

ONCAMPUS
PARIS

STUDENT HANDBOOK



2023 - 2024

CONTENTS



Introduction

Welcome!	01
Achieve more	02
Key dates 2023-2024	03

Pre-departure checklist

04

Arriving in France

05

Your student visa responsibilities

07

Fees	08
Attendance Expectations	09
Term time address	10

Getting started

11

Health and Wellbeing	13
Your Health in France	17
Safeguarding	21
Online Safety	22
Staying safe: out and about	23
Looking after your finances	25

Equality, diversity and inclusion

27

Student leadership, feedback and representation	29
Data Protection – how your centre uses personal information	30

Looking ahead

University Progression	31
Supporting your Career Ambitions	32
Go exploring!	33
Working in France	34

Supporting you in your studies

35

Academic support	36
Academic regulations	36
Learning resources	37
Assessments, assignments and exams	37
Results and academic transcripts	38
Moodle, Turnitin and DigiExam	38

We are here to help

39

Useful contacts

40

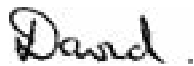
WELCOME TO ONCAMPUS!

I'm delighted that you have chosen to study with us, and we look forward to sharing this journey with you.

At **ONCAMPUS** we want you to **Achieve more**. Your programme of study has been designed to challenge and inspire you, as well as providing you with opportunities to develop a wide range of skills that will prepare you for successful university study.

Your experiences will go beyond your academic studies as you join an international community of students and staff, providing many different opportunities for you to develop new skills, make new friends and create some lasting memories!

I wish you all the very best!



David Johnston, CEO

The information you need

This handbook will give you the information you need to make the most of your time studying with us at **ONCAMPUS**. It will help you understand how **ONCAMPUS** works, and provide guidance about what you need to know and how to get help from the right people and places.

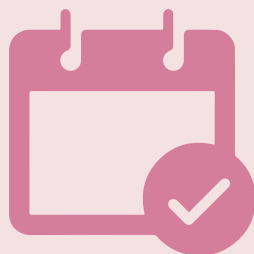
It will be a handy source of advice for reference throughout your studies and we'll be here to support you every step of the way!

Achieve more

Our vision is to **Achieve more** in everything we do. For our students, our colleagues and our partners across the globe we strive to be the undisputed first choice for quality, pre-university preparation for international students and to be the go-to provider for delivery of online qualifications.



KEY DATES



TERM BASED PROGRAMMES - IFP		
	Start of term	End of term
Term 1	25th September 2023	15th December 2023
Term 2	8th January 2024	22nd March 2024
Term 3	2nd April 2024	9th June 2024
Term 4	10th June 2024	9th August 2024

SEMESTER BASED PROGRAMMES – IPMP			
Intake	Semester	Start of semester	End of semester
September	Semester 1	25th September 2023	19th January 2024
	Semester 2	22nd January 2024	9th June 2024
January	Semester 1	15th January 2024	26th April 2024
	Semester 2	29th April 2024	9th August 2024

For any intakes not shown on this page, please refer to your ONCAMPUS Centre who will confirm your term/semester dates.

PRE-DEPARTURE CHECKLIST:

Essential actions you must take before you travel to your centre. Read carefully the Pre-arrival page for your centre at <https://www.oncampus.global/> to check:

- The documents you need to bring
- Advice on fee payments

Read the Campus France Checklist. **Prepare your arrival in France.** Plan ahead and book a taxi before leaving your country. Our trusted drivers will meet you at the arrivals gate at the airport and take you straight to your accommodation. G7, Bolt or Uber work well in Paris.

Clothing

You should have enough warm clothing for your flight and subsequent journey. Several layers of lightweight clothes are better than a single shirt or dress. France rarely has extremely hot or extremely cold weather, but it can be very changeable, so you should be prepared for different types of weather. Don't forget to bring an umbrella! Find out more about the French climate: www.meteofrance.fr



ARRIVING IN FRANCE

Students should arrive on a weekday if you have chosen to stay in a CEG managed student residence (Monday to Friday). If you arrive on a Saturday or Sunday, you cannot pick up keys until Monday morning so need to arrange a hotel for Sat and Sunday nights.



Baggage Reclaim

After immigration control, you can go and collect your luggage from the baggage reclaim area in arrivals. A TV screen will tell you which conveyor belt to collect your baggage from. When you find the correct conveyor belt, wait for your baggage to appear. There should be trollies nearby to help you transport your baggage around the airport.

If you still have not found your baggage, speak to a member of staff who should be in a nearby helpdesk.



Customs

Finally, once you have collected your belongings, you will have to go through Customs Control. Their role is to check that everyone that is entering France is obeying the duties and taxes on compulsory imports and exports and other EU laws. They usually do this by checking goods and persons at the border. Find a list of things you are not allowed to bring into France here: [Travellers arriving in the European Union, what kinds of food and plants can you bring with you? \(douane.gouv.fr\)](https://www.douane.gouv.fr/en/travellers-arriving-in-the-european-union-what-kinds-of-food-and-plants-can-you-bring-with-you).



Travel from the airport

Make sure you have pre-planned your travel from the airport to your French living address, allowing for any potential delays through immigration and customs. If you would like to book a taxi transfer please visit G7, UBER and Bolt's taxi website and fill in a form. If you are Under 18 you will be picked up by your guardian. If you are arriving from Charles de Gaulle Airport, fill in "Roissy CDG" and the terminal at which you will arrive 1, 2A, 2B, 2C etc...



Immigration Control

Once you arrive in France, and land at the airport you will have to pass through immigration control. Please visit the French Government site for guidance on this process: [Coming to France - Ministry for Europe and Foreign Affairs \(diplomatie.gouv.fr\)](https://www.diplomatie.gouv.fr/en/coming-to-france).

YOUR STUDENT VISA RESPONSIBILITIES

As the holder of a Student Visa, you must comply with the conditions attached to your visa and cooperate with ONCAMPUS in fulfilling our sponsor licence duties.

Entry Clearance stamp and Biometric Residence Permit (BRP) card

When your visa application is successful and your course is longer than 6 months, you will receive a 90 day entry clearance vignette in your passport. This allows you to travel to France. To find out more, please go to the Campus France website and look at [What do you need to do to validate your VLS-TS visa?](#)

Where do I collect my BRP card from?

This is done online here. You will need to pay for this service with a credit/debit card. <https://administration-etrangers-en-france.interieur.gouv.fr>

PAY YOUR FEES

Students who do not pay their tuition and/or accommodation fees in line with our terms and conditions, may be withdrawn from their course. If you are withdrawn from your course, that may affect your immigration status and your right to remain in the France.

Payment schedule for September 2023-August 2024:

Term 1	26/08/23	Term 2	09/12/23	Term 3	03/03/24
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If you have any queries regarding your fees, then please do not hesitate to contact our finance team at financefoc@ceg-uk.com or call them on **+44 (0)1223 341308**. The finance team can advise you should you have difficulty meeting your financial commitments. For further information on managing money while you're studying, visit the [Looking after your Finances](#) section of the handbook.



ATTENDANCE EXPECTATIONS

Attendance Expectations: a condition of your visa

Attendance at lessons and maintaining satisfactory academic engagement is a condition of your visa. Attendance is also vital to your academic success. Students who pass their course have excellent attendance, therefore every week we continuously monitor your attendance.

We do understand that sometimes you need to be absent from class but this will be for an exceptional reason and should happen very rarely. If there is an exceptional reason why you are unable to attend lessons, you must let your tutor and the attendance officer know as soon as possible.

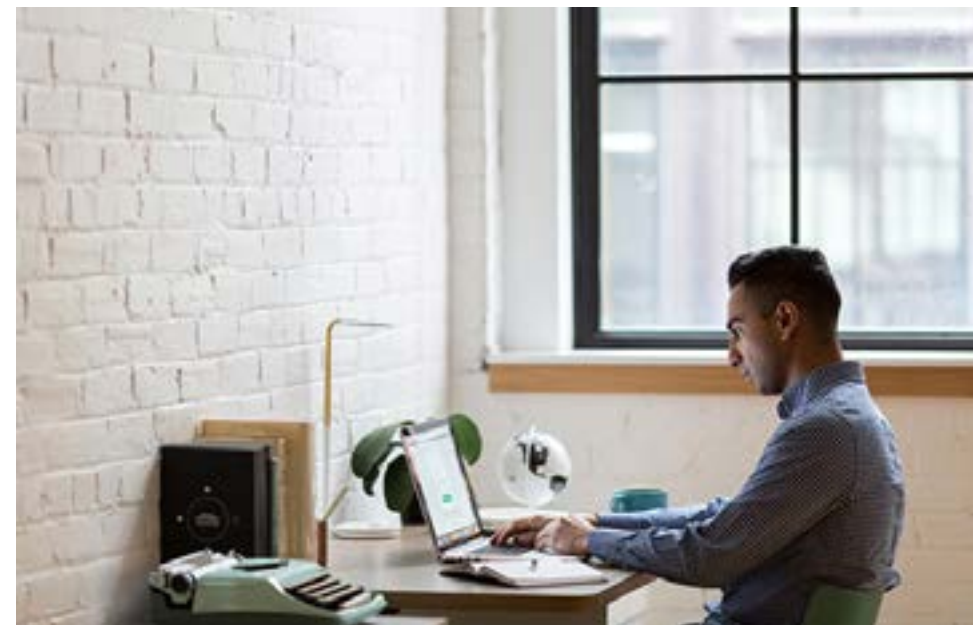
If your attendance does not meet expectations, our Attendance Policy is actioned. Absence without a valid reason will be looked upon very seriously and may be reported to French Visas and Immigration.

Every academic year some students have to leave **ONCAMPUS** and have their visa status withdrawn for unacceptable attendance – don't let this be you.



TERM TIME ADDRESS

As the holder of a Student visa, your main reason to be living in another country is to study the course you have been sponsored by **ONCAMPUS** to do. You are therefore required to choose a term time address which is close to your **ONCAMPUS** centre. We require you to live within one hour of your study centre.



GETTING STARTED

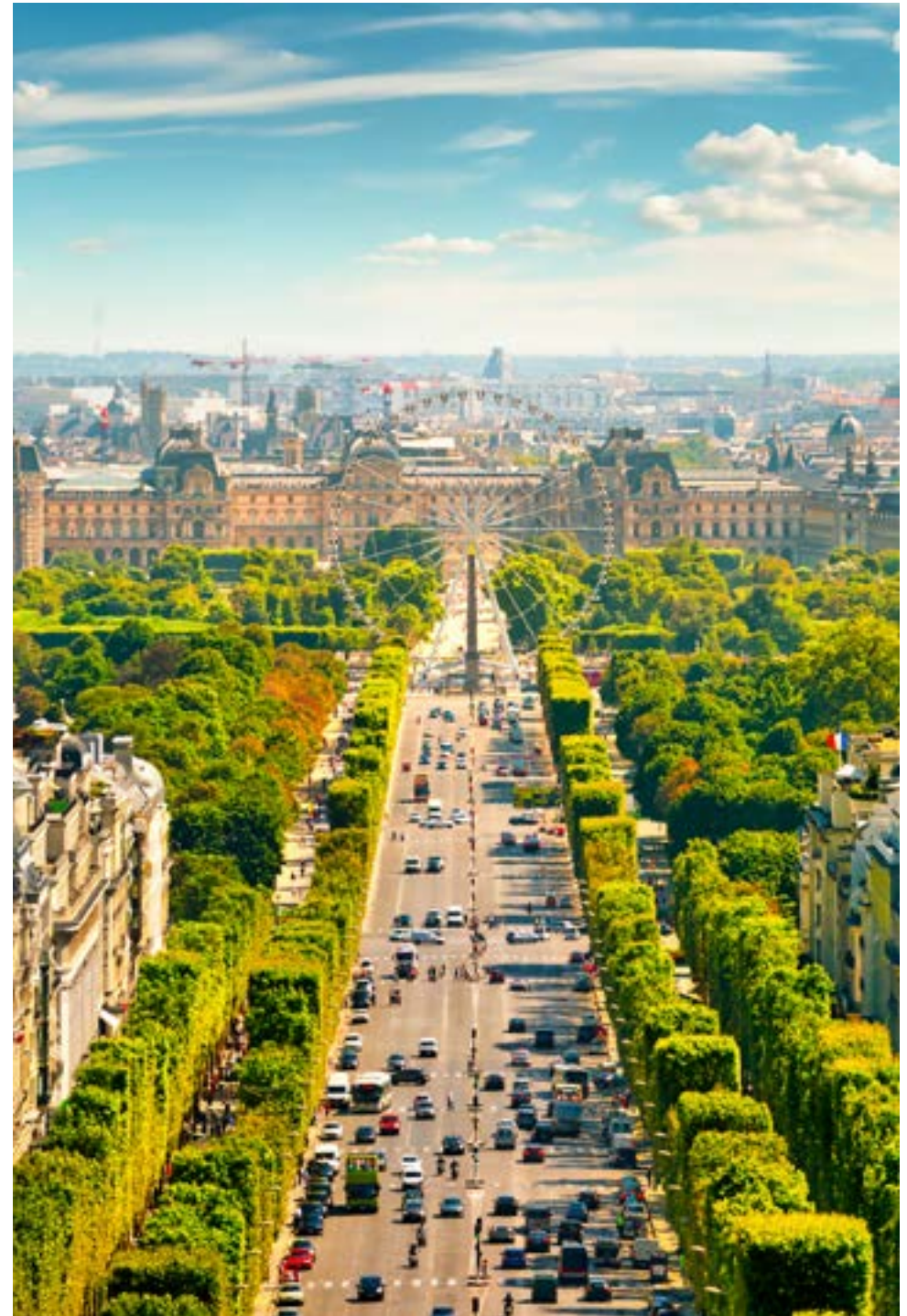
Enrolment

The student services representative at your centre will contact you directly to invite you to join an enrolment appointment which will be held either in person at ONCAMPUS Paris centre.

Please note that you will need to bring your original passport in order to be enrolled. **Your centre cannot enrol you without confirming your identity and visa status.** The enrolment appointment will be used to check that we have your correct contact details, term time address, telephone number, emergency contacts and medical allergies and conditions that we need to be aware of so we can keep you safe during your studies.

Once you have been enrolled, you will receive your timetable. You will also be invited to join a 'welcome week' at your centre so that you can meet your classmates and learn more about your centre and academic commitment to your studies. It is important that you join these sessions as they will include useful information which will help you settle into your new life with us.

Sessions usually include: support for under 18's and meet and greet from your local guardianship contact, accommodation presentation, academic presentation from your Course Leader, visa requirements and attendance, wellbeing advice, personal security, a welcome from the partner university, advice on how to progress onto your chosen university and a tour of the campus, library and student wellbeing centre so you can find your way around easily. The team is also available to answer any questions that you may have so that your first week is stress free and enjoyable.





YOUR HEALTH AND WELLBEING

Your wellbeing is our first priority. We know that living and studying in a new country can be a little daunting and our staff are here to make sure you have everything you need.

Facing Culture Shock

We hope that coming to live and study with ONCAMPUS will be the start of an exciting time for you. Moving to a different country brings with it new experiences, friendships, learning and opportunities. It can also bring new challenges, too, and for some students it can take time to get used to a new environment, particularly if English isn't your first language.

As you adjust to life in a different country, there will be some cultural differences. You will notice differences between the way things are done and what you are used to at home, for example food and the way people dress. Even buying something simple like a train ticket can be very different.

For some students this can be a culture shock and is very normal when you're adapting to a new climate, potentially speaking in a different language and feel far from your friends and family. If you'd like to find out more, visit <https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock> or [Enjoy French culture shock \(campusfrance.org\)](https://www.campusfrance.org).

Most international students find it difficult to adjust at first but be reassured that your classmates will be feeling the same way too. Your centre staff know the changes you will be experiencing while you get used to life in your new home and are here to support you - they will be pleased to answer any questions you have. Remember that a 'please' and 'thank you' is expected by the locals so use them often and people will be more than willing to help you. You'll soon be enjoying your time living and studying with us!

Queueing or waiting in line is very important in shops and supermarkets. If you push in or try to jump the queue you will be thought of as very rude. Please follow the local people and join the queue!



Give your mental health the attention it deserves!

Taking care of your mental health is important all year round. In each ONCAMPUS centre there is a Welfare Team who are mental health trained first aiders and offer a range of supportive resources and information. You will also find links to some useful resources in the Useful Student Information section of Moodle.

We can all experience life problems from time to time and may benefit from support. Whether you are looking for support for yourself or a friend, always speak with a member of your centre team if you are finding things difficult.

Exercise

Making time for exercise and the activities you enjoy is important. Try to get some exercise several times a week. If you don't like sport, try an exercise class, or go for a long walk – it's a great way to explore your new surroundings and meet new friends!



Healthy Eating

Eating a balanced diet (a selection of foods) can be a challenge when you first arrive – the food may be very different from what you're used to. Every day, try to eat:

lots of fresh fruit and vegetables
some bread, potatoes, rice, noodles or pasta

some protein, such as beans, lentils, eggs, fish or meat

some milk, cheese, yogurt or soy products (e.g. soy milk, tofu).

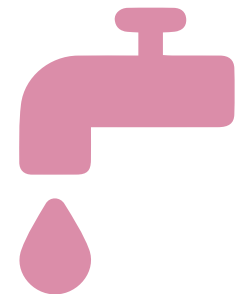


Check out this website for some simple, cheap and tasty recipes from across the world!

www.thestudentfoodproject.com

Tap Water

Tap water is usually safe to drink in France. You may occasionally see a sign which says 'not safe to drink' in which case you will need to buy bottled water. Most people buy a recyclable bottle which they fill up before they go out each day and then refill using water fountains in the business school buildings. Most cafes now provide a jug of water for free if you ask.



LOOKING AFTER YOUR HEALTH IN FRANCE

In order to benefit from the French health system, you must register to the “**Sécurité Sociale**” (social security)*. This allows you to be reimbursed for any treatment that you have had to pay for.

To register for social security, go to: <https://etudiant-etranger.ameli.fr/> Once registered, you will be sent a card called Carte Vitale. This card should be kept on your person at all times. When you see any medical professional, they will ask to see your Carte Vitale.

Register with a doctor as soon as you arrive in France

It is important you register with a doctor close to your French address as soon as you arrive in France. You will need to be registered before a doctor will see you.

The Doctor can treat most illnesses and help with contraception, disease monitoring, flu vaccinations, mental health and sexual health. Doctors usually operate in a surgery or health centre.

Your centre team will be able to give you a list of local Doctor’s surgeries.

French Health Service

The French Health Service is made up of public and private facilities. Most Doctors are private as they work for themselves. Hospitals are generally public. If you are in France on a student visa you will have paid the Immigration Health Surcharge which will allow you to access treatment and be reimbursed for any money that you have to have spent. A Doctor will charge a minimum of 30 euros each time you have an appointment. Most Doctors will take a credit or Debit card, but take cash the first time, just in case they don’t take a card. If you need to be referred to a specialist, the cost of an appointment is higher, but in all cases.

The French Health Service reimburses you up to a certain percentage for each expenditure, for example 60% for a visit to the Doctor, so most people take out a private health insurance called Mutuelle, which reimburses the amount not covered by the Health Service. Not having a Mutuelle can be expensive if you need to go to hospital or need tests to be done. There are 2 Mutuelles specifically designed for students, [YvonAssur’Santé](#) and [LMDE](#).

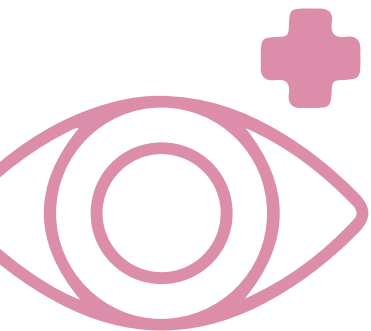
If you take regular medication, please bring at least two months’ supply with you from your current doctor.

The Hospital: Accident and Emergency (Urgences) Department

Accident and Emergency is for **emergencies only**.

They can help you with serious or life-threatening illnesses and injuries, for example broken limbs. If you are visiting the hospital, it can take over 3 hours to be seen by a doctor.

If you’re not sure what to do, you should the European Emergency number 112. The operator speaks English and will put you in touch with the service you need, Medical, Fire, Police...etc. They will ask questions about your symptoms so you get the help you need. This service is available 24 hours a day, 7 days a week.



Pharmacies

The pharmacist is an excellent source of advice if you're not feeling well.

If you have a **minor illness**, for example a cold, headache, diarrhoea or indigestion, a pharmacy is the first place you should go for advice. You do not usually need an appointment and you can go to any pharmacy.

Your local pharmacist or a trained member of the pharmacy team will give you advice and provide medicine if needed.

You will find pharmacy stores close to where you are living. Look out for the Green crosses above Pharmacy doors:



Looking After Your Eyes and Teeth

During your stay in France, if you need eye care then you should visit an ophthalmologist who will test your eyes and give you a prescription. An optician will prepare and fit the glasses for you. Both services are paying and can be expensive.

A Mutuelle will cover most or all of the cost, depending on the cost of the frames.

If your teeth cause problems you should visit a dentist.

Please speak with a member of staff in your centre if you need information about where to find a local optician or dentist.

Emergency Services: Police, Fire Brigade, Hospitals

The emergency phone number in France for non French speakers is 112. If you or someone you know is in an emergency situation you should call the 112 number and tell the operator who answers your call which service you require – the Police, Fire Brigade or an ambulance. The operator will then connect you.

Please note that 112 must ONLY be used for serious emergencies.

SAFEGUARDING



Anyone aged under 18 in Europe is considered a child. We have a number of students aged under 18 at ONCAMPUS. There are **rules which apply to protect children from harm and the consequences of breaking these rules are very serious and will involve the police.**

Always remember that NO means NO.

Never pressure anyone into anything without their consent – this has very serious consequences and the police will be involved.

If at any time you are worried about your own safety or the safety of another student, please speak with a member of staff in your centre and they will make sure you receive the right support.

Mobile Phones

Pay as you go mobile SIM cards are available from providers such as Bouygues, welcom, SFR and other service providers. It may be worth finding out which provider offers the cheapest rate for international calls.

ONLINE SAFETY

Online methods of communication are a superb way of keeping in touch with other people and learning new information. However, the boundaries between the offline and online world are easily blurred and this can have potentially serious consequences for you.

Remember:

- Be careful what you post online about yourself
- Online bullying is just as serious as face to face bullying. If anyone is unpleasant to you or asks you to do something you are uncomfortable with, let a member of staff in your centre know
- It is important we all behave appropriately online. Posting unpleasant comments is never acceptable
- If at any time you receive a threatening, abusive or offensive message from anyone via Facebook, Twitter or any other social networking site, the sender could be committing an offence. You should report this to the Police. Members of ONCAMPUS Paris staff will help you with this. It is important that you do not respond to the message as it may encourage the sender and make the situation worse. If possible, take a screenshot of the message so if it gets deleted later there will still be a record of what was said. Please tell a member of staff in your centre and they will make sure you receive the appropriate support.



STAYING SAFE: OUT AND ABOUT

Paris and other French cities are vibrant places where you will enjoy great entertainment, culture and dining experiences. However, it is important that we all take steps to stay safe at all times. This is true whatever country you are living in.

We recommend the following basic precautions to look after yourself and your belongings:

Always lock your doors and windows if you are going out, whether you are in private accommodation or halls of residence. Never leave your room unlocked, even for a short time.

Do not keep cash in your room, or carry large amounts of money with you – keep it in your bank account. If you need to exchange money you should only use reputable providers and banks.

Do not leave valuables on display, particularly if you're walking in the street or in a park by yourself, including mobile phones and iPads.

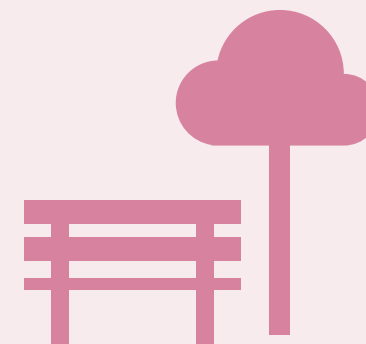
Do not leave valuables unattended in public, even at university or in common areas such as computer suites or the library.

In France, it is mandatory to carry photo identification with you at all times. Your Carte Vitale or driving licence are sufficient, or your passport, if you have no other type of ID. However, it is a good idea to keep photocopies of your passport and other documents separately, in case of loss. Keep a digital copy of your passport, proof of accommodation, proof of study in France in your computer or in the cloud.

Let friends know where you are going and when you'll be back.

Walk home via well-lit/busier areas – no short-cuts through places like a park.

Stay with friends on a night out – help one another, and do not go home on your own (walking or taxi). Make sure you plan ahead.



Criminals are also targeting international students over the phone, claiming to be organisations such as an embassy, the police, or a bank. Be aware of phone fraud scammers and money mules.

The police are friendly and helpful. As a visitor, you are entitled to the same service as anyone else. If you are the victim of a crime, report it to the police as soon as possible.



LOOKING AFTER YOUR FINANCES

Managing your money can be one of the most challenging parts when living away from home. During induction you will receive guidance about how to set up a bank account, essential for your longer term study plans. **ONCAMPUS** recommend bringing a credit or debit card on arrival if this is possible, as most retail outlets now prefer card payments. Our tuition fees cannot be paid in cash, and we strongly recommend not to travel with large sums of cash for your own security. Please refer to your Offer Pack for further information.

Before starting your course it is important you talk with your family or fee payer about when your tuition fees need to be paid, how much money you will have available to spend each week and how to manage your money. Budgeting is an important life skill to learn but there is a lot of guidance to help you

If you do find budgeting difficult during your studies, please speak to a member of staff in your centre.



EQUALITY, DIVERSITY AND INCLUSION

At **ONCAMPUS** we are proud of our diverse community. We believe that all students and staff should be supported to achieve their best in a fully inclusive environment. We value all members of our community and treat every single person with dignity and respect.

You can find out more information here: [Défenseur des Droits](#)

Disability

ONCAMPUS does not discriminate against people with disabilities. If you do have a disability, you should already have let the Admissions Team know. If you did not do this, or circumstances have changed since your application, please contact the Admissions Team. Please remember to send any supporting evidence you have to us, as this will also help us to understand your needs - the more information you share with us, the better we can assist you.

Please be aware that international disabled students are not entitled to French government funding for academic support. In addition to academic support, you'll need to think about the informal support you usually receive from friends and family, and about who will provide this for you.

Types of academic support might include:

- Handouts and lecture presentations in advance
- Classroom recordings
- Individual exam arrangements

Personal care

We are unable to provide you with any personal care. We cannot provide help with washing, cooking or dressing. If you need this support, staff in your centre will be able to provide you with agencies in the local area that can provide this type of service; the cost will need to be factored into your own expenses.

Religion: practising your faith

As a multi-faith society, students of all religions can expect to feel welcome, along with plenty of opportunities to practise their faith.



STUDENT LEADERSHIP, FEEDBACK AND REPRESENTATION

We place students at the heart of **ONCAMPUS** and constantly seek to involve you in our decision making. We value your feedback and throughout the academic year we ask you to tell us about your experience. Whether in lessons, at the end of modules or at the end of your programme, we seek your opinion and take actions based upon this.

In each centre student representatives are elected, joining with other students and staff in regular meetings to discuss the issues which matter most to you. We also have an **ONCAMPUS** social media team and welcome your involvement as a content creator.

At **ONCAMPUS** we're always learning from our students and putting into place actions which will make your experience even better, helping you and your peers to **Achieve more**.

We encourage you to get involved!

DATA PROTECTION

How your centre uses personal information

ONCAMPUS respects your privacy and takes data protection seriously. In order to deliver your education and support you during your studies, we need to process personal information about you. To find out more about how we process your personal information, please refer to our Privacy Notice www.cambridgeeducationgroup.com/privacy-policy.htm You may also contact our **Data Protection Officer** on DPO@ceg-uk.com

When you join **ONCAMPUS**, you will be given information about this and how you can also protect your personal data and that of your fellow students. This will include details of our Acceptable Use Policy for when you use our online services, such as your student portal (Ontrack), Moodle and Microsoft Office programmes.

Please let us know if any of your personal information changes (e.g. address, email, mobile number) so that we can ensure important information reaches you in a timely way.



LOOKING AHEAD

University Progression

Your **ONCAMPUS** centre has excellent links with their partner university. This means that during your studies there will be various opportunities to discover more about life at your chosen university. Experiences can include welcome talks, partner weeks, guest lectures and taster sessions led by university staff. The International Office teams at our partner universities will also work with your **ONCAMPUS** staff to help make sure that your progression to university is smooth and supported.

SUPPORTING YOUR CAREER AMBITIONS

Employability is a key element in the design of every **ONCAMPUS** programme. During your programme of study we will help you develop the skills you need to find and succeed in your future career.

The skills which employers want and need include:

- communication
- presenting
- problem solving
- negotiating
- influencing
- leadership
- time management
- team working
- action planning
- decision making
- analysis

During your studies you will also develop increased self-awareness and confidence, giving you the qualities needed to thrive at university and in the world of work.

You will have the opportunity to get involved in lots of great activities offered by **ONCAMPUS** and your chosen university, for example guest lectures and workshops by university academics and key industry figures.

Whatever your future career, **ONCAMPUS** will help you on your journey!

GO EXPLORING!

Once you've settled into life as a student, make the most of the opportunity to visit some of the great cities and sights!

The cheapest way to travel is by coach – trains are more comfortable, and a lot quicker, but more expensive. You can travel around quite cheaply with a student railcard. You can get more information about student travel discounts online or from information centres at coach or railway stations.



WORKING IN FRANCE

Many international students work part-time during their studies (if their visa allows) to develop new skills and gain valuable work experience. Working can help you to earn extra money, but you should not rely on part-time work to pay your tuition fees or accommodation.

If your student visa allows you to work, you will normally be able to work for up to 20 hours a week during term time and full-time during the holidays. You must not work more than this, otherwise you will be committing a criminal offence. This could have serious consequences, including a possible fine, imprisonment or removal from France.

Before committing to any work during the holidays, you must check the official ONCAMPUS term dates. We suggest that you don't work more than 10 to 12 hours per week while studying.



SUPPORTING YOU IN YOUR STUDIES

All members of your **ONCAMPUS** centre team are here to support you.

Your subject tutors will provide teaching and feedback to guide you through your modules. Your tutor should always be the first person you speak to if you need academic advice.

You will also have a personal tutor who will provide you with pastoral support and guidance, for example adjusting to life in a new city and managing your studies.

In your **ONCAMPUS** centre, there is also a team of non-teaching colleagues who will make sure that any practical questions, for example accommodation or exam timetables, are answered.

Whatever your question, concern or to celebrate good news, there is always someone in the centre who will be pleased to meet and support you.

Academic support

Study methods at **ONCAMPUS** may be different to what you have been used to. You will enjoy lectures, seminars and tutorials. Depending on your programme of study, you may carry out original research or participate in practical experiments and projects. Your tutors will provide guidance at all times to support your progress and any questions you might have.

We expect that you arrive at all lessons on time. Please come ready to take an active part in lessons, for example joining in discussions, speaking answers and asking questions – the more you share with your tutor and classmates, the better you will learn and the more successful your studies will be.

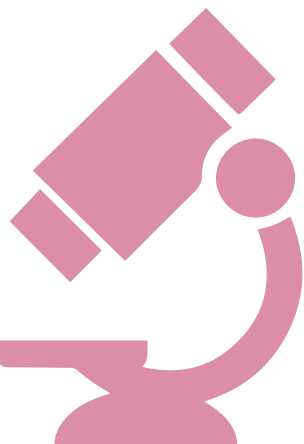
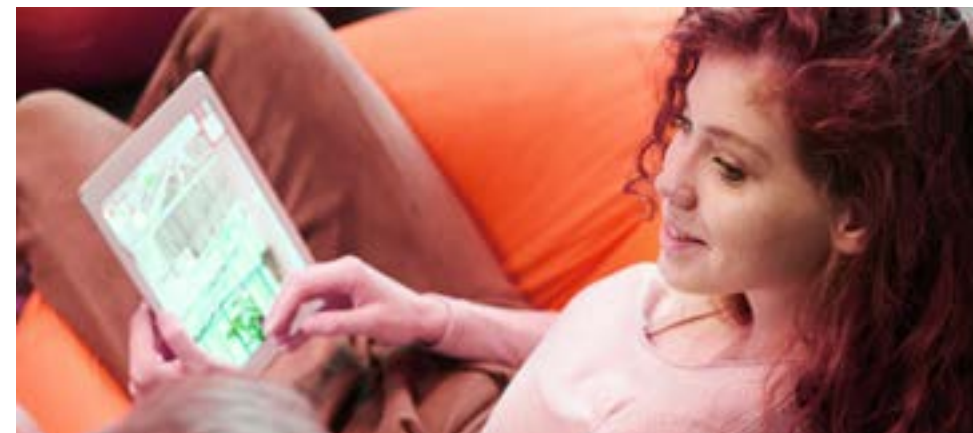
Academic Regulations

These are the rules which apply to your studies as a student of **ONCAMPUS**.

When you register as a student, you agree to follow these regulations which cover a range of important areas such as:

- exam regulations
- academic misconduct policy

There are more policies within the student regulations and all have an important impact on your programme of study. The policies will be available in your Programme Handbook and can be accessed on Moodle when you arrive.



Learning resources

As an **ONCAMPUS** student, you have a variety of learning resources you can access. In centre, we will provide you with lectures, tutorials and other sessions on your academic and English language courses. Tutors may provide you with additional material for you to read in your own time. You will be expected to provide your own laptop (and any required software including Office 365), as this is common practice in universities. Wi-Fi is generally available across university campuses so you will also have access to the internet when you are in centre. You will be expected to purchase your own copies of relevant text books, the details of which will be provided by your tutors.

On arrival, you will also receive details of how to access Moodle, our Virtual Learning Environment (VLE). You will be able to use Moodle to access course resources and work virtually with peers and tutors to enhance your face-to-face learning.

Please note the resources available to you and what you are required to purchase may vary slightly at each **ONCAMPUS** centre.

Assessments, assignments and exams

Each module will have an assessment schedule and will include formative and summative assignments. Formative assessments are designed to improve your understanding, help track your own progress and prepare you for your final assessments. Summative assessments are a final piece of work or exam that count towards your final grade.

You will be assessed by a variety of methods during your time with us. Some of these methods you might have experienced before, like a written examination, and others you might not have (like an oral examination).

For each piece of formally assessed work you are entitled to one resit/resubmission. You may need a resit if you failed to achieve the pass mark of a piece of work, or if you missed the deadline or an examination, perhaps because you were ill. The mark you may get for a resit depends on a number of things and is explained in further detail in the Programme Handbook.

Results and academic transcripts

Your summative assessments will take place throughout your studies. For written work, timely feedback is provided to you by your tutor which aims to help you develop and improve for any re-submissions or future pieces of work. Your results will be available on the Student Portal when confirmed by your Centre, however all results are provisional until the **ONCAMPUS** Examination Board is held at the end of your programme. Once results are approved, your printed Academic Statement is issued which is the final document you receive on completion of your programme which confirms your course details and module results.

Please note that we are unable to release academic transcripts if there are any tuition fees owing at the end of your programme of studies.

Moodle, Turnitin and DigiExam

During your induction, you will receive sessions on how to use some of the key platforms that you will use throughout your studies at **ONCAMPUS**:

- **Moodle** – Virtual Learning Environment (VLE)
- **Turnitin** – online plagiarism detection tool where you will upload all written work
- **DigiExam** – platform used for examinations (laptop required).

All training guides will be shared with you on arrival and will be available on Moodle. If you have any queries about where to find the guides or are struggling to access any of the platforms, please speak to your **ONCAMPUS** office or Personal Tutor.



WE ARE HERE TO HELP



We hope you will enjoy your studies and want all of our students to get the most out of the time they spend with us. But we recognise that there are lots of challenges that can arise, so if things happen that are impacting on your experience it is very important that you let us know.

If you have a concern, you should speak to a member of staff in your centre, to give them the chance to understand your situation and offer any support they can. Where this isn't possible, or hasn't fixed the problem, then you may wish to ask another member of staff to investigate the matter on your behalf. If despite these meetings, there is something in your programme that falls short of your expectations, we have a Complaints and Appeals Policy which ensures your concerns are formally addressed in a transparent and fair manner. These policies are available here: www.oncampus.global/admissions-policy

USEFUL CONTACTS

FAQs: Visit the FAQs on our website:

www.oncampus.global/about-us/faq.htm

Contact us: a great page that will give you the contact information you need for admissions, your centre and our team of global student advisors

www.oncampus.global/contact-us.html

Finance Team: if you have any questions, please contact financefoc@ceg-uk.com

Visa Guidance: <https://www.oncampus.global/europe/visa-advice.htm#france-visa-information>

Centre Emergency Phone Numbers

Paris	+33 7 49 33 16 49
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Visit www.oncampus.global