

INTERNATIONAL STUDENT GUIDE



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WELCOME

Dear Student,

Welcome to Plymouth and City College Plymouth!

We know you've had a long journey and may be feeling tired, so please use the weekend to rest, settle in and buy anything you might need.

City Tour - Saturday

PDVL will take all students on a tour of the City Centre on Saturday morning. Your host family will also be happy to help you find your way to the College.

Important - Your first day at College will be on one of the following dates:

Monday 22 February or Monday 22 March 2027

On your first day, you'll meet the International Office Team, and take part in an orientation and information session to help you get started and feel at home at the College.

Transport - No 36 College Bus - runs between Plymouth City Centre and City College Plymouth, making it easy to travel to and from College. The bus runs approximately every 15 minutes during peak time. During off-peak times, it runs approximately every 30 minutes.



Please remember: You **MUST** wear your orange lanyard at all times, both while travelling on the bus and on campus, so be sure to bring it with you from Monday onwards!

What to bring with you on your first day:

- Your PASSPORT
- Your orange lanyard

Questions or Support:

If you have any questions you can contact us during office hours only, Monday - Thursday 8.30am - 5.00pm and Friday 8.30am - 4.30pm on the following telephone numbers:

Mobile: **07483 119125** - Danielle Clephane (**International Officer**)

Mobile: **07483 119127** - Suzy Si (**Higher Education and International Student Officer**)

Mobile: **07483 119126** - Glenda Jones (**Higher Education and International Student Administrator**)

We look forward to welcoming you to City College Plymouth and helping you feel at home!

Danielle Clephane
International Officer
international@cityplym.ac.uk

MEET THE TEAM



Name: Dr. Tamal Barman

Job Title: Head of Higher Education and International Partnerships

Mobile: 07483 119003

Email: tbarman@cityplym.ac.uk

Tamal is our Head of Higher Education and International Partnerships. He loves reading, cooking, travelling and meeting new people.

Name: Danielle Clephane

Job Title: International Officer

Mobile: 07483 119125

Email: dclephane@cityplym.ac.uk

Danielle is our International Officer and has spent the last 20 years at the College. She loves interacting with our students and learning more about their cultures. In her spare time, she loves fashion and all things shoes!



Name: Yuexia Si (Suzy)

Job Title: Higher Education and International Student Officer

Mobile: 07483 119127

Email: ysi@cityplym.ac.uk

Suzy, our International Student Officer, has been at the College for 7 years. She loves helping international students gain confidence, enjoys Plymouth, and get the chance to speak Chinese! Outside work, she enjoys cooking and exploring Devon's beautiful seascapes and countryside.

Name: Fran Stratford

Job Title: Higher Education Officer

Mobile: 07483 119142

Email: fstratford1@cityplym.ac.uk

Francesca, our Higher Education Officer, brings over 20 years of experience to the role, supporting strategic initiatives and expanding student opportunities. Outside work, she enjoys walking and the seaside.



Name: Glenda Jones

Job Title: Higher Education and International Student Administrator

Mobile: 07483 119126

Email: gjones@cityplym.ac.uk

After 18 years at the College, Glenda has joined the International Partnerships Team. She is passionate about supporting international students and is excited to contribute to the team's growth. Outside of work, she enjoys singing in choirs and planning holidays.

ATTENDANCE & SUPPORT

At College, we want you to make the most of your time here, both in and out of the classroom. Being present and engaged helps you get the best possible experience and achieve your goals.

Regular attendance is essential for academic success, and students are expected to attend all scheduled classes.

Students who are absent due to illness or an emergency must **email their tutor** and the **International Office** (international@cityplym.ac.uk) before 9.00am on each day of absence, including your name, course, and reason for absence. Repeated absences will be monitored.

If your attendance falls below the required level, you will be contacted by email and asked to provide an explanation. Continued poor attendance may result in a formal warning letter and a meeting with the International Office.

In cases of continued non-attendance, despite support and repeated warnings, students may be withdrawn from their course.

For students who require visa sponsorship, this may also need to be reported to UK Visas and Immigration (UKVI), which could affect future visa applications. Where a student is withdrawn due to poor attendance, they will not normally be eligible for a refund of course fees.



If you are unsure about anything please reach out to the **International Office**.

**WE ARE
HERE TO
SUPPORT
YOU**

TERM DATES 2026/27

Easter Break: 26 March - 9 April 2027

Bank Holiday: Monday 3 May 2027
(The College will be closed to students)

Half-Term Week: 31 May - 4 June 2027

Return To College: Monday 7 June 2027

Staff Training Days: Thursday 18 March and Tuesday 6 July 2027
(The College will be closed to students)

HEALTH CARE IN THE UK & OTHER USEFUL INFORMATION



The UK has the NHS, providing most treatment free or low-cost.

Student Visa (Course > 6 months)

Paid Immigration Health Surcharge (IHS)

Register with a GP (doctor)

Free hospital & emergency care

Standard NHS fees for prescriptions, dental, and eye care

Visitor/Short-Term Visa (≤ 6 months)

No free NHS care (except emergencies)

Must have private health insurance covering:

Doctor/hospital treatment,

Repatriation

Personal belongings

All Students (important)

Keep copies of passport, visa, and insurance

Know your nearest GP, pharmacy, and hospital

International Office: international@cityplym.ac.uk

Emergency & Medical Help

999 – Ambulance, police, fire

111 – NHS urgent medical advice (24/7)

Local Services

Derriford Hospital A&E: 01752 202082

Cumberland Centre (minor injuries): 01752 434400

Pharmacies – Help with minor illnesses & medicines

Mental Health & Wellbeing

- Lighthouse Wellbeing Centre at City College Plymouth – Confidential support
- Student Assistance Programme (Free 24/7 Confidential Helpline): 0800 0283766
- Samaritans (24/7): 116 123
- Talk to your GP, International Office, or Lighthouse Team if you need help
- Health Care & Visa Length in the UK

Stays longer than 6 months

If you're coming to live in the UK for more than 6 months (from outside Europe), you must pay the immigration health surcharge. This gives you access to NHS services at no extra cost.

Stays of 6 months or less

You do not pay the surcharge if your visa is for 6 months or less, or if you're on a visitor or short-term student visa. You will need to pay for NHS treatment as you use it, so make sure you have private health insurance for your stay.

NHS treatments that are free for everyone

- Accident and emergency services (not follow-up or in-patient care)
- Family planning
- Diagnosis/treatment of sexually transmitted infections
- Diagnosis/treatment of certain infectious diseases
- Treatment for conditions caused by torture, female genital mutilation, domestic or sexual violence (if you did not come to the UK for treatment)
- Compulsory psychiatric treatment or court-ordered treatment
- Treatment in prison or immigration detention
- For full guidance, see UKCISA Link below

UKCISA GUIDANCE NOTES

Since 1968 the UK Council for International Student Affairs (UKCISA) has worked to support international students and the institutions, students' unions and organisations who work closely with them.

UKCISA has lots of useful resources available for international students.

Scan the QR Code for more information relating to the following topics.



Visas and Immigration

Life in the UK

- Healthcare
- Accommodation
- Mental health support in the UK
- Facing culture shock
- Bills
- Council tax
- Travel and transport in the UK
- Dealing with grief when studying abroad
- Travel in Europe and Schengen visas
- Frauds and scams
- Study skills for success

We recommend that you take the time to read this information.

PHARMACY INFORMATION

Not feeling well?

A pharmacist can help with many common illnesses, no doctor needed. Pharmacies are usually open 9.00am - 5.00pm, Monday - Saturday.

PHARMACIES NEAR THE COLLEGE

Lloyds Pharmacy

29 Marlborough Street, Devonport,
Plymouth, Devon PL1 4AE
Tel: 01752 500009

Well Stoke - Devonport Road

34 Devonport Road, Stoke, Plymouth,
Devon PL3 4DH
Tel: 01752 562120

Devonport Pharmacy

51 Damerel Close, Devonport, Plymouth,
Devon PL1 4JZ
Tel: 01752 562061

PHARMACIES NEAR THE CITY CENTRE

Boots

Drake Circus Centre, 1 Charles Street,
Plymouth, Devon PL1 1EA
Tel: 01752 266271

Superdrug

Drake Circus Centre, 1 Charles Street,
Plymouth, Devon PL1 1EA
Tel: 01752 255373

T.C.E. O'Gallagher

61a Ebrington Street, Plymouth,
Devon PL4 9AA
Tel: 01752 663580



INFORMATION FOR MUSLIM STUDENTS

ISLAMIC CENTRE

The Imam: **S.A.D Uddin**

Tel: **01752 261519**

Chairman: **Mr Syed Lutfur Rahman**

Tel: **01752 228235**

**Islamic Centre, 112 North Road East,
Plymouth, PL4 6AN**

Tel: **01752 662330**

Email: icpc112northroad@outlook.com

PIETY

**PIETY Centre, 19 Greenbank Avenue,
St Judes, Plymouth, PL4 8PS**

Tel: **01752 303003**

Mobile: **07717 572879**

Email: info@piety.org.uk

Opening times

The PIETY Centre is available Monday to Friday for prayer. Prayer times are displayed outside the building, so you can check the schedule when you arrive. The mosque opens 15 minutes before each prayer and closes 15 minutes after the prayer has finished.

The PIETY Centre is recommended as a place of worship for students because it welcomes people from a diverse range of faith communities.

MULTI-FAITH PRAYER AND CONTEMPLATION ROOM AT COLLEGE

The College has a Multi-Faith Prayer and Contemplation Room (**K031**), situated on the main Kings Road campus, along the main reception corridor leading to the Tower Block.

The room is a welcoming and accessible space for people of all faiths and traditions. As the room is shared by people from a range of religious and cultural backgrounds, all users are asked to be respectful of others and mindful of different beliefs and practices.

TRAVELLING IN EUROPE

Travelling around Europe during breaks can be a great opportunity, but it's important to check whether you need a visa before you go.

Many European countries belong to an agreement called the Schengen Area, which allows travel between its member countries using one visa. Countries outside the Schengen Area have their own visa requirements.

Schengen Area Countries

The Schengen Area includes 29 countries, 25 EU member states and 4 EFTA countries.

Members (29 countries):

- | | |
|------------|-----------------|
| • Austria | • Liechtenstein |
| • Belgium | • Lithuania |
| • Bulgaria | • Luxembourg |
| • Croatia | • Malta |
| • Czechia | • Netherlands |
| • Denmark | • Norway |
| • Estonia | • Poland |
| • Finland | • Portugal |
| • France | • Romania |
| • Germany | • Slovakia |
| • Greece | • Slovenia |
| • Hungary | • Spain |
| • Iceland | • Sweden |
| • Italy | • Switzerland |
| • Latvia | |

Non-members: Some EU countries, such as **Ireland and Cyprus**, are not part of the Schengen Area and have their own visa rules.

Travel During Your Studies:

- Do not take time out of your studies to travel.
- You are expected to attend all classes in line with the College's attendance policy.
- UK Border Force Officers may question you when you return if you have travelled during term time (rather than weekends or official holiday periods).

Visa Requirements

If you need a visa to travel to Europe, make sure your passport and immigration permission are valid for at least 3–6 months. Contact your nearest embassy or consulate for guidance, or visit the official UK government visa website.

Applying for a Schengen Visa in the UK

To apply for a Schengen visa while in the UK:

- Applications must be made in person at an official visa application centre (usually VFS Global or TLScontact) that represents your main destination country.
- You usually cannot apply directly at an embassy or consulate.
- One Schengen country: Apply to that country's visa centre (through VFS Global, TLScontact, or BLS International).

Multiple countries:

- For multiple-country travel, apply for a visa to the country you will stay in the longest, or to the country you enter first if your time is equal.

Lost Passport While Travelling Outside the UK Before you travel:

- Make a paper copy and take a photo of your passport and UK visa.
- Keep copies separate from your travel documents.
- If your accommodation has a safe, use it to store your passport and spare money.

If your passport is lost or stolen, you will not be able to re-enter the UK until you obtain new travel documents and entry permission.



What to Do If You Lose Your Passport:

- 1. If you lose your passport, report it immediately to the local police and get a police report or reference number.**
 - This is essential for passport replacement and visa documentation.
- 2. Contact your home country's embassy or consulate to obtain either:**
 - An Emergency Travel Document (ETD) for returning to the UK, or a replacement passport.
- 3. Inform City College Plymouth.**
 - The College can help confirm visa and sponsorship information if needed by UK immigration when you return.

Re-entering the UK:

- Short-Term Study Visa (Visitor or Short-Term Study Route)
- If your visa was a paper vignette in your passport, you must apply for a replacement vignette (visa sticker) before returning to the UK.
- Apply through the nearest UK Visa Application Centre (VAC) in the country where you are staying.
- Long-Term Student Visa
- Once you receive your new passport, update your passport details in your UKVI online account so your eVisa is linked to your new passport number.
- You do not need to contact a British Embassy or apply for a replacement vignette.

When You Return to the UK

Please bring your new passport and visa to City College Plymouth so that your records can be updated.

FOOD SERVICES AT COLLEGE

We're proud of our fantastic on-site food and catering services, offering delicious and nutritious meals. You'll also find a range of coffees, teas and snacks available at various locations across College.

THE FOOD COURT

If you're in College during the daytime, come and enjoy freshly prepared hot meals, sandwiches, snacks and a selection of hot or cold drinks. Breakfast is free for all students on timetabled days, and delicious hot lunches are available for just £4.50.

Opening Hours: 7.30am - 3.00pm Monday to Thursday
7.30am - 2.00pm Friday

Reduced service available in half-terms and holidays.



STEM CAFE

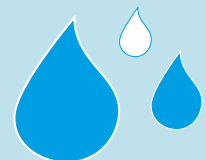
Join us at the STEM Cafe behind the main reception for Costa Coffee, sandwiches, snacks and light meals.

Opening Hours: 8.00am - 7.30pm Monday to Thursday
8.00am - 4.30pm Friday

Half-terms and holidays opening times:
8.00am - 2.00pm daily.

BREAKOUT SPACES

Water fountains are available throughout the College, including breakout spaces for your convenience between sessions or during breaks.



INTERNATIONAL FOOD SHOPS IN PLYMOUTH

The following shops sell groceries from around the world. Most also stock supplies of **frozen Halal meat**.

Alfu International
77–79 New George Street, PL1 1RJ
Tel: 07870 869568

Asia Oriental Store
98–100 Cornwall Street, PL1 1NF
Tel: 01752 228891

Asian Supermarket
93 Cornwall Street, PL1 1NX
Tel: 03006 536693

K W Brothers
25–27 Durnford Street, PL1 3QF
Tel: 01752 208899

KW Food
5–7 Brunswick Road, PL4 0NP
Tel: 01752 262688

Nawroz Market Ltd
141 King Street, PL1 5JE
Tel: 07894 712940

The Punchbowl Premier Express
3–5 Wolseley Road, PL2 3AA
Tel: 01752 211811



KEEPING YOU & YOUR BELONGINGS SAFE

As a new student to Plymouth we want to advise you it is a safe place to live, study and work however, we ask that you take the time to read this information, save the contact numbers on your mobile phones and check out the useful websites.

If you need to go there, the nearest police station is Charles Cross, PL4 8HG located opposite Drake Circus. The front office reception is open between 8am and 10pm Monday-Friday.

Useful Police Contact Details:

- **Police Emergency Number: 999**
- **Police General Enquires Number: 101**
- **You can visit Devon and Cornwall Police's website at www.devon-cornwall.police.uk for more information.**

Law:

Laws in the UK may be different from those in your home country. Here are a few that we would like you to read:

- You must not carry with you drugs of any kind (unless prescribed by a doctor)
- It is illegal to carry weapons, including self-defence sprays
- You must be 18 to buy alcohol
- Stealing is illegal
- Males and females have to be aged 16 years and over to be legally consenting partners in sexual intercourse. Remember that you both must consent to sex to make this a consenting act and not illegal
- Vehicles in England drive on the left. Do not walk straight into the road- remember to look right when you cross the road

Stay safe when you're going out:

- Find out where you're going, let someone know, and tell them when to expect you back
- Plan ahead - how are you going to get there and get home?
- Always go out with people you know and trust
- Always use well lit, busy roads and avoid shortcuts through dark quiet areas

- Walk with friends and never walk alone at night, get a taxi.
- Never take money or gifts from people you don't know
- Be aware of strangers who try to speak to you or call you over to their car, even if the people seem friendly, and especially if they seem drunk
- Consider carrying a personal attack alarm
- Never carry all of your money or passport with you and try to carry your valuables such as cameras out of view
- Never lend your passport or identification for someone else to use. It will be confiscated and potentially destroyed.

Keeping your home safe:

- Keep all doors and windows shut and locked, don't just rely on a housemate to do it. A poster could help to remind everyone and keep the home safe.
- Make sure all valuables are out of sight from opportunist thieves
- If you have a burglar alarm, use it!
- Make sure that you mark your valuables using an ultra-violet marker pen and also record any serial numbers on www.immobilise.com
- If you are not happy with the standard of your security then speak to your landlord or letting agency
- When securing your pedal cycle in a public place, ensure you lock it to something like a bike rack or lamp post and use a 'D lock'
- Record and register your bike's model, make and frame number by visiting www.bikeregister.com

Racial Harassment:

Britain is a multi-cultural country and racial verbal abuse, harassment or violence is against the law and should be reported. There are several ways to report an incident:

- If you are in danger you should telephone 999
- You can telephone the Diversity Team at Charles Cross Police Station on 101
- You can go into any Police Station in person
- You can visit www.report-it.org.uk
- You can visit the International Office

To be able to offer you the support you need and to tackle racism directly we encourage you to report any incident, however minor.

Protect yourself against identity theft and fraud:

- Identity theft happens when fraudsters access enough information about someone's identity (such as their name, date of birth, current or previous addresses) to commit identity fraud
- Don't throw out anything with your name, address or financial details without shredding it first
- If you receive an unsolicited email or phone call from what appears to be your bank or building society asking for security details, never reveal your full password, login details or account numbers. Be aware that a bank will never ask for your PIN or a whole security number or password
- If you are concerned about the source of a call, ask the caller to give you a main switchboard number for you to call them back on. Alternatively, hang up and call the bank on the legitimate number on your bank statements
- Check your statements carefully and report anything suspicious to the bank or financial service provider concerned
- Don't leave things like bills lying around for others to look at
- If you're expecting a bank or credit card statement and it doesn't arrive, tell your bank or Credit Card Company
- Fraudsters have recently been calling students claiming to be from the Home Office Visa and Immigration Service, and telling students they have a fee or fine to pay due to a problem with their visa. The Home Office will never ask for money from you in this way, tell the International Office if this happens to you
- Some thieves will try and get money from your family and friends by claiming to be you. They will tell your contacts, usually by email or instant messaging, that you are in trouble and need money urgently. If your contacts get an email like this you should warn them not to pay any money unless they have spoken to you on the phone or to the college first





Find your way around campus using Map Indoors!

- STEP 1:** scan the QR code
- STEP 2:** click the navigation menu ≡
- STEP 3:** search your destination
- STEP 4:** go!



INNOVATION ROOMS KI

Lower ground floor
Students' Union 
KIB002 - KIB008
Ground floor
The Lighthouse 
Wellbeing Centre
1st floor KI101 - KI110
2nd floor KI207 - KI208
Executive Leadership Team Offices 



HOSPITALITY ROOMS KH & KHM

Ground floor
PL1 & Deli Cafe 
1st floor KH101 - KH112
2nd floor mezzanine
KHM201 - KHM206
2nd floor KH201 - KH213 

KINGS ROAD Campus Guide



 Water fountain locations

MAIN BUILDING - ROOMS K

Ground floor 
Career Point
Learning Support
Multi-faith Room
K002 - K038
Tower Block
1st floor K101 - K118
Digital Learning Quarter

HE Centre K104 - K110
2nd floor K201 - K210 
3rd floor K301 - K317 
4th floor K401 - K414 
5th floor K501 - K507 
Creative Solutions Salon
6th floor K601 - K616
7th floor K701 - K716



CONSTRUCTION ROOMS KW

Ground floor KW031 - KW049
Construction T Level Centre 
CityPlym Community Support Hub
1st floor KW101 - KW134
CONSTRUCTION SITE & BRICK SHED - ROOMS KB



ENGINEERING & NUCLEAR SKILLS ROOMS KE

KE002 - KE049 



STEM - ROOMS KS

Ground floor
Reception 
KS001 - KS027
1st floor KS101 - KS117 
2nd floor KS201 - KS230 
3rd floor KS301 - KS326 
4th floor KS402 - KS427 



THE BREAKWATER BW001 - BW018

PERFORMING ARTS ROOMS KD

KD001 - KD018

THE **LEARNING DESTINATION OF CHOICE**

COLLEGE EXPECTATIONS



To ensure our College is a safe and supportive place which promotes and encourages learning and develops employability skills, we kindly ask our students to follow these rules and adhere to our values and expectations



General Expectations

When on the College site you are expected to:

- wear your College ID at all times
- follow staff instructions
- keep the College clean – use bins and tidy up after yourself
- stick to designated smoking/vaping areas
- never film or photograph others without their permission
- follow health and safety rules at all times
- use College equipment and spaces responsibly
- be part of the community – contribute positively
- follow classroom and industry standards – wear the correct uniform, PPE, and remove outerwear when required.



Learning Expectations

When in a learning environment you are expected to:

- be on time for all classes and College activities
- attend regularly – every session counts
- attend English and maths if timetabled
- submit your own work – no plagiarism or collusion
- meet deadlines for assignments and coursework
- be prepared – bring the right materials and be ready to learn
- use feedback to improve your work and performance
- engage positively with lessons, tasks, and group work
- ask for help when you need it – taking ownership of your learning.



Behaviour Expectations

As a College student you are expected to:

- treat everyone with respect
- be polite and courteous to staff and students
- respect College property – and the belongings of others
- act professionally
- keep our space inclusive – zero tolerance for bullying, harassment, or discrimination
- think before you post – use social media wisely
- know the consequences – poor conduct can lead to warnings, suspension, or exclusion
- only drink water in classrooms – no food or other drinks allowed
- dress appropriately for a learning and professional environment
- not cause harm to yourself or others
- use phones appropriately
- not consume alcohol, take drugs or bring weapons into College.

By signing this agreement, you acknowledge and agree to adhere to the College Expectations throughout your course. Any breach of the above may result in action being taken in line with the Student Behaviour Management Procedure. The first 42 days of College you are required to attend a minimum of 90% of your programme of study, pass the first assignment to the College standard and meet all behaviour expectations.

Student Name:

Student Number:

Student Signature:

Date:

Course Code:

THE **LEARNING DESTINATION OF CHOICE**

City College Plymouth

SAFEGUARDING CONTACTS



Steven Forsyth
**Designated
Safeguarding
Lead**



Lorraine Hill
**Chief Financial
Operations Officer**



Louise Core
**Safeguarding & Student
Wellbeing Manager**
T: 01752 305296
M: 07300 882698
lcore@cityplym.ac.uk
Room K030



Sheryl Jenkins
Safeguarding Officer
T: 01752 305728
M: 07971 943034
safeguarding@cityplym.ac.uk
The Lighthouse



Lindsay Edmonds
Safeguarding Officer
T: 01752 305034
M: 07800 810593
safeguarding@cityplym.ac.uk
Room KW047



Bitly address: bit.ly/3hBbrfQ



WELLBEING SUPPORT SERVICES

At the Lighthouse we offer all our students, who have enrolled, access to mental health support through a team of Wellbeing Support Advisors and Counsellors.

We can help with various issues you may be experiencing. Appointments can be held face-to-face, telephone, Google Chat or video call.

WELLBEING SUPPORT ADVISORS

- Here & now
- Solutions & strategies
- Life coaching
- And more

COUNSELLING

- Trauma
- Relationships
- Anxiety
- Abuse
- And more

Sessions can be one off, blocks of three or blocks of six.

We will offer you an initial appointment to discuss how we can best support you, then assign you a Wellbeing Support Advisor or Counsellor.



For further information please e-mail **wellbeingsupport@cityplym.ac.uk** or you can **scan the QR code** to access the portal for the 'Student Referral Form'.



THE **LEARNING DESTINATION OF CHOICE**

COMPLIMENTS, COMPLAINTS & FEEDBACK PROCEDURE

The College is committed to delivering excellent service and upholding the highest levels of professional conduct. We recognise that continuous improvement depends on listening to and acting upon the feedback of everyone we serve. This procedure is designed to ensure that any issues raised are resolved promptly and, where appropriate, lead to service enhancements that benefit all.

Any person with a compliment or complaint is invited to discuss the matter with an appropriate member of staff in the first instance. For students, this will be their Personal Tutor, Lecturer or a member of the International Office. At this point advice and guidance will be given on how to proceed towards a resolution.

We aim to provide a full response within 20 working days of acknowledging your feedback. If more time is needed, we'll keep you informed of progress and let you know when to expect a full reply.

Please email international@cityplym.ac.uk clearly stating the nature of your feedback and providing full details. Remember to include your name and student number.

Your feedback will be acknowledged within 5 working days, followed by a thorough investigation.

The International Office will normally reply within 20 working days* from the acknowledgement of your feedback. This response will outline the outcomes of the investigation. If it is not possible to give a full response we will issue an update, explaining what is being done and when a full response can be expected.

Working days refers to Monday to Friday, excluding public holidays, College closure and study review weeks.

Should you need to raise an informal concern or compliment please email complimentsandcomplaints@cityplym.ac.uk



OTHER VENUES IN THE CITY

Plymouth is a lively place with events, gigs, theatre shows and exhibitions happening every week throughout the city.

This page is the best place for you to keep up to date with what's on all year round:
<https://www.visitplymouth.co.uk/whats-on>

BARBICAN THEATRE

barbicantheatre.co.uk

It serves as a regional centre of excellence for young and emerging creatives, offering a variety of performances, workshops, and training programs. The venue also houses the B-Bar, known for its live music and authentic Thai cuisine.



PLYMOUTH ARGYLE (Football)

<https://www.paafc.co.uk/tickets>

Plymouth Argyle Football Club is a professional association football club based in the city of Plymouth, Devon, England. The team currently competes in EFL League One, the third level of the English football league system. The club has played at Home Park since 1901.



PLYMOUTH PAVILIONS

<https://plymouthpavilions.com>

A premier entertainment venue hosting concerts, comedy shows, exhibitions, and more.



ROYAL WILLIAM YARD

<https://royalwilliamyard.com>

A vibrant waterfront destination featuring historic architecture, eateries, shops, and cultural events.



THE BOX

<https://www.theboxplymouth.com>

Plymouth's award-winning museum. History, from the city to ancient Egypt, plus fine arts including Cornwall's Newlyn School.

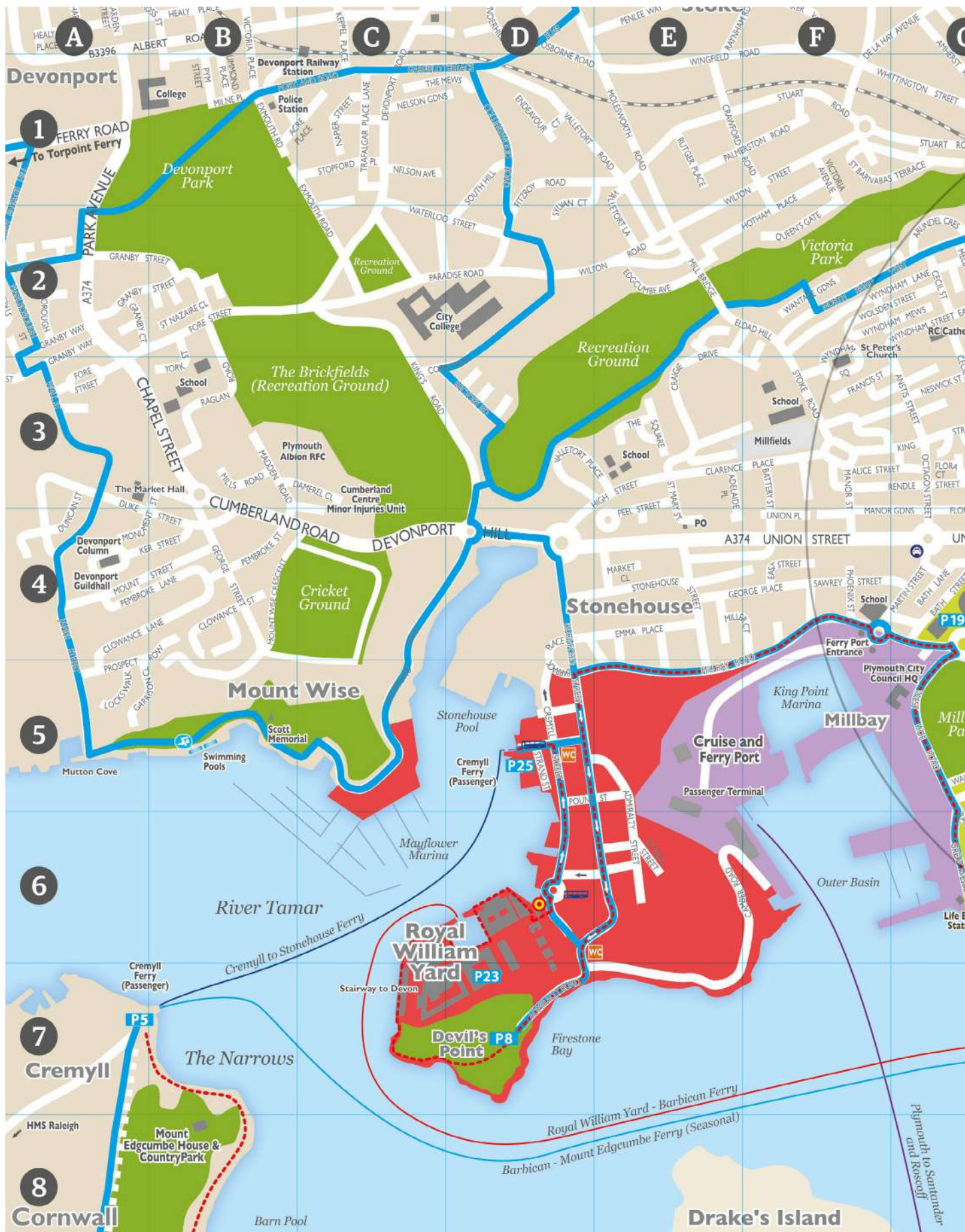


THEATRE ROYAL PLYMOUTH

<https://theatreroyal.com>

The UK's largest and best-attended regional producing theatre, offering a diverse range of performances.



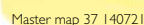


KEY

- Barbican & Sutton Harbour
- City Centre
- Mount Batten
- The Hoe and Seafront

- Millbay
- Royal William Yard/Mayflower Marina
- Parks & recreational areas
- Pedestrianised area

- Tourist information
- Main taxi ranks (24 hours)
- Public/disabled toilets
- Swimming pool



-  Post Office
-  Harbour Heritage Trail
-  Mayflower Trail
-  South West Coast Path

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