

GUIDE FOR INTERNATIONAL COURSE PARTICIPANTS

# Plymouth Marjon University, Derriford Road, Plymouth PL6 8BH

Telephone numbers:

+44 1752 636700 from outside the UK

01752 636700 from inside the UK
Information Hub (internal call): 0 (Zero)

Emergency out of hours number only: 2222

E-mail: fhatherley@marjon.ac.uk

**EMERGENCY NUMBERS**

Ambulance, Police or Fire: 999

NHS Direct (to talk to a doctor): 111

If you have an accident you can attend the Accident and Emergency (A&E) unit at Derriford Hospital. Treatment in the A&E unit is free to everyone, but if you are admitted to the hospital for further treatment, charges commence immediately

# WELCOME

Welcome to Plymouth Marjon University, or Marjon as the locals like to call us! We hope you will have an enjoyable and rewarding time here.

Going to university is one of the most exciting, life-changing events any of us will experience. But we know that the unknown can be a little intimidating. In this guide we aim to tell you more about life as a student, answer your questions, and help you to feel more self-assured about your new life as a university student at Marjon.

We are looking forward to getting to know you.

# UNIVERSITY SERVICES

## INFORMATION HUB (Reception/Main Entrance)

The Information Hub is located at the main entrance to the University.

The Information Hub staff are available between **08:00-5:00 pm** Monday to Friday.

Outside of these hours the Information Hub is staffed by the **Campus Security Staff,** who can be contacted on extension **2222**.

The Information Hub can help with general enquiries, accommodation, bus vouchers, Park and Ride schemes and finding your way around campus.

Email: info@marjon.ac.uk Phone: 01752 636700

## STUDENT SUPPORT (West block)

Student Support provides a confidential, impartial, friendly service that includes a number of teams covering various specialisms:

* Student Funding Advice
* Out of Hours Team
* Disability Inclusion & Advice Service
* Student Counselling
* Well-being

**Student Support staff can help with initial enquiries and information requests, problems or issues. E-mail:** studentsupport@marjon.ac.uk **or phone: 01752 636891**

### Marjon Futures Team LogoEmployability – Futures Team (West block)

Employability provides services that can help you reach your full potential whilst studying at Marjon. This includes:

Employability – futures@marjon.ac.uk
Volunteering – volunteer@marjon.ac.uk

## Someone reading a book Library (West Block)

The University’s Library is in the centre of the campus, providing books and resources to support your studies and learning while you are here. It is spread over 3 floors, with different study areas on each floor - group work on the ground floor, quiet study on the 1st floor and silent study on the 2nd floor. A flexible study space and 4 bookable group work rooms, 2 with interactive whiteboards to practice presentations, are available on the upper floors. There is an IT Suite on the 1st Floor, and the Library also has access to the 24 hour Room and our Copyshop. You will also be able to use the Library’s online resources through *Discovery*, our single search engine, which provides easy access to our Library catalogue and electronic resources.

The Library is open 7 days a week during term-time, with 24/7 opening on the ground floor for study space and use of the self-service kiosks. Staff assistance and book access is available to you from 08.30 am –7.00 pm during the week and 11.00 am – 4.00 pm at weekends. Further information is available on our website at <http://marjon.ac.uk/student-life/library/>. We use the Student Hub, Twitter, Facebook and Instagram to provide service updates, just search for @MarjonLibrary on social media, and you can also contact us by telephone on 01752 761145 during staffed hours.

To borrow items from the Library or use the printer-photocopiers, you will need your Library card which will be given to you on the first day of your course.

### Study Skills

As a student at Marjon you are likely to be set a variety of assignments. All Marjon students have access to the following Study Skills support, absolutely free of charge!

**Studiosity** - On demand advice and feedback on assignments and study skills queries from subject specialists: <https://moodle.marjon.ac.uk/course/view.php?id=3224>

**Study Skills Drop-ins** – run twice a week: suitable for any assignment queries, referencing problems, making sense of feedback or assignment briefs and much more!

**Study Skills online** – Online support created specifically for Marjon students in a number of study skills areas: <http://sites.marjon.ac.uk/handbook/study-skills/>

**AIM Programme** – Bookable workshops for all undergraduate students in a variety of topics including APA referencing, academic writing, dissertation writing and critical thinking.

## CATERING

### The University serves food in the Main Dining Hall and Barjon which are open during the academic year. These are located near the Main Reception area. Also, food is served at the Grandstand in the Sports Centre. Great food, right here on campus

The University is committed to the Plymouth food charter which promotes healthy and sustainable food and aims to improve health and wellbeing. We use fresh seasonal produce to cook affordable and tasty meals, both in and outside of term time.

There are three excellent dining outlets on campus: the Main Dining Hall, the Grandstand cafe and Barjon. Students and staff can always get access to delicious, hearty food that's cooked and prepared with great care.

The SERVERY offers a traditional range of main meals and light snacks. You can also take your own food to eat in the Dining Hall area.

The Grandstand provides light meals and snacks. Order at the counter and your food and drinks will be brought to your table. You cannot take your own food to eat here.



The Marshall Room in the Chapel is available to use at any time if you want to make tea or coffee yourself for a small charge.

### Special Diets

Vegetarian and Halal meals are marked with a “V” or an “H” on all menus. If you require a special diet, speak to the staff in the Dining Hall.

### Catering Staff

Chartwells Catering will try to meet all your catering needs. You can phone on extension 6565.

## MARJON STUDENTS’ UNION – MSU

Marjon Student Union is an organisation run for and by the student population of the University. The MSU is open every weekday between 10:00 am and 4.00 pm. More information can be found on the MSU website: <http://www.marjonsu.com/>

## THE SHOP

The Shop caters for everyday necessities. Here you can buy newspapers, fresh sandwiches and snacks, milk and general groceries.

## SPORTS CENTRE

You can join and use the Sports Centre during your stay at Marjon. Please see the registration form in your welcome pack for more information.



Opening times are displayed at the Sports Centre Reception or on [www.marjon.ac.uk/marjon-sport](http://www.marjon.ac.uk/marjon-sport)

## CHAPEL ON CAMPUS

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The University has a Christian foundation and is a Church of England Institution. Whilst maintaining Christian integrity, the Chaplaincy Centre aims to be fully inclusive, welcoming of any faith.

The Chaplaincy staff are available to offer help, advice, a listening ear and a sense of humour for all, whether you belong to a faith tradition or not.

More information about the Chaplaincy can be found at: <http://www.marjon.ac.uk/student-life/chaplaincy/the-chaplaincy-centre/>

### PLACES OF WORSHIP

There is an Islamic prayer room with washing facilities on campus in HDC102.

There is a mosque in the city centre: Plymouth Islamic Education Trust (Piety) Masjid and Community Centre. For further details see their website: <http://piety.org.uk/> The Chaplaincy staff will be able give information on other places of worship in Plymouth.

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| Baptist | [Mutley Baptist Church](http://www.mutleybaptist.co.uk/) |
| Evangelical and Pentecostal | [City Church](http://www.citychurchplymouth.org.uk/) |
| Methodist and United Reformed | [Derriford Church](http://www.derrifordchurch.org.uk/) |
| Orthodox Greek | [St Demetrios and St Nikitas](http://www.plymchurch.com/) |
| Roman Catholic | [Christ Church](http://www.christchurchestover.org.uk/) [Christ the King](http://www.plymouth-diocese.org.uk/?q=dir/parishes/plymouth/unichaplain)[Plymouth Cathedral of St Mary and St Boniface](http://www.plymouthcathedral.co.uk/index2.htm) |
| Buddhist | [Ashoka Buddhist Centre](http://www.meditationinplymouth.org/) |
| Sikh | [Plymouth Centre for Faiths and Cultural Diversity](http://www.pcfcd.co.uk/) |
| Jewish | [Synagogue Chambers](http://www.plymouthsynagogue.co.uk/) |

WELFARE

Maintenance Reporting
If you are living on campus and something in your room or house is not working properly you should make a maintenance request. This is what you need to do:

* Report on the helpdesk first: log on to the Marjon computer network with your username and password and type <http://help/portal> into the address box
* Give your location – Hall and Room number or Flat Numbers (i.e. Clark 211-219)
* Give a detailed report of your need (i.e. No lighting in kitchen and hallway – bedrooms ok)
* Check your University email for a response
* If no action is taken or the problem happens again then re-report the problem

## KEEPING IN TOUCH WITH HOME

### E-mail

Your course registration gives you access to the internet, so you will be able to email and Skype free of charge at Marjon.

### Red phone

### Telephone: Receiving Phone Calls

If you have a mobile phone which can work in the UK you will be able to make and receive phone calls easily, though this could be expensive. You can buy local SIM cards from mobile phone shops, supermarkets and the campus shop.

Whether you live on campus or with a Homestay Host, you will be able to receive phone calls from home. Please make sure that people calling you from your home country are aware of the time difference with the UK.

PostIf you are living in the student village and would like to receive mail, please use the University address: your **name/house number/Plymouth Marjon University/Derriford Road/Plymouth/ UK/ PL6 8BH**

## HEALTH

If you are staying for more than 6 months, then you must register with a doctor. If you are staying with a host family, you may wish to register with their doctor.

If you are staying on campus, most students register with the Elm Surgery, which is the one that is closest to the campus, it is near to the ASDA supermarket. If you need medical attention at night or at weekends, contact Reception (if you are on **campus**) and the duty staff will contact the necessary medical services and inform the appropriate University staff. In **homestay** ask your host to help you.

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If you are from the European Economic Area (EEA) or have medical insurance, you may have free access to medical treatment on the National Health Service (NHS). Otherwise you will be expected to pay if you visit a doctor or hospital. If the doctor gives you a **prescription**, take it to a pharmacy. You will have to pay for any medicine the doctor prescribes, and the cost varies. With an NHS prescription, the medicine will cost approximately £9.00 for each item, but with a private prescription the cost may be considerably higher.

**TIP**: Always ask for a receipt when you pay the doctor or buy medicine. Your insurance company will need your receipts if they are going to refund your expenses.

Travel/Medical Insurance
UK and Ireland Insurance Services Limited offer a dedicated International Student Insurance that will cover medical expenses (up to £2,000) and a small amount of baggage (up to £4,000) whilst studying in the UK.  UK and Ireland are the chosen Insurers of the University. Your policy becomes ‘live’ once you have completed your first inbound journey to the UK and is in place for the duration of your studies in the United Kingdom.

Included in your insurance with UK and Ireland is student gadget insurance that can cover items such as laptops and mobile telephones (up to £1,000) whether purchased in the UK or not. If you have any further queries you can call Uk and Ireland on 0161 772 3382.

Email: customeservices@cover4insurance.com

Website: [www.cover4insurance.com](http://www.cover4insurance.com/)

# TRANSPORT

# For further detailed travel information, please see end of booklet.

There are three bus companies in Plymouth: City Bus, Stagecoach and Target Travel.

Information about bus services can be obtained online or by downloading the appropriate app from each of the companies.

You can plan your journey on public transport using the Traveline website:

http://www .travelinesw.com

Train schedules and fares can be found on the Trainline website: <http://www.thetrainline.com/buytickets/default.aspx>

## PUBLIC TRANSPORT

There is a bus stop near Main Reception which will take you to the George ‘Park & Ride’ facility only. For buses to and from the City Centre (Royal Parade), the bus stop is located at the Sports Centre. Alternatively, the majority of buses leave from Derriford Hospital, which is a seven-minute walk from the University. See the map below.

You can buy daily, weekly and monthly tickets for travel with most of these bus companies. Weekly tickets on Stagecoach buses are available from the Information Hub for a discounted price; these tickets cost approx. £6.00 per week (correct price for September 2019) and are for unlimited travel with Stagecoach only. CityBus passes can be bought at the CityBus Shop in the city centre (Royal Parade).

Note that bus passes are **not transferable** from one bus company to another. Return tickets are better value than single tickets and ‘day rider’ tickets will give you unlimited travel in your zone for a day.

**TIP:** When your bus comes signal to the driver to stop by holding your arm out. If you don’t, the driver may not stop.

## TAXIS

Do not expect to stop a taxi on the street. In Plymouth if you want a taxi you usually have two choices:

1. Traditional Black Cabs (see picture) which you can get without booking. You can also pick up a Black Cab from one of the official taxi ranks in the city centre: opposite the Theatre Royal, opposite the NatWest Bank at the top of Royal Parade and at the coach and train stations.

If several people travel together it may be more convenient to take a taxi when going off campus. The average cost of a journey between the University and the city centre is about £12.00.

1. Book a taxi by phone. The telephone numbers below are for local taxi companies. If you book a taxi from the University you should wait for it at Reception. Many taxis do now accept contactless card payments, though we advise double checking this when booking the taxi by phone.

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| --- | --- |
| **Taxifirst (max 4 passengers): 01752 222222** **Tower Cab: 01752 252525****Need a Cab: 01752 666222** | Taxi |

# MONEY

There is a cash machine/ATM on campus which accepts many major international bank cards – for location, please contact Main Reception.

All major banks have branches in the City Centre. They are usually open from 9.30 am to 5.00 pm Monday to Friday, and some also on Saturdays. It is advisable to check opening times with your particular bank.

Most banks (and Post Offices) will exchange foreign currency and travellers’ cheques, and have cash machines which accept international cards (especially Visa and MasterCard). The Post Office will exchange currency for you and may not charge you commission. This may therefore be better value than changing money using a cash machine or in a bank or foreign exchange bureau.

**UK Bank accounts for international visitors on study abroad programme.** If you are living on campus and staying for a long period of time it is worth having a UK bank account. To open an account you will need to make an appointment at a bank. You will need to show them your passport, and you will need a letter from the University to confirm you are a student and confirm your address. The Hub will be able to provide you with a copy of this letter upon request.

For further information please refer to <http://www.santander.co.uk/uk/current-accounts/student-graduate-current-accounts/international-student-current-account>

PROTECTING YOU AND OTHERS AT MARJON

The University has policies and procedures relating to **student misconduct**, **harassment and discrimination.**

* Misconduct means behaviour which is unacceptable. There are three types of misconduct: personal, academic and professional. The type which is most relevant to you is personal misconduct, which includes aggressive, threatening and illegal behaviour.
* Harassment describes behaviour which is unwelcome to the person at whom it is directed, and includes physical contact, comments or gestures. Harassment may be directed against people on the basis of sexuality, race, disability, age, etc.

These policies and procedures are designed to protect you from other people, and to protect others from you. If you wish to find out more, ask your tutor or speak to the staff in Student Support.

**A WORD ABOUT SECURITY**

**As in any large community, the University and the residential houses and halls are vulnerable to petty crime. You can help to avoid this by keeping your valuables out of sight and your doors locked. Lock it or lose it!**

## PERSONAL SAFETY AND CARE OF VALUABLES

Don’t carry your passport or identity card with you: leave it in your room/homestay.

It is not necessary to carry large amounts of cash with you, especially if you have a card to make payments.

Although many areas of the city are safe at night, some are not. If you are going out at night, plan your evening so that you have someone to come home with. Taxis are safe, and cheaper if you share the cost with two or three friends.

## ALCOHOL AND CIGARETTES

The laws that govern the selling of alcohol mean that there are two different ways of buying alcoholic drinks such as beer, wine and spirits.

In pubs and clubs, you can buy alcoholic drinks and drink them where you have bought them. You cannot normally take the drink away to consume in another place, such as a nearby park.

You can buy bottles or cans of alcoholic drinks from shops or supermarkets which have a licence to sell them. You would usually consume these drinks at home. You cannot start drinking in the shop where you bought them!

There are public areas, especially in and around the city centre, where drinking alcohol is illegal. This is usually indicated by signs (see right).



To buy tobacco and cigarettes, (including smoking substitutes such as e-cigarettes) you have to be aged 18.

It is illegal for anyone under the age of 18 to buy alcohol. For this reason, you should always be prepared to show a document which gives proof of your age, if you are buying either from a shop or in a pub. A photocopy of your passport should be OK for this, or you can use your student ID card.

It is not illegal to be drunk in public, but it is illegal to be “drunk and disorderly”.

## PERSONAL MODESTY AND RESPECT

You may find that what is acceptable for people to wear in public in the UK is different from what you are used to at home. Please do not be offended. Equally, please treat others with respect, even if the way they are dressed does not make you feel like respecting them.

# SHOPPING IN PLYMOUTH

In the City Centre, on Cornwall Street, New George Street and Armada Way, you will find three major department stores and various major chains selling clothing for men and women, sports goods, health foods, toys, mobile phones, books and jewellery.

**Drake Circus Shopping Centre** is a shopping mall in the centre of Plymouth.

The general pattern of opening hours is:

* Department stores and shops in the City Centre: Monday to Saturday 9.00 am to 5.30 pm or

6.00 pm. Sunday 10.30 am or 11:00 am to 4.30 pm or 5.00 pm. **Thursday is “late night shopping” with some shops open until 8.00 pm.**

* Government offices: Monday to Friday 9.00 am to 5.00pm or 5.30 pm. Post offices are also open on Saturday until 12.30 pm.
* Out-of town superstores: food supermarkets are usually open until 9.00 pm or 10.00 pm on weekdays (although some are now open 24 hours), but close earlier on weekends. Other large stores (electrical, furniture, etc.) normally close at about 8.00 pm on weekdays.
* Pubs and clubs are open from 11:00 am to 11.00 pm daily. Clubs stay open late, especially on weekends.
* Petrol stations are often open 24 hours, and many sell food and other products.

## FOOD SHOPPING

The following information is of local supermarkets accessible from the University.

If you are living on campus you can also buy food online through most of these stores, which you will need to register for and will also incur a delivery fee. For further details click on the links below.

The University post code is **PL6 8BH**

\*\*\*Look out for voucher codes for money off first time orders\*\*\*

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| **Tesco Logo** | **TESCO (Roborough)** (Walking time about 30 minutes, public transport about 22 minutes)2 Woolwell Crescent, Plymouth, PL6 7RF, Telephone: 0845 6779545 Web site: <http://www.tesco.com/storeLocator/default.asp?bID=3031> **Online shopping:** <http://www.tesco.com/groceries/>  |
| **Asda Logo** | **ASDA (Estover)**(Walking time about 30 minutes, public transport about 20 minutes)Leypark Drive - Estover, Plymouth, PL6 8TB, Telephone: 01752 709785Web site: <http://storelocator.asda.com/store/plymouth> **Online Shopping:** <http://groceries.asda.com/asda-webstore/landing/home.shtml>  |
| Marks & Spencer Logo | **MARKS & SPENCER (Crownhill)**(Walking time about 17 minutes)Unit 4, Crownhill Retail Park, Plymouth, PL6 5US, Telephone: 01752 788655Web site: <http://www.marksandspencer.com>**Online shopping:** No grocery delivery service provided |
| Sainsbury's Logo | **SAINSBURY’S (City Centre)** (Public transport travelling time about 35 minutes)The Armada Centre, Plymouth, PL1 1LE, Telephone: 01752 674767Web site: <http://www.sainsburys.co.uk/sol/index.jsp>**Online shopping:** <http://www.sainsburys.co.uk/shop/gb/groceries>  |

Eating out and Entertainment

Plymouth has a great number of restaurants and cafes to choose from for breakfast to evening meals. Recommendations for eateries can be found on [www.tripadviser.co.uk](http://www.tripadviser.co.uk) or via Visit Plymouth http://www.visitplymouth.co.uk/eating-out/restaurants/tripadvisor

The **Plymouth Theatre Royal** offers an extensive range of shows throughout the year. More information can be found via the website <http://www.theatreroyal.com/>

There is also the opportunity to purchase standby tickets available on a Friday for £5 for anyone under age 25. More information about the offers can be found using this link: <http://www.theatreroyal.com/your-visit/concessions-and-discounts/fridayfiverstandby/>

**The B-Bar and Barbican Theatre**
For comedy nights and Café Acoustica, please visit [www.b-bar.co.uk](http://www.b-bar.co.uk) or the Barbican Theatre for performance and show information <http://www.barbicantheatre.co.uk/>

**Plymouth Arts Centre** is a gallery, restaurant and small cinema based at Plymouth College of Art and Design. For exhibition and film information check out <http://www.plymouthartscentre.org/>

Plymouth also has a large cinema complex at **The Vue Plymouth**. Public transport can get you there, or it is a short walk from the Barbican.
<http://www.myvue.com/home/cinema/plymouth>

For further information about what’s on in Plymouth please refer to the Visit Plymouth Website [www.visitplymouth.co.uk](http://www.visitplymouth.co.uk).

# PLYMOUTH

**Plymouth is situated on the South West coast of England on the border of the two beautiful counties of Devon and Cornwall.**

Plymouth is a modern, vibrant City with a distinguished history and strong seafaring tradition. It is a very safe City with a strong sense of community. The City Centre is just a short bus ride away from the campus. In Plymouth you will find a popular City Centre museum (currently closed due to a major transformation project), several contemporary and local art galleries, cinemas and theatres, and a whole host of shops and places to eat and drink.



A few minutes’ walk from the City’s modern centre is the historical Hoe seafront with spectacular views across one of the world’s great natural harbours, and the Barbican area with its Elizabethan buildings and cobbled streets.

On either side of the City of Plymouth, there are many miles of unspoilt picturesque coastline, much of it designated as being of special scientific interest or of outstanding natural beauty. A few miles inland from Plymouth lies the Dartmoor National Park, a huge unspoilt expanse of rugged but accessible open moorland with imposing granite tors, rolling hills and rivers.



If you need more information about Plymouth: <http://www.visitplymouth.co.uk>

There are bus companies in Plymouth which offer excursions to places of interest that you might find hard to visit otherwise. For more information about these trips visit:

Plymouth City Coach: <http://www.citycoach.co.uk/Tours/Holidays-Short-Breaks/Overview>

# OPENING HOURS OF CAMPUS FACILITIES

You will be shown many of these facilities on your campus tour at the beginning of your course.

This information is as accurate as possible, but operating times may change so please use this as a guide only. Please note in particular that **opening times for catering outlets are subject to change on a weekly basis** and will vary between weekdays and weekends.

### MAIN DINING HALL

(Monday to Friday only)

**Servery:** 08.00 am – 11.30 am

Full cooked breakfast, cereals, yoghurts, fruit, hot and cold drinks.

**Grill & Salad Bar:** 11.30 am – 7 pm

Hot snacks and meals, pasta bar, salads, hot and cold drinks, sandwiches and snacks

### BARJON

Selling alcoholic and soft drinks

Monday – Friday: 08.00 – 11.00 pm
Saturday and Sunday 12:00-11:00pm

### THE GRANDSTAND

Open every day in the University Sport & Health Centre

### SPORTS CENTRE

Monday – Friday: 7.00 pm – 10 .00 pm

Saturday and Sunday: 09.00 am – 5.00 pm

### SHOP

Monday – Friday: 08:00 am – 9:00 pm

Saturday and Sunday: 10:00 am – 7.00 pm

### LAUNDRETTE

24 hours a day, 7 days a week

Coins or contactless facility available to operate the machines

Washing powder is available from the shop

### COMPUTER ROOMS

The 24-hour computer room is on the lower floor of the Library. You can use this at any time day or night. Access is by code number which you will be given during your ICT induction. Other computer rooms are located across the campus and details will be given to you at your ICT induction.

### GAMING ROOM

Available for student 24/7 on main campus

### LIBRARY

**Staffed Hours**

Weekdays: 08:30 am – 8.00 pm
Weekends: 11:00 am – 4.00 pm

Ground Floor is open 24/7 with access to study space and self-service facilities.

Coins or contactless facility available to operate the machines

Washing powder is available from the shop

CASH MACHINE

There is a cash machine on campus located in the Student Hub which accepts international cards

**Useful Apps for Android and iPhone**



**Plymouth Citybus** – to help with bus information and timetables.

<https://www.plymouthbus.co.uk/app/>

Stage Coach Travel App for assistance with travel with Stage Coach.

<https://www.stagecoachbus.com/promos-and-offers/national/stagecoachbusapp>



Taxi First – 01752 222222 booking taxis via the app.

<http://www.taxifirst.net/>



**Fast food deliveries: post code PL6 8BH**

Give the name and number of the flat/village house that you are living in for delivery.

Just Eat App – gives you a list of all fast food merchants in the local area.

[www.justeat.co.uk](http://www.justeat.co.uk)

Most popular delivery to campus is Domino Pizza, check out offers for students. Roborough and Mutley Plain are the closest locations in Plymouth.

<https://www.dominos.co.uk/>