan.ac.uk](mailto:studentaffairs@clan.ac.uk)

## 2. Visa – renewing

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

The FoundationCampus 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. UCLan offers help in completing the visa application form, please visit: <http://www.ukba.homeoffice.gov.uk/visitingtheuk/visitors/extendingyourstay/>

The FoundationCampus 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. 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 following an appropriate assessment of their needs.

## 4. Working in the UK

As a full-time student at FoundationCampus with a valid student visa you may be allowed to work up to a maximum of 10 hours per week during term time and longer hours (up to 40 hours per week) during holidays and vacations. The university has a job shop (called The Bridge) that will help you find suitable part-time work. The bridge is there to help you obtain paid employment which fits in with your academic commitments. The University also has an advise service called Futures. Their 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 Jobs and Careers services please go to The Bridge at the Student's Union or the Futures offices at the Library.

## Things to see and do

Visit local places of interest: Cities of Manchester and Liverpool; the beautiful Lake District, the local coastal town of Blackpool. Preston's railway is a major station and you can go direct to London, Edinburgh, Glasgow, Manchester, Birmingham and many other cities often on fast trains.

Preston has a number of activities and places: Theatre, Cinema, Bowling, Museums, Markets, libraries, Docklands and Marina

Preston is surrounded by beautiful countryside and has many Local Parks and open Spaces. Why not go Walking, Hiking or try other outdoor sports in the local area.

We like to get our students involved in local events and run many on campus and off campus activities and trips. You can help choose and organise these as part of the student social committee. Talk to us about your interest when you arrive. Examples this year include: weekend visit to Lake District, Blackpool Theme Park, Halloween dressing up and International Week.

In 2012 Preston celebrates its Preston Guild. This is an event that happens only once every 20 years dating back to 1179 where the whole city holds celebrations and processions.

Preston is based in and around cities with a number of Premier League football clubs. We hold tickets for one of these clubs and you will be in with a chance to see them play if you meet certain criteria. Keep in touch with the office to find out more.

## 1. 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

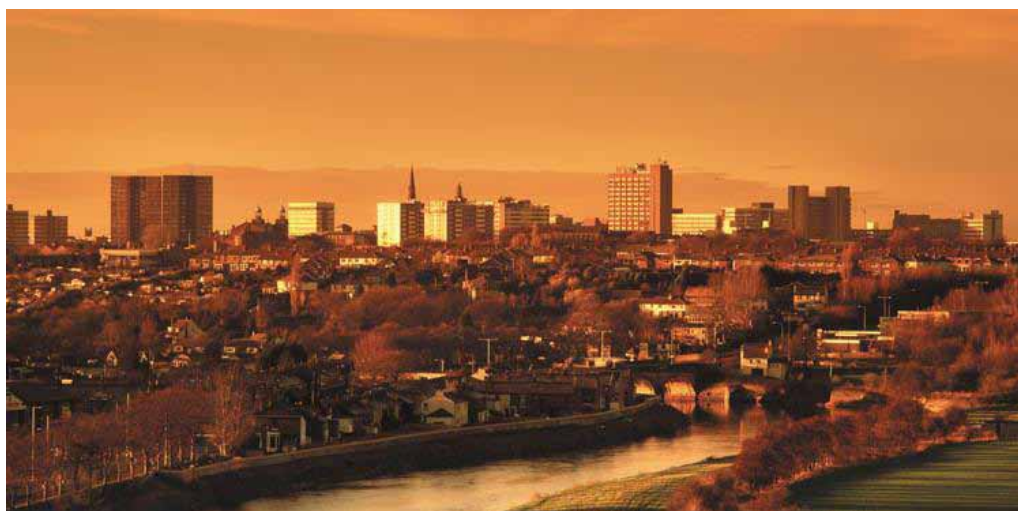
### You will also need to bring BOTH:

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. Sample Induction Timetable

	Thursday 6th January	Friday 7th January	Saturday 8th January	Sunday 9th January	Monday 10th January
<b>AM</b>	10am – Vernon Room 69  <b>Enrolment</b>  Refreshments plus meet and greet	10am – Vernon Room 69  <b>Campus &amp; City Tours</b>	(Foundation Campus open)	(Foundation Campus open)  9.30am – Vernon Room 64  <b>Enrolment appointments</b>	10am – Vernon Room 69  <b>Student Status Confirmation if required</b>
<b>PM</b>	<b>Enrolment Continued</b>	1.30 pm – Vernon Room 69  <b>English Diagnostic Tests</b> Reading/Writing/ Listening/Grammar	12 noon – Vernon Room 69  <b>Social and Welfare Trip</b>  Welfare talk, Social Events	<b>Enrolment appointments continued</b>	12.30pm – Vernon Room 64 <b>All students and personal tutors – Buffet lunch</b>  1.30pm – Vernon Room 69 <b>Subject Choices Maths Diagnostic tests</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 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.

- 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 three days. If you become ill and are unable to inform the the office you should arrange for someone to communicate with the Centre on your behalf.



# Disciplinary

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

### **'First' Warnings**

This is the title given to warnings which may be issued by UCLan 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 Central Lancashire FoundationCampus are advised that you cannot lodge an appeal after graduation.

## 2. Unfair means to enhance performance

### **Cheating, Plagiarism and Collusion**

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. 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.

University of Central Lancashire 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 the Deputy Head or other member of staff.

## 2. Student Enquiries

You can come and speak to members of the FoundationCampus UCLan 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

## 3. Privacy

If you have a confidential matter to discuss please see anyone in the office and ask to speak in private

## 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

In the UK if you are a full-time student living outside of University accommodation you 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

Pathway	Start Date	End Date
<b>Undergraduate Foundation Programme</b>	26 September 2011	08 June 2012
	26 September 2011	08 June 2012
<b>Master's Foundation Programme:</b>	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)
<b>English Language Preparation Programme</b>	26 September 2011	16 December 2012
	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

#### UCLan FoundationCampus

Room 64, Vernon Building, Preston, PR1 2HE

Fax: +44 (0) 1772 895647

E-mail: [uclan@foundationcampus.com](mailto:uclan@foundationcampus.com)

### Staff

#### Mary Bounds – Centre Head

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#### Bridget Weller – Deputy Centre Head

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#### Katie Farnworth – Student Recruitment & Support Officer

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#### Cody Taylor – Centre Administrator

Telephone: +44 (0) 1772 895640

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#### Aimee Smith – Student Support Assistant

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