

Student Handbook 2017-2018



Welcome to

**ONCAMPUS
COVENTRY**



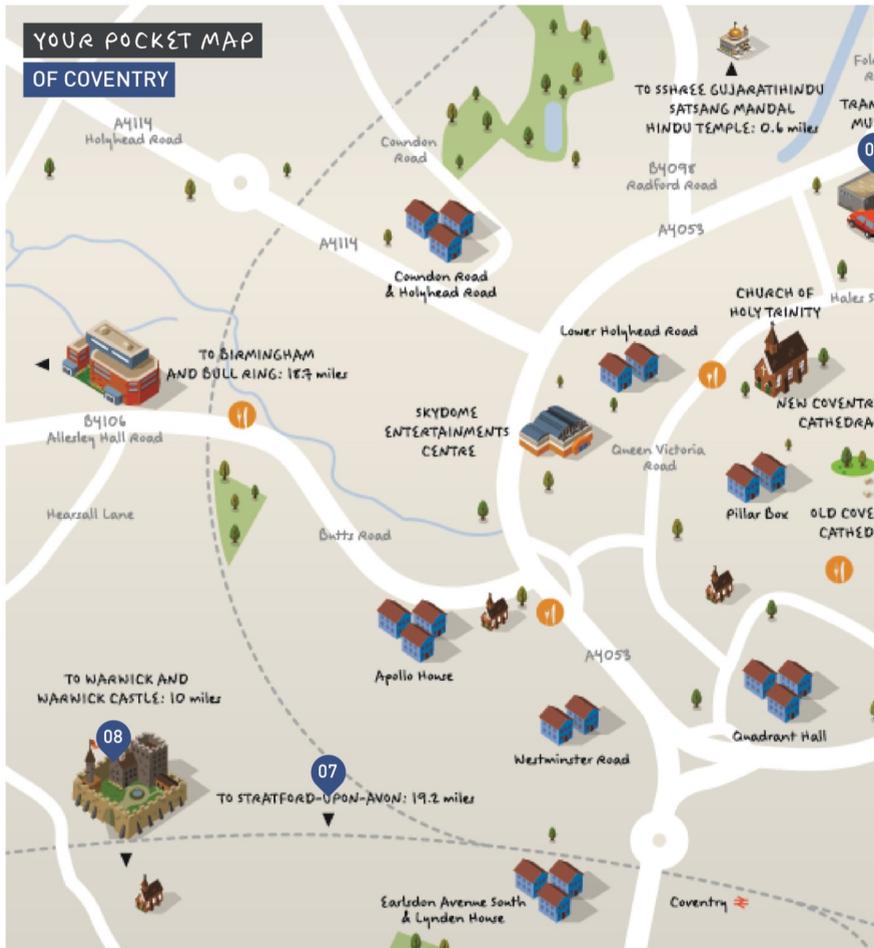


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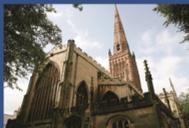
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A list of useful centre staff contacts are listed on the back page.

ONCAMPUS Coventry & The Surrounding Area



01 & 02. COVENTRY UNIVERSITY CAMPUS AND ONCAMPUS COVENTRY



03. COVENTRY CATHEDRAL
Coventry's glorious 20th century cathedral, rising above the stark ruins of the medieval Cathedral destroyed by German air raids in 1940, provides a unique backdrop to the University campus.
40 metres \uparrow 1 min



04. TRANSPORT MUSEUM
The Transport Museum has the world's largest collection of British road transport located in its birthplace, from 'bone-shaking' cycles to land speed record cars.
0.3 miles \uparrow 6 mins \downarrow 2 mins



05. HERBERT ART GALLERY AND MUSEUM
In the city centre the Herbert Art Gallery and Museum are cultural gems for art, drama, dance and music.
61 metres \uparrow 1 min



DISTANCES:

Birmingham:
10 miles | 20 mins by train

London:
96 miles | 1 hr by train

MAP KEY:

-  Railway Station
-  Coventry University Accommodation
-  Railway Line
-  Place of Worship Church
-  Place of Worship Mosque
-  Place of Worship Hindu Temple
-  Restaurant



06. COVENTRY SPORTS AND LEISURE CENTRE

Coventry is also one of the few cities in the UK that can boast an Olympic size swimming pool, which is right next to the campus.

0.2 miles | ⚡ 3 mins | 🚶 1 min



07. STRATFORD-UPON-AVON

The town is a popular tourist destination owing to its status as birthplace of the playwright and poet William Shakespeare. The Royal Shakespeare Company resides in Stratford's Royal Shakespeare Theatre.

19.2 miles | 🚶 34 mins



08. WARWICK CASTLE

Britain's Greatest Mediaeval experience. Warwick Castle is a splendid and dramatic fortress rising majestically from the banks of the River Avon on a site first fortified by William the Conqueror in 1068.

10 miles | 🚶 1 hr 5 mins | 🚗 46 mins



09. RICOH ARENA

Home to Coventry F.C. An international destination for business, entertainment and sport. A truly multi-purpose venue located in the heart of the UK.

3.3 miles | 🚶 27 mins | 🚗 33 mins

All distances are given from ONCAMPUS

Around Campus

Attractions

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

Taxi

There is a taxi rank at Pool Meadow,
a 3-minute walk away from the
ONCAMPUS centre.

Library

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

Local council

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

Shopping Centre

The West Orchard Shopping Centre,
Smithford Way, Coventry, West Midlands
CV1 1QX
024 7623 1133
www.westorchards.co.uk

Cathedral Lanes Shopping Centre

270 Harnall Lane, Coventry,
West Midlands, CV1
024 7663 2532
www.cathedrallanes.net

Lower Precinct shopping centre

Coventry, West Midlands CV1 1NQ
024 7663 4710

Transport

Coventry Railway Station
Station Square, Eaton Rd, Coventry
West Midlands, CV1 2GT
www.nationalrail.co.uk

Markets

Coventry Retail Market
Market Office, Coventry, West Midlands
CV1 3HT
024 7622 4927
www.coventrymarket.co.uk

Solicitors

Coventry Law Centre
Oakwood House
St Patricks Road Entrance
Coventry, West Midlands CV1 2HL
covlaw.org.uk

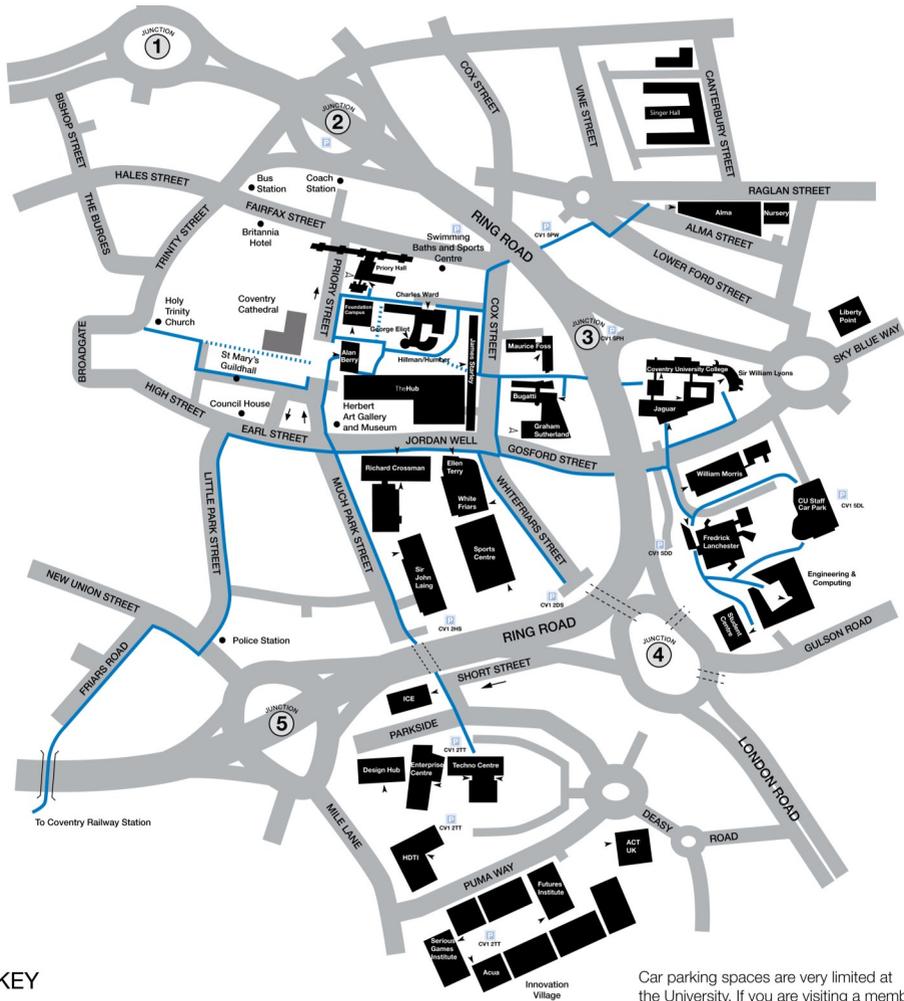
Post Office

The West Orchard Shopping Centre
Smithford Way, Coventry, West Midlands
CV1 1QX
024 7623 1133
www.westorchards.co.uk

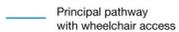
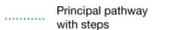
Digbeth Police Station

113 High Street, Birmingham, B5
6DT. Telephone: 0121 626 5307
Tel: +44 (0)121 626 5307
Email: ct_ovro@west-midlands.pnn.police.uk

Teaching Buildings



KEY

- | | | | |
|---|--|--|---|
|  Junction 5 |  Ringroad junction |  Ringroad subway access |  Footbridge |
|  |  Power assisted door access |  Principal pathway with wheelchair access |  Pay/display parking |
|  |  Non-powered access |  Principal pathway with steps | |

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

Information correct at November 2012

Car parking spaces are very limited at the University. If you are visiting a member of staff, it may be possible for your host to reserve you a car parking space. Please check in advance. This facility will not normally apply to visitors attending Open Days, Conferences or other large-scale events.

Please note that the visitors who park in the University car parks without displaying a valid permit may be clamped.

The main University switchboard number is 024 7688 7688.

ONCAMPUS Coventry is located at Priory Building, Priory Street, Coventry, CV1 5FB.

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

Key campus buildings:

Alan Berry

CV1 5FB

This was constructed in 1963 and has a prominent position on our campus overlooking University Square. This building is used by our Legal Services, Business Development, Registry and the Vice Chancellor's Office. This was named after Alan Berry who was the Director and Chief Executive for the West Midlands Engineering Employers' Association.

Engineering & Computing building

CV1 2JH

This is the newest building on campus, completed in 2012, and is used solely by our Faculty of Engineering & Computing. The £55m project delivered a highly sustainable building that uses a range of technologies including rainwater harvesting, solar thermal energy and biomass boilers. Facilities include a high-precision wind-tunnel, a £3m high-performance engineering centre, a Harrier Jump Jet, three flight simulators and the UK's largest magnet.

Graham Sutherland

CV1 5PH

Built in 1959, this building is used by our Faculty of Art & Design, predominately for the Design and Visual Art students, fitted with a full commercial fashion studio. This building was aptly named after the painter and print maker who created the world-famous tapestry *Christ in Glory* hanging in Coventry Cathedral.

The Hub

CV1 5QT

One of our most recent additions, completed in 2011, this is a modern, hi-tech building providing a welcoming social space for our students. Facilities in the building include a doctors' surgery, a multi-cultural faith centre, the Lanchester Art Gallery, employment services, catering services, as well as hairdressers, a food court and the Students' Union offices. This building also has a large fully licensed function space with bars and a multi-purpose venue space. The building achieved a BREEAM status of Excellent.

Enrolment and induction

Induction programme – enrolment

When you attend enrolment, please bring the following:

1. Your passport and BRP card (Biometric Residence Permit)
2. All the academic certificates and transcripts you used for your visa application: high school and/or university (only **original documents** will be accepted).
3. The English language certificate you used for your visa application e.g. IELTS certificate.
4. Proof that you have paid your tuition fees. If you have not yet paid your tuition fees, you should present your credit card or a cheque made payable to 'ONCAMPUS Coventry' at your induction.

Failure to bring the above may result in a delay to your starting the course, thus damaging your academic progress.

Please remember: ONCAMPUS will only accept ORIGINAL documents.

Biometric Residence Permits [\[BRP\]](#)

Non-EEA applicants (expected to study for 6 months or more) will have to collect a BRP card as soon as they arrive in the UK if you chose Post Office delivery. **You must not wait until your course has started to collect this card.** If you have used the centre's "ACL code" (listed on your CAS statement), your BRP card will be available for collection in the centre when you enrol. [This is the safe, secure method for getting your BRP card to you.](#)

The collection point will be confirmed on the Decision Letter given to you when you get your passport back following a successful visa application. The visa sticker in your passport will only permit you to travel to the UK but is not the evidence permitting you to stay in the UK for the full duration of your

course; only the BRP is.

Registering with the police

Certain international students who come to study in the UK will be required to register with the police within 7 days of their enrolment at **ONCAMPUS Coventry**. Please check your visa sticker or BRP card to determine whether you are required to register.

To register, you must take the following with you:

- Your passport and BRP card
- Your debit or credit card to pay the £34 fee.
- two passport sized photographs
- The confirmation of enrolment letter given to you at the time you enrolled with **ONCAMPUS Coventry**.

If you are required to register with the police, we will provide you with a guide at the time of enrolment that will assist you in setting up an account with the police and making an appointment to go to register.

Once you have registered, you will be given a Police Registration Certificate (PRC). [You will need to bring your PRC into the office for us to make a copy for our records.](#) You should keep this throughout your time in the UK, as you will need it in the event you wish to extend your visa from the UK.

In the event you change your address or obtain a new visa, you must update your PRC by reporting to your local police station. This must be done within 7 days of you moving. There is no extra charge for this. Our Student Recruitment and Support Officers will help you with police registration if necessary.

Looking after your health

Full-time courses lasting six months or more

Under new regulations, you will be required to pay a healthcare surcharge (called the 'immigration health surcharge' - "IHS") as part of your visa application. You'll then be able to use the National Health Service (NHS). You can visit <https://www.gov.uk/healthcare-immigration-application/overview> for more information.

Once you have paid the surcharge and 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. 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.

Courses lasting less than six months

Students studying at **ONCAMPUS** for less than six months will need to pay for all healthcare treatment. For these students we strongly recommend taking out health insurance before coming to the UK.

There is a GP practice for Coventry University students located in The Hub. **ONCAMPUS** students are encouraged to register there as early as possible.

Dentists near **ONCAMPUS** Coventry

Dentist clinics are available everywhere. Please ask the **ONCAMPUS** receptionist for a list. You can also apply for an NHS card to help you with your dentistry costs. For information about registering with a dentist call 024 7624 6033.

Dental Perfection

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

SpaDental Coventry

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

Pharmacies near **ONCAMPUS** Coventry

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

Boots

5 Cross Cheaping, Coventry
www.boots.com
024 7622 6644

Superdrug Stores PLC

21-23 Market Way, Coventry
www.superdrug.com
024 7622 3032

Lloyds Pharmacy

35/37 Stoney Stanton Road, Coventry
www.lloydspharmacy.com

Opening a bank account

You may need to open a bank account when you arrive in the UK, and after you have enrolled. 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
- Bank Letter, which can be provided at the time you enrol.

List of banks and branches near ONCAMPUS Coventry

There are 4 main "high street" banks operating in Coventry and all will provide special student accounts:

NatWest

www.natwest.com
24 Broadgate, Coventry, CV1 1NE
0845 600 2803

Barclays Bank Plc

www.group.barclays.com
25 High Street, Town Centre, Coventry,
CV1 5QZ
0845 755 5555

HSBC Bank plc

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

Lloyds Bank

www.lloydsbank.com
70 Hertford Street, Coventry
0845 300 0000

Please note: some banks will charge a monthly fee for your current account. You might be able to avoid this so check with different branches and different banks before requesting a Bank letter from ONCAMPUS Coventry.

ONCAMPUS Student Portal

The Student Portal is our student intranet and gives you access to your own personal page.

Go to <http://my.oncampus.global/> and log-in to:

- Check your personal information
- View your timetable
- Monitor your attendance
- View your exam entries and results
- Access your emails.

You will be given your username and password at the time of enrolment. Staff will assist you with logging in, assigning a new passport and viewing your timetable. You will also be able to access email through the student portal, through your computer or your phone.

We encourage students to access the student portal and email on a daily basis, in case of any timetable changes or important information and notices.

Attendance

General attendance requirements

All classes are compulsory. If you arrive more than 15 minutes late for a class you may not be permitted to attend. 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 the attendance officer at **ONCAMPUS** Coventry as soon as possible. Contact details will be made available at the time of enrolment.

Additional attendance requirements

- Students are expected to be at the Centre during each term, arriving no later than the first day of teaching and not leaving before the last day.
- The attendance requirement includes the examinations, resits and results periods at the end of each term.
- You can self-certify your own sickness for up to 2 consecutive days and up to a reasonable number of times. For any longer periods of sickness, you will need to provide medical evidence from your doctor.
- If you have 10 consecutive days of unauthorised absence you will be withdrawn from the course and reported to UK Visas and Immigration (UKVI).

You are required to be in attendance on weekdays during each term. All students must inform the Attendance Officer 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 two days. If you become ill and are unable to inform the Attendance Officer, you should arrange for someone to communicate with the officer on your behalf.

Visas

Immigration

Students from outside the European Economic Area (EEA) will need to apply for entry clearance, more commonly known as a 'visa', before travelling to the UK.

Visa and immigration regulations frequently change so please make sure you contact the nearest British Diplomatic Post 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. If you have any questions you can contact our reception for advice about your case: +44 (0)2477 765 407.

Applying for a UK student visa

It is important that you follow the instructions given to you very carefully.

For further information on the application process and documents required please see the UK Visas & Immigration website:

<https://www.gov.uk/apply-uk-visa>.

When you apply for a Tier 4 General Student Visa 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.
- The CAS number will be included in a letter called a 'CAS Statement'. This will also include important information needed for your visa application.
- Your CAS will not be sent more than three months before the start of your course.
- You can only apply for your visa three months or less before the start of your course.
- The start date of your course is published on your CAS Statement. If you plan to arrive later you must let us know. This is very important as we must inform the UK Visa & Immigration (UKVI) if you do not arrive on time. If you fail to inform us about your delay, there may be problems when you arrive in the UK with the Immigration Authorities.
- 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 UKVI, and you can re-apply for your visa with a CAS from a different institution.

Visas

Your responsibilities as a Tier-4 Student

- Enrol at the right time at **ONCAMPUS**, and return at the start of each term. **ONCAMPUS** is obliged to report to UKVI any students who have a Tier 4 visa and who fail to enrol by the stated enrolment deadline.
- Inform **ONCAMPUS** of any letters or e-mails or other messages received from UKVI. If you arrive with evidence of a valid pending visa application, you must inform **ONCAMPUS** of any correspondence received from UKVI so that we can advise and support you.
- If you do not regularly attend your course, **ONCAMPUS** may be obliged to withdraw you from the course and report you to UKVI. **ONCAMPUS** is obliged to tell UKVI if a student withdraws from a course, defers or suspends their studies, or if a student fails to attend their course regularly.
- You must keep **ONCAMPUS** informed of your contact details at all times; it is your responsibility to inform **ONCAMPUS** if your contact details change. You will need to come into the **ONCAMPUS** office and complete a change of details form.
- You must **not do any** work of any kind, including volunteer work.
- You must inform **ONCAMPUS** immediately of any changes in your personal circumstances (eg. marriage/civil partnership/cohabitation/birth of a child in the UK; change in dependant circumstances; divorce; dissolution of civil partnership).

Penalties

Penalties for failing to comply with those regulations 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

Student support and advice: The Hub

The Hub really is the centre of student campus life - the place to gather, meet friends, have a coffee at Costa Coffee, or a meal in the fantastic food court where you can get world cuisine, pizza and pasta, deli, and food-to-go. The Amigo convenience store is good for essential shopping, and the Students' Union and Square One provide excellent entertainment from quiz nights to live music. It is all in one place—The Hub.

The Hub is also home to:

The Health and Wellbeing Centre

This is where the Medical Centre is located, if you need to see a doctor or if you have any health issues.

The Spirituality and Faith Centre

A quiet oasis amidst the hectic pace of student life. Here there are quiet spaces for reflection and meditation, a non-denominational chapel, Muslim prayer rooms with ablutions, and a spiritually focused social space for students and groups to meet. You can also arrange to talk to any of the University's multi-faith chaplains at the Spirituality and Faith Centre.

The Careers and Add+vantage Office

This is where you can discuss your future career path and talk about the broad range of Add+vantage modules to help you achieve your dreams. It is a facility dedicated to helping you develop a career plan and enhance your career prospects.

Students' Union advice centre

The first point of contact for advocacy support and advice on a range of issues. The Students' Union is here to help and support students, and you can talk to them about almost any student issues.

Working in Coventry

ONCAMPUS students on Tier 4 and Short Term Study Visas are not permitted to work (this includes paid, unpaid or voluntary work, or internships).

Student Support and Advice

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 Health and Wellbeing Centre, located in The Hub at Coventry University, also houses the Disabilities Office and has a team of staff who can provide advice and support on a range of issues that you may need help with. You can contact the team at disoff.ss@coventry.ac.uk

Taxi transfers

When you are ready to go home, you can book a taxi to pick you up from the campus and drop you off at the airport. Please contact us at: liveincoventry@oncampus.global if you would like to make a taxi booking. Our Student Arrivals Coordinator will be pleased to make the booking on your behalf and send you the confirmation. Our trusted drivers will meet you at the campus and take you straight to your destination. You can pay for your taxi in advance whilst you are still in college, so you will not need to have cash ready for the driver.

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. Today's technology makes this very easy. 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 and you should 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.

Culture Shock

Leaving home and travelling to study in a new country can be a stressful experience. Even though it may be something you have planned and prepared for, the extent of the change and the effects it has on you may take you by surprise. If you find that you are surprised by the effects of the change, it might be helpful to realise that your experience is quite normal. This applies whatever country you come from, and wherever you are going to study, even though some cultures are more similar than others because of geographic, historic, demographic and other factors

Culture shock is entirely normal, usually unavoidable and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock. The experience can be a significant learning experience, making you more aware of aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future, and which will be part of the benefit of an international education. If you would like to talk to someone then contact your personal tutor, ONCAMPUS student support staff, accommodation halls officers or the student support services at Coventry.



Gifts for staff

Please do not embarrass your tutor or any Centre staff member by offering expensive gifts, as they cannot accept gifts of more than a modest nature.

Clubs & societies

Coventry University Student Union sports and societies (CUSU)

Looking to join a sports team or one of the many and varied societies through CUSU? CUSU has more than 130 sports clubs and societies, varying from football, film and netball through to groups you might not expect to find at Coventry University such as a polo team or medieval and chocolate appreciation societies.

If you have any questions about how sports and societies work for students or what CUSU can do for you, please visit www.cusu.org and use your Coventry University username and password to log in (which can be obtained by visiting the Frederick Lanchester Library IT Helpdesk).

www.cusu.org



What's going on in the City?

Things to see and do

You need never be at a loss for things to do in Coventry and Warwickshire, no matter what your age. From cathedrals, castles and manor houses, to acres of parkland, green space, sporting venues, theatres, shopping landmarks and historical sites of interest, Coventry and Warwickshire provide a fantastic day out for all the family. Whether you like free-entry museums, high-street shopping, popular cafés and bars, great restaurants and lively nightclubs, we have something for everyone.

Five recommendations



1. Coventry Cathedral – CV1 5AB

www.coventrycathedral.org.uk



2. Warwick Castle, Warwick – CV34 4QU

www.warwick-castle.com



3. The Herbert Art Gallery

Coventry – Coventry University Square

www.theherbert.org



4. Coventry Transport Museum and Millennium Place – CV1 1JD

www.transport-museum.com



5. The Bullring Shopping Centre, Birmingham Birmingham City Centre

www.bullring.co.uk

Students' Union

Whether it is advice or fun you are looking for while you are at university, CUSU is there to help you have the best time you can while studying in Coventry.

The Students' Union is run by students for students, ensuring that it is a fun and vibrant place to be. The Students' Union offers many services to all students including a bar and nightclub, volunteering, sports clubs and societies, an advice centre and most importantly it represents the views of students both locally and nationally.

We have over 130 sports clubs and societies; there is a sport or society for everyone. We currently offer societies in everything from Football, Cheer-Leading and Karting to Mountaineering, Live Music and Geography.

Throughout the year the Students' Union holds a wide range of entertainment events from live music to themed entertainment nights.

www.cusu.org



Student representatives

Students from each course are nominated by their teachers to represent the views of students at the Staff-Student Liaison Committees. These meetings happen once a term and are designed to improve the management and enhancement of their programmes of study.

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.

It is a chance to really make a difference, to improve your student experience.



Paying your fees

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).

Please note: non-payment of fees can result in you being suspended or withdrawn from the programme.

3-term Programme*				
	Tuition fees	Deposit	Registration fee	You will pay
Term 1	£4,665	+ £2,200	+ £300	£7,165
Term 2	£4,665			£4,665
Term 3	£4,665	- £2,200		£2,465
Total				£14,295

2-term Programme*				
	Tuition fees	Deposit	Registration fee	You will pay
Term 1	£4,665	+ £2,200	+ £300	£7,165
Term 2	£4,665	- £2,200		£2,465
Total				£9,630

1-term Programme*			
	Tuition fees	Registration fee	You will pay
Term 1	£4,665	+ £300	£4,965
Total			£4,965

*This is a guide only. Your full payment plan is available on request. Please contact Howard Frank for further details.

Fees can be paid via the following methods:



a. 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. Please be aware that the process may still involve making a transfer through your bank.

b. Credit card (including Visa/Mastercard) or debit card

We do not accept American Express. A 2% fee is charged for payment by credit card. 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 447794

c. Direct transfer of funds

Please see your pre-arrival information packs for bank account details. An additional GBP12 must be transferred with the fees to cover bank charges.

Important: A payment reference must be provided so that the College can identify funds on safe arrival into our account. This must be the student reference number as stated on your offer document. This reference means 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.

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.

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.

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 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.

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 in a similar course at **ONCAMPUS** and the enrolment is cancelled then all fees will be refunded.

If you are living in non-university accommodation and receive a letter from the Council asking you to pay council tax, please provide them with the confirmation letter you received at the time of enrolment. The confirmation 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 confirmation letter if you move house.

To qualify for a student discount/exemption:

1. You have to be enrolled as a full-time student.
2. You should be able to prove it (by means of the letter explained above). 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 reception free of charge.
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 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 Student Confirmation of Enrolment letter) **ONCAMPUS** has no responsibility in these matters.

Financial issues

Students are responsible for managing their own budgets and for some this presents a problem. If you encounter any problems please contact the **ONCAMPUS** Coventry reception desk as soon as possible'



Term dates

Academic year 2017/18

Start of Term 1 Monday 25 September 2017

End of Term 1 Friday 08 December 2017

Start of Term 2 Monday 08 January 2018

End of Term 2 Friday 16 March 2018

Start of Term 3 Monday 26 March 2018

End of Term 3 Sunday 10 June 2018

Start of Term 4 Monday 11 June 2018

End of Term 4 Friday 17 August 2018

Results

Certificate collection/results day will take place up to two weeks after the end of term.



Contact details

ONCAMPUS Office

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

Location

ONCAMPUS Coventry

Priory Building

Priory Street

Coventry

CV1 5FB

United Kingdom

Reception

Telephone: +44 (0)24776 55407

Staff

Ross Wainwright—Centre Director

Telephone: +44 (0)7919 021676

rwainwright@oncampus.global

Julie Jenkins – Student Recruitment & Support Officer (Compliance)

Telephone: +44 (0)2477 655430

jjenkins@oncampus.global

Howard Frank – Student Recruitment & Support Officer (Customer Care)

Telephone: +44 (0)2477 655407

hfrank@oncampus.global

Hannah Stanworth – Head of Welfare & Accommodation

Telephone: +44 (0)2477 655448

hstanworth@oncampus.global

If you need to contact centre staff in an emergency outside of office hours please call: +44 (0)7540 413218