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ON CAMPUS
SUNDERLAND
& THE SURROUNDING AREA

01 & 02. UNIVERSITY OF SUNDERLAND CAMPUS AND ON CAMPUS SUNDERLAND

03. GLASS CENTRE
Dedicated to the history of glass-making, with numerous exhibitions and galleries. Visitors can also watch glass being made in the centre. A number of artists are located on site, and their work can be purchased by visitors in the glass shop.

04. EMPIRE THEATRE
The Sunderland Empire is one of the largest venues in the North East, with 1,860 seats and the capacity to accommodate 2,000 when all standing positions are occupied.

05. ROYALTY THEATRE
Home to the (amateur) Royalty Theatre Group who puts on several low-budget productions throughout the year. Renowned film producer David Parfitt is now a patron of the theatre.

06. ST PETER’S CHURCH
Built in 674AD, the tower and west wall are original Saxon features and the church also has on display fragments of the oldest stained glass in the country, made by 7th century European craftsmen.

07. AQUATIC CENTRE
Contains an Olympic-size swimming pool, a diving pool and a gymnasium. It is the only full Olympic-standard pool in North East England between Glasgow and Leeds.

08. MUSEUM AND WINTER GARDENS
Part of the Tyne and Wear Museums group, it contains the only known British example of gliding reptile, the oldest known vertebrate capable of gliding flight.

09. STADIUM OF LIGHT
Home to Sunderland AFC. With space for 49,000 spectators, the Stadium of Light has the fifth-largest capacity of any English football stadium.

DISTANCES
Newcastle: 10 miles | 28 mins by train/metro
London: 240 miles | 3 hrs 30 mins by train

YOUR POCKET MAP OF ON CAMPUS SUNDERLAND
AROUND CAMPUS...
WHERE WILL I FIND...?

Banks
Santander
12-13 Waterloo Place,
Sunderland, SR1 3HS
0800 030 4321 | www.santander.co.uk

Lloyds
54 Fawcett Street,
Sunderland, SR1 1SF
0345 300 0000 | www.lloydsbank.com

NatWest
52 Fawcett Street,
Sunderland, SR1 1SB
0345 788 8444 | www.natwest.com

HSBC
53 Fawcett Street,
Sunderland, SR1 3HW
0845 740 4404 | www.hsbc.co.uk

Barclays
53 Fawcett Street,
Sunderland, SR1 1RS
0345 734 5345 | www.barclays.co.uk

Taxi
Station Taxis
Unit 11 Riverside Road
Southwick, Sunderland, SR5 3JG
(0191) 555-5555

City Council
Sunderland City Council
Civic Centre
Burdon Road, Sunderland, SR2 7DN
(0191) 520-5555

Transport
Go North-East (Bus)
Sunderland Depot, Deptford Street,
Sunderland, SR4 6DD
(0191) 420 5050

Nexus – Metro (Trainline)
Nexus House, 33 St. James Boulevard,
Newcastle NE1 4AX
(0191) 202 0747

Library
The Murray Library
University of Sunderland – City
Campus, Sunderland
Tyne and Wear, SR1 3SD
(0191) 515-3691

University of Sunderland
St Peter’s Library
The Prospect Building
St Peters Campus, St Peters Way
Sunderland, SR6 0DD
(0191) 515-3000

Shopping Centre
The Bridges Shopping Centre
Sunderland, SR1 3DR
(0191) 510-8581

Post Office
Sunderland City Post Office
45-47 Fawcett Street
Sunderland, SR1 1RR
Telephone: 0345 611 2970

Police Stations (local to city centre)
Sunderland Central Police Office
7, 24 Waterloo Place
Sunderland, SR1 3HT

Northumbria Police –
Southwick Station
Church Bank, Sunderland, SR5 2DU
01661 872 555

Student’s Union
Ground Floor
Edinburgh Building, Chester Road
Sunderland, SR1 3SD
Telephone: (0191) 515-3030

Supermarket (local to city centre)
Tesco Metro
80 The Bridges, Sunderland, SR1 3LE
Telephone: 0345 677 9649
ENROLMENT AND INDUCTION

Enrolment at ONCAMPUS

On your first day you will be enrolled and registered onto your course with ONCAMPUS. Once you have enrolled with us, you will be able to register with the police as per your Home Office Regulations. Please remember that it is important to enrol as soon as possible.

The induction sessions will give you the chance to meet the ONCAMPUS staff and other students on your course. You will learn about the University, the Centre and your programme of study, and join ONCAMPUS formally. You will also receive information about the University’s Library services, student societies and you will complete the enrolment process which lets you join the University Centre formally.

When you attend enrolment, you will need to bring the following:

• Your passport
• Your Biometric Residence Permit (BRP Card) if you have this before enrolment
• Your ONCAMPUS offer letter and Certificate/Confirmation for Enrolment (CAS)
• Your Original certificates/transcripts (for example High School Certificate, AS-level results, UKVI Verified IELTS Certificate, first degree certificates and other qualifications) as shown on your CAS statement
• Your UK address, telephone number and email address
• Details of someone to contact in case of emergency (next of kin).
• Proof of payment or financial guarantee.

Important: ONCAMPUS will only accept original documents. We cannot accept photocopies.

Office Hours

Our office is open Monday to Friday, 8.30am – 5pm (except bank holidays). Our centre will also be closed over the Christmas holidays but staff will be contactable by email and telephone during this time. You will be given the contact details for staff after you have registered on your course.

Registering with the police

Some international students that come to study in the UK will be required to register with the police within 7 days of their arrival. Please check your visa sticker (or any Home Office documentation you receive) to find out if you need to register.

You will need to:

• Complete the online registration form by visiting the following website: www.northumbria.police.uk/forms/ovro
• Submit your form and this will be sent directly to Northumbria Police
• Once the police receive your online form, an appointment will be allocated for you. This information will be sent to the email address you provided on the form.

The appointment will be held at the OVRO office, the address is shown below:
Newcastle City Centre Police Station
Forth Banks, NE1 3PA
Opening Hours: 24 hours

You will need to take the following with you:

£34 registration fee in cash (take the exact amount. No change is given)
• Your passport
• Your Biometric Residence Permit (BRP Card)
• Two Passport photographs
• Confirmation of Enrolment letter from the Sunderland Centre
• Scholarship letter (if privately sponsored)
• Tenancy agreement

Once you have registered, you will be given a Police Registration Certificate (PRC). You will need to bring this certificate into the office so we can make a copy for our records. You should keep this throughout your time in the UK. The PRC can also be used as an identity document in certain circumstances. If you change your address or obtain a new visa, you must update this certificate by emailing the Overseas Visitors Registration Office (OVRO). This must be done within 7 days of you moving. There is no extra charge for this. The office team will help you with police registration if necessary.
Full-time courses lasting six months or more

Under new regulations, you will have paid a healthcare surcharge (called the ‘immigration health surcharge’) as part of your immigration application. You will now be able to use the National Health Service (NHS) for the duration of your time in the UK. You can visit www.gov.uk/healthcare-immigration-application/overview for more information.

Once you have enrolled with us, 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. Dental (teeth) and optical (eye) services are not available on the NHS and may need to be paid for.

**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 details of NHS costs and exemptions: www.nhs.uk

Courses lasting less than six months

Students studying at ON CAMPUS 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.

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**How to Register with a Doctor**

You will need to visit a local doctors surgery so that you can ‘register’ as a new patient. Doing this means that if you do become sick, you will be able to book an appointment to see a Doctor who can prescribe you any medication to make you feel better if you need it. To register you will need to visit the surgery and speak to reception staff. They will then give you some paperwork that you will need to complete to become a patient.

**You will need to bring these documents to register:**
- Confirmation of Enrolment Letter
- Passport
- Completed new patient forms
- Proof of address in the UK (e.g. contract from university accommodation).

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**GPs in University of Sunderland area**

- **Park Lane Practice**
  S Hill Crescent, Sunderland, SR2 7PA
  0191 567 6828

- **Dr Mandal & Partners**
  3 Eden Terrace, Durham Road, SR2 7PF
  0191 567 5673

**GPs in Panns Bank/Scotia Quay area**

- **Riverview Surgery**
  West Lawrence Street, Hendon, SR1 1XW
  0191 565 3040

- **St Bede Medical Centre**
  Lower Dundas Street, SR6 0QQ
  0191 567 5335

**Minor Injuries Walk in Centres**

- **Grindon Lane Primary Care Centre**
  193 Grindon Lane, Sunderland, SR4 8HS
  0191 552 2300

**GPs in Hendon/City Centre area**

- **Deerness Park Medical Group**
  Suffolk Street, SR2 8AD
  0191 565 8849

- **Ashburn Medical Centre**
  75 Toward Road, SR2 8JG
  0191 5674397

- **New City Medical Centre**
  Tatham Street, SR1 2QB
  0191 567 5571

You can also use the NHS in England website to help you find a doctor: www.nhs.uk/servicedirectories/Pages/ServiceSearch

**List of Pharmacies in Sunderland**

- **Boots the Chemists Ltd**
  45 The Bridges, Sunderland, SR1 3LF
  0191 567 0399

- **Boots the Chemists Ltd**
  2-3 Park Lane, Sunderland, SR1 3NY
  0191 567 5422

- **McCarthy’s Pharmacy**
  1 Saville Place, Sunderland, SR1 1PA
  0191 567 3550

- **Superdrug Stores Plc**
  Unit 3 Walworth Way, The Bridges, Sunderland
  0191 510 9078

**Dentists in Sunderland**

- **Park Lane Dental**
  11 Grange Terrace
  Sunderland, SR2 7DF
  0191 567 4844

- **Oasis Dental Care**
  495 Hilton Road
  SR4 8DR
  0191 534 1167

- **Westmount Dental**
  1 West Mount
  Chester Rd, SR4 8PY
  0191 567 2694

- **Frederick Street Dental**
  55 Frederick Street, SR1 1NF
  0191 567 3791

**Health and Wellbeing**

The University has registered nurses who are available on Level 1 of the Gateway Building to offer help and advice on a range of issues such as support for those with on-going or newly diagnosed physical and mental health problems. Many other general health issues can also be dealt with by experienced staff who can provide you the most up-to-date information on any health issues you may have.

You can find the staff at:

**Health & Wellbeing Service**

Student Support
Level 1 – Edinburgh Building
The Gateway, Chester Road
City Campus
SR1 3SD
0191 515 2938
health.wellbeing@sunderland.ac.uk

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**GPs in Clanny House/The Forge area**

- **Hylton Medical group**
  Rhyope Health Centre, Black Road
  Sunderland, SR2 0RY
  0191 565 8598
ENROLMENT AND INDUCTION

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
- Confirmation of Enrolment Letter (this means you will need to wait until AFTER you have enrolled to open your account).

ONCAMPUS Student Portal

As a new ONCAMPUS Student you will have access to the ONCAMPUS Student Portal www.my.oncampus.global

The Student Portal is our student intranet site and it gives you access to your own personal page. This is where you can check:

- Your personal information is up to date and correct
- View your timetable
- Monitor your attendance
- View your exam entries and results
- Access your emails
- Access Moodle
- Access Turnitin

You will be given your username and password in induction week and you need to make sure that you can log in and access your e-mail.

Important: You must access your ONCAMPUS email daily, as important information and notices will be sent to this address from your tutors and office staff in the Johnson Building. You will also need to ‘verify’ your personal email address so you can then reset your password at the beginning of a new term. Passwords automatically expire at the end of each term for security reasons.

Applying for your University of Sunderland Student Card

To get your University Student ID the University needs a recent head and shoulder digital photograph of you. This will be kept on your record and put on your Campus Card.

It is very important that the photograph you upload:

- Shows only you and no one else
- Is a clear head and shoulders portrait
- Shows you facing the camera with nothing obscuring your face

(A valid passport photograph is ideal)

Step 1: Logging in on the University of Sunderland SelfCare page

You will need to access the University of Sunderland website: https://selfcare.sunderland.ac.uk/ to be able to apply for a student card. Log in on this system using your University of Sunderland username and password. This username and password will be provided to you by ONCAMPUS staff after you have enrolled onto your programme of study. Details of how to apply for the card will be sent to you by email from ONCAMPUS staff.

Step 2: Applying for your Student Card

Follow the instructions in the email from ONCAMPUS staff on how to apply for your student card and uploading your photograph. You will need to allow up to 7 working days for your student card application to be received and for your card to be created. This will then be sent in the mail to the Johnson Building.

Staff in the Johnson Building will then email you to let you know your student card is ready to be collected from the Main Office.

If you have not been sent an email from the ONCAMPUS Sunderland staff 7 working days after making your application please email campuscard@sunderland.ac.uk to ask them for an update. Student cards are not printed in the Johnson Building so we will be unable to give you any updates on your application. When you collect your card from the Main Office you will then be able to access all of the University of Sunderland’s facilities such as the Library/gym.

Important: If you upload a photograph that is not appropriate, you will be charged a fee of £10 to have a replacement card printed.

Accessing the University Computers

To activate your University of Sunderland I.T account you can use the link below and follow the instructions on the screen: http://library.sunderland.ac.uk/it/stu-start/ You can also attend a library induction day where members of staff will help assist you.

Murray Library

The library has much more than just books. It also has electronic databases and catalogues covering all subject areas.

The library provides one-to-one help at the Enquiry Desk and also offers training on how to get the best from electronic sources.

Chester Rd, Sunderland, SR1 3SD
Tel: 0191 515 3691
Email: library@sunderland.ac.uk
ATTENDANCE

General rules
Attendance at all classes and examinations is compulsory. We expect 100% attendance and commitment from all students. You are required to attend Monday to Friday from the first day of the term until the last day, including any examination and resit weeks.

If you do not maintain an attendance level of above 90%, you will have disciplinary action taken against you and in severe cases this can result in exclusion from your examination or termination of your programme of study.

If you encounter problems of any nature, which prevent you from attending classes, you must inform the Attendance Officer as soon as possible.

Lateness
If you arrive after the scheduled start of the class you may be marked as “Late” or not permitted entry for your class.

Religious/Cultural Holidays
As a multi-cultural education centre, ONCAMPUS has respect for all faiths. We may authorise one day’s absence for religious holidays at the discretion of the Centre Head.

Planned Absence
If you know about your absence in advance, for example if you have a doctor/dentist/embassy appointment, you must submit “Absence Request Form” along with evidence of your appointment (appointment card or medical certificate). This form would need to be authorised and signed off before your absence takes place.

Illness
If you are ill, you MUST contact us on the morning of your absence. Please phone +44 (0)191 515 3916 or email gcampbell@oncampus.global.

You can self-certify your sickness for up to two consecutive days. After two days you must provide a sick note from a Registered Medical Practitioner. To find your nearest NHS doctor, use the link www.nhs.uk/service-search

YOUR RESPONSIBILITIES

Your Responsibilities as an ONCAMPUS Student

As an education provider holding a Tier 4 licence, ONCAMPUS is legally required to ensure Tier 4 students understand and comply with the conditions of their visa. You may be on a Short-Term Study visa or have the permission to study as a European Citizen or as a dependant / parent / spouse.

As a student, you still have responsibilities relating to regular attendance on your course, and will be monitored in the same way as students under Tier 4 visas.

You are required to follow the below rules:

- Enrol at the right time on your programme at ONCAMPUS as stated on your offer letter, and return on the first day at the start of each term. If you are on a Tier 4 Student visa and you have not enrolled by the stated enrolment deadline, ONCAMPUS are obliged to report this to the UK Visas and Immigration (UKVI).

- Inform ONCAMPUS of any letters and/or emails or other messages you receive from the Home Office and/or UKVI.

- If you arrive with evidence of pending visa application, you must inform ONCAMPUS of any correspondence you receive from the UKVI.

- If you do not attend your course regularly, ONCAMPUS will be obliged to withdraw you [and if you are a Tier 4 student - report you to the UKVI]. ONCAMPUS is also obliged to inform the UKVI if a Tier 4 student chooses to withdraw from their course, defer or suspend.

- You must keep ONCAMPUS informed of any changes to your contact details throughout your studies with us [phone number, email address, postal address]. If any of your contact information has changed, you will need to complete “Change of Contact Details” form, which is available in our office.

- You must not breach the work conditions of your visa. None of the Tier 4/Short-Term Study students enrolled on ONCAMPUS courses are permitted to work.

- You must inform ONCAMPUS immediately of any changes in your personal circumstances (change of visa, marriage/civil partnership, birth of a child in the UK, change in dependent circumstances etc.)

Penalties
Penalties for failing to comply with the above may be severe and long lasting. They may include your removal from the UK and/or your exclusion from the UK for a number of years.
STUDENT SUPPORT
AND ADVICE

Personal Tutors
Every ONCAMPUS student is given a Personal Tutor who is a member of the academic staff. Your Personal Tutor works as a contact between you and the rest of ONCAMPUS if you have any problems which the staff need to know of.

Changing Personal Tutor
• If your tutor leaves, another member of staff will be chosen as your supervisor.
• If you feel that the relationship is not developing and that you don’t feel able to talk with your personal tutor openly, you should speak to the Centre Head and request a change of personal tutor explaining your reasons why
• ONCAMPUS will not hold this request against you. If, for any reason, you feel unable to approach the Centre Head on this matter you should ask for help from another member of staff in the centre.

Student Union
As an ONCAMPUS student you are automatically a member of the Students’ Union. The Union exists to make your experience at University exciting and fun whilst also giving you the opportunity to make your opinions about the University heard.

The Union provides a network of student support, including:
• Student Representation
• Academic and Welfare advice and support
• Entertainments and social activities
• Commercial outlets
• Sports and activities

CONNECT friend group
CONNECT is a social group that meets on a regular basis, run by the Students’ Union. It is open to all students and is a great way to meet new people and make friends and it’s FREE to join! Go to: www.sunderlandsu.co.uk/clubs/connect for more information.

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.
Staff in The Gateway will be able to direct you to the services you require.

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. We aim to ensure that all students are treated as individuals and that needs are met accordingly.

Please inform us immediately of any disabilities that may affect your studies at ONCAMPUS.

Gifts for Staff
Please note that centre staff cannot accept gifts from students.

Making international calls
Keeping in touch with your family and friends at home is important. You should make sure that you have a way of communicating with them regularly. Your options include using the internet, international dialling cards and mobile phones. The option that works best for you will depend on your individual circumstances. Look at which method is the most cost effective and practical.

Internet
Software such as Skype allows you to call landlines, mobile phones and other Skype users over the internet. 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
You can buy cards from a number of places including grocery stores and the Post Office. Again, rates differ based on 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.
CLUBS AND SOCIETIES

YOU CAN JOIN MANY CLUBS AND SOCIETIES AT THE STUDENTS UNION AT THE UNIVERSITY OF SUNDERLAND INCLUDING:

- Adventure Club
- African Caribbean Society
- Anthony Nolan Society
- Atlas Theatre Group
- Bethel Campus Fellowship
- BMX & Skateboarding Society
- Catholic Society
- Chess Society
- Chinese Catholic Fellowship
- Chinese Student Association
- Christian Union
- Coco
- Comedy Society
- Computing Society
- Darts Society
- Debating Society
- Drawing Society
- Duke of Edinburgh
- Education Society
- Engineering Society
- Enterprise Society
- Film Production Society
- First Aid Sunlinks
- Bethel Campus Fellowship
- BMX & Skateboarding Society
- Catholic Society
- Chess Society
- Chinese Catholic Fellowship
- Chinese Student Association
- Christian Union
- Coco
- Comedy Society
- Computing Society
- Darts Society
- Debating Society
- Drawing Society
- Duke of Edinburgh
- Education Society
- Engineering Society
- Enterprise Society
- Film Production Society
- First Aid Sunlinks

WHAT’S GOING ON IN THE CITY?

We encourage our students to get 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 interests when you arrive.

Things to see and do

Visit local places of interest:
- National Glass Centre
- Sunderland Empire Theatre
- Sunderland International Air show (July 2019)
- Sunderland Museum and Winter Gardens

City Sport facilities

Marine Activities Centre: Sailing, canoeing, kayaking, power boating and climbing at Roker beach, Sunderland.

Sunderland Stadium of Light: This is Sunderland’s football teams stadium where they play matches throughout the football season. Visit www.safc.com for details on upcoming football matches and other events.

Sunderland Wall: one of the UK’s highest competition-grade indoor climbing walls.

Silsworth Community Pool, Tennis and Wellness Centre: 13 indoor and outdoor tennis courts and 25m swimming pool.

Sunderland Sports Complex and Ski Centre: 165m outdoor dry ski and snowboard slope, floodlit outdoor 400m athletics track, two full-size astro-turf sports pitches, angling lake, skate park.

Sunderland Aquatic Centre: The only Olympic-standard swimming pool between Leeds and Edinburgh. Features a 10-lane 50m pool and a diving pool with 5m, 3m and 1m platforms.

The North Shore

The North Shore is the venue of the University of Sunderland Students’ Union. It hosts student productions, club nights and live bands – and has featured Girls Aloud, Arctic Monkeys, JLS, Maximo Park, Coolio and Ne-Yo. Based at the Sir Tom Cowie Building at St Peter’s Campus, The North Shore is a multi-purpose student hub featuring a theatre, a Bar & Grill, the Green Centre (featuring a swapshop, book exchange and organic roof garden) and bookable meeting and rehearsal spaces.

For more information on upcoming events in the city visit: www.seeitdoitsunderland.co.uk
STUDENT REPRESENTATIVES

If you are interested in becoming a student representative, you can register your interest with the staff in the Main Office. If selected, you will then represent the views of all ONCAMPUS Sunderland students at the Staff-Student Liaison Committees.

Staff and students consult each other on all aspects of their learning experience and future developments. Students will communicate with their peers on their courses and attend meetings to discuss this feedback in Centre and then with the other student representatives nationally once a term. These sessions are designed to improve the management, delivery and enhancement of your programme of study with us.

It is a chance to really make a difference to your classmates and is a great experience for you as an international student studying at Sunderland.

PAYING YOUR FEES

Fee payment information
Fees are due BEFORE the start of each term. Please do not be late with payment as eventually this will lead to you being suspended from classes until fees are paid in full and even removed from ONCAMPUS Sunderland.

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 we should send the invoice.

Important: 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.

Refunds
Acceptance of an ONCAMPUS offer on payment of the minimum stated deposit constitutes a binding contract between the student and ONCAMPUS. Tuition fees are non-refundable except in the case of a visa refusal. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made available to ONCAMPUS before any refund can be initiated.

ONCAMPUS will check with the appropriate British Embassy/High Commission that the refusal is genuine and will charge an administration fee of £100 if a refund is given. Tuition fees are non-refundable after the course has begun. Any notice to withdraw or cancel must be made in writing. If the cancellation is received before the start of term we will charge the forthcoming term’s tuition fees. If the cancellation is made after the start of term then we will charge both the current term’s and the following term’s tuition fees.
PAYING YOUR FEES
...CONTINUED

Fee payment information
We want to make paying your fees as easy as possible. You have paid your deposit and secured your place. See below for details of your payment plan for the remainder of your programme. Tuition fees for each term of study at the Centre are due before the course begins. All fees are payable in GBP (pounds sterling).

3-term Programme*

<table>
<thead>
<tr>
<th>Terms</th>
<th>Tuition fees</th>
<th>Deposit</th>
<th>Registration fee</th>
<th>You will pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>£4,250</td>
<td>+ £2,200</td>
<td>+ £300</td>
<td>£6,750</td>
</tr>
<tr>
<td>Term 2</td>
<td>£4,250</td>
<td></td>
<td></td>
<td>£4,250</td>
</tr>
<tr>
<td>Term 3</td>
<td>£4,250</td>
<td>- £2,200</td>
<td></td>
<td>£2,050</td>
</tr>
<tr>
<td>Total</td>
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<td></td>
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2-term Programme*

<table>
<thead>
<tr>
<th>Terms</th>
<th>Tuition fees</th>
<th>Deposit</th>
<th>Registration fee</th>
<th>You will pay</th>
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</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>£4,250</td>
<td>+ £2,200</td>
<td>+ £300</td>
<td>£6,750</td>
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<tr>
<td>Term 2</td>
<td>£4,250</td>
<td>- £2,200</td>
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<td>£2,050</td>
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<td>Total</td>
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<td></td>
<td>£8,800</td>
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</table>

1-term Programme*

<table>
<thead>
<tr>
<th>Terms</th>
<th>Tuition fees</th>
<th>Registration fee</th>
<th>You will pay</th>
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</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>£4,250</td>
<td>+ £300</td>
<td>£4,550</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>£4,550</td>
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</table>

*This is a guide only. Your full payment plan is available on request. Other costs will apply depending on the Programme of Study (e.g. Lab Fees/Student Insurance Cover). Please contact the Main Office for further details.

Please note: failure to pay any fees by the deadlines set by the centre can result in you being suspended or withdrawn from the programme.

Fees can be paid via the following payments

**International Bank Transfer**

ONCAMPUS has partnered with flywire as a fast and easy way to make international payments. This is the best way to send funds from overseas. By using flywire you can be sure that your funds arrive on time and that ONCAMPUS will always receive the correct amount.

Payment by this method also means you do not have to pay any bank charges, which can be expensive; with flywire the rates are clear so you can always be sure about the total cost of the transaction.

Over 40 currencies are available and they offer competitive foreign exchange rates. If you need help, they are always contactable.

Visit oncampus.peertransfer.com to get started!

**Credit card (including Visa/MasterCard or debit card)**

We do not accept American Express.

The following information is required:
- card number
- expiry date
- three-digit security code (from the signature strip on the back of the card).

To make a payment using this method, please call our Finance team on +44 (0)1223 447795.

**Direct transfer of funds**

Please see your pre-arrival information packs for bank account details.

An additional £12 must be transferred with the fees to cover bank charges.

Important: A payment reference must be provided so that the centre can identify funds on safe arrival into our account. This must be either the student reference number as stated on your offer document, or your CEG student number. These references mean that we can then allocate the funds against your invoice accordingly. Failure to include a reference may mean we have to contact you again to establish proof of payment.

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

**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 are responsible for managing their own budgets and for some this presents a problem. If you encounter any problems please contact the ONCAMPUS Sunderland main office as soon as possible.
Council tax

Students registered full-time at ONCAMPUS 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 the ONCAMPUS Sunderland main office who will supply you with a ‘Council Tax Exemption’ letter, 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 from Council Tax.

Important: The tax exemption letter 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 letter if you move to a new address.

To qualify for a student discount/exemption:

- You have to be registered as a full-time student.
- You should be able to prove it (with a ‘Student Confirmation of Enrolment’ letter). It is important that you keep this letter for the duration of one academic year of study. Replacements for lost or incorrect letters due to change address during term time are available from your personal tutor free of charge.
- Your course must be full time.
- Your course must last for a minimum of 24 weeks during the academic year.
- 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 residents will have to pay Council Tax (at least 75%).

Please remember that payment of Council Tax is a matter between individuals and the Local Authority. Except in certain circumstances (for example by issuing a Council Tax Exemption Letter) ONCAMPUS has no responsibility in these matters.

TERM DATES
ACADEMIC YEAR 2018/19

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>24 September 2018 – 14 December 2018</td>
</tr>
<tr>
<td>Term 2</td>
<td>07 January 2019 – 16 March 2019</td>
</tr>
<tr>
<td>Term 3</td>
<td>25 March 2019 – 09 June 2019</td>
</tr>
<tr>
<td>Term 4 (January starters only)</td>
<td>10 June 2019 – 16 August 2019</td>
</tr>
</tbody>
</table>
CONTACT DETAILS

The main office is where your course is managed. This is where you will get information/documentation and help with other general enquiries.

**ONCAMPUS Sunderland**
University of Sunderland
Johnson Building
City Campus
Chester Road
Sunderland
SR1 3SD

**STAFF**

**Rob Whitton – Centre Head**
Academic Issues/Health and Safety
Tel: +44 (0)191 515 3914
Email: rwhitton@oncampus.global

**Gemma Campbell – Student Recruitment and Support Officer**
Visa/Finance/Accommodation/Bank Letters/Council tax /Police registration
Tel: +44 (0)191 515 3916
Email: gcampbell@oncampus.global

**Gordon Kay – Curriculum Information Officer**
Timetable/Module changes/Attendance/Reporting absences
Tel: +44 (0)191 515 3917
Email: gkay@oncampus.global

If you need to contact centre staff in an emergency outside of office hours please call: +44 (0)7964 058 186