

# Degree Students Frequently Asked Questions

- **I haven't had a Welcome Pack**

This year we have made all of the welcome information available on the website on the [Information for New & Returning Students 2018](#) page.

- **Where can I find the term dates?**

The key term dates can be found on the [Information for New & Returning Students 2018](#) page. The exact start date for your Programme will be in your Programme specific Welcome Letter on the same page.

- **When will I get my timetable?**

A sample timetable will be made available on the [Information for New & Returning Students 2018](#) page. You will receive your actual timetable once you have registered on the Programme and received a Welcome letter.

- **What happens at enrolment/registration/induction?**

Once your place has been confirmed by the college (U/F), an enrolment link will be sent to your personal email address. You will need to complete some personal details on this form in readiness for you formally registering with the college at the start of the term.

The date that you need to attend Registration will be detailed in your Programme specific welcome letter, which can be found on the [Information for New & Returning Students 2018](#) page if you do not receive it in the post. At Registration you will be checking and signing the enrolment form. This is a legal document and forms the contract between you and the College. You will also receive your student card which you will keep for the duration of your studies with us. Once you have been registered as a student your attendance will be sent to the Student Loan Company which will release the first student loan payment. It usually takes five days for this payment to reach your account.

- **How do I sort out my accommodation?**

You will need to contact your accommodation provider directly to finalise your moving in date and make any other arrangements. We work in association with [Clever Student Lets](#) who can be contacted on 01752 500511.

- **What are the college opening times?**

The college opening times are as follows:

**During term time:**

Monday to Thursday 8:00 am – 9:00 pm

Friday 8:00 am – 6:00 pm

Saturdays 08:30 am – 2:00 pm

Sundays Closed

**Out of term time:**

Monday to Friday 8:00 am – 6:00 pm

Saturdays Closed

Sundays Closed

- **How do I pay my fees?**

Fees are can be paid in two ways:

- A student tuition fee loan from the Student Loans Company. If you choose this way to fund your studies then the fees will be sent directly to Plymouth College of Art once your attendance has been confirmed at registration.
- Self funded. If you are paying the tuition fees yourself then they should be paid in full either prior to registration or on registration day. You can pay by bank transfer to:  
Barclays Bank plc, Cornwall Street, Plymouth  
Sort code: 206810  
Account number: 40712450  
IBANGB22  
BARC 2068 1040 7124 50  
BIC/SWIFTBARCGB22

If you are paying at registration then you can use a credit or debit card to pay at the main reception desk. You should tell your bank in advance that you will be making a large transaction so that they do not decline it.

- **When will I get my student loan?**

Once you have been registered as a student your attendance will be sent to the Student Loan Company which will release the first student loan payment. It usually takes five days for this payment to reach your account.

- **How can I contact my tutor?**

You can contact your tutors directly using their email address, which can be found at the bottom of the Programme specific welcome letter on the [Information for New & Returning Students 2018](#) page. Please be aware that tutors will be on leave at points during the summer, but will respond to you as quickly as possible.

- **Which computer will I need?**

It is not essential that you buy a personal computer, as there is excellent access to computers here at the college, loaded with the most up to date creative software. However, many students wish to continue working on creative projects outside of college which may require computer access. Usually, any word processing computer will be sufficient to keep up with basic research and study. However creative software may work best with specific computer models. If you are thinking of buying a new computer, or upgrading a current machine, you may wish to discuss this with your tutors. They will be able to offer advice and guidance so that you are able to invest wisely. It is also worth noting that many companies will offer significant student discounts on computers and software, so you may wish to wait until you are registered as a student before you make a purchase.

- **Why have I received Terms and Conditions from you?**

We have sent you a copy of the terms and conditions with your offer letter, because you have formed a contract with us. The terms and conditions are for your information, if you ever need to refer to them you can also find them on the [Information for New & Returning Students 2018](#) page.

- **Is there a reading list or materials list for my course?**

If there is any suggested reading, or a suggested materials list for your Programme, this will be included in your Welcome letter and the welcome information on the [Information for New & Returning Students 2018](#) page.

- **Register with the doctor**

You can find a map of Doctor's Surgeries close to Plymouth College of Art on the [Information for New & Returning Students 2018](#) page.

- **Can I get counselling and health and wellbeing help?**

Yes, the college has a dedicated service to help you with all aspects of health and wellbeing. Please contact [studentsupport@pca.ac.uk](mailto:studentsupport@pca.ac.uk) for more information.

- **I have a disability what help can I get at College?**

Yes, the college has a dedicated service to help you. Please contact [studentsupport@pca.ac.uk](mailto:studentsupport@pca.ac.uk) for more information.

- **What should I bring with me to university?**

This will vary for everybody, depending on whether you are moving away from home to live in Plymouth and depending on which course you will be studying. However, below is a rough guide of 'essentials' to help you. If there is anything specific that you are required to have for study on your course, this will have been mentioned in your welcome letter on the [Information for New & Returning Students 2018](#) page. Don't forget that you can buy almost anything here in Plymouth, so you do not need to buy everything immediately before you arrive.

**Studying tools:**

Pens / pencils

Sketchbooks / notebooks / folders Laptop / computer / digital camera (there is also excellent access to computers, cameras and more at the college)

General Art supplies relevant to your studies such as paints / glue / scissors / sewing needles

**Living 'essentials':**

Bedding

Towel

Toiletries: soap / shampoo / deodorant

Cupboard and freezer food staples to fall back on: pasta / rice / tinned foods / salt and pepper / pot noodles / frozen veg / frozen meat and fish

Food storage containers to save leftovers / make packed lunches

- **How do I know if I have got into the college?**

All students apply via the University and Colleges Admissions Service (UCAS) and your application to university is managed via your UCAS Track account. This is where any decisions are communicated to you and where you find out if you have been confirmed by your firm choice. We will also write to you in August to confirm your place with us.