

Welcome to



External Agencies Pack

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Welcome

Welcome to Plymouth Marjon University. This packs aim is to help you in supporting your student. It will provide you with:

- General information about the University.
- Information on services that are available to you and/or your student.
- Useful staff contact details.
- Relevant policies.
- Information on what to do in an Emergency.
- Campus Maps

Should you have any questions after reading this booklet please direct them to Student Wellbeing and Support, by phone, on 01752 636891 or, by email, to sws@marjon.ac.uk.

Student Wellbeing and Support

The Student Support Advice Desk is the first port of call for support for students on issues such as:

- Academic Information & Guidance
- Student Funding Advice
- Disability & Inclusion Advice
- Wellbeing

Student Wellbeing and Support is located on the Ground Floor of West Block next to the Student Hub. If you will be working with Marjon students regularly, you may find it useful to come along to Student Wellbeing and Support to introduce yourself to the Disability and Inclusion Advice team.

All initial staff and student queries are now dealt with at the Welcome Desk (at the University's Main Entrance). Their opening hours are:

Monday through to Friday – 08:30 to 16:30

Listening Services

Wellbeing

At Plymouth Marjon University we provide a Wellbeing service which any student can access. This aims to be a friendly and practical service designed to proactively support the wellbeing of students. The Wellbeing Team offer a range of different resources, referral pathways, events and training. For further information contact Student Wellbeing and Support (you can email the team at sws@marjon.ac.uk).

Counselling

The Counselling team are all fully qualified, experienced counsellors who are accredited with the British Association for Counselling & Psychotherapy (BACP). The service is confidential and independent of other administrative and academic structures of the University. The Counselling Centre can be found on the east side of the quad in Kirby Cudmore building.

Student Union

The Student Union are available to students to represent their voice. They can also offer advice on just about anything including student societies. They can help signpost to the relevant areas and staff members on campus, if they do not have the answers to any questions themselves. The Student Union (known as MSU) can be found in west block of the main campus, next to Student Wellbeing and Support team.

The Chaplaincy (Octagon)

The chaplaincy is located within the Octagon (accessed from the Quad) and are there for every member of the University community regardless of who they are, what their background is, what position they have in the University and whether or not they have faith.

They can help if you are looking for a place of worship, general information about the University, advice, a listening ear, a place to explore faith, practical help or just a place to meet new friends.



My Marjon

The MyMarjon site from Antler provides information for students that complements the students' academic handbooks and materials. Within the site there is help and information on:

- Digital and Study Skills
- The Library
- Things to do at the University
- The Student Regulations Framework

You can access MyMarjon by using this link: [MyMarjon - Home \(sharepoint.com\)](#)

Student Regulations Framework

The Student Regulations Framework, which is updated annually, is designed to provide students with essential information about Plymouth Marjon University. It contains both general information applicable to all students and the academic regulations specific to all the University's taught programmes. It complements the information included in the Student Handbook.

Any enquiries about the Student Regulations Framework should be addressed to Laura Daniel, Academic Standards Officer (ldaniel@marjon.ac.uk).

The Student Regulation Framework is broken down into sections and provides information on the following:

Section One	Modules and Credit
Section Two	Registering and Making Changes
Section Three	Assessment Regulations and Procedures
Section Four	Extenuating Circumstances
Section Five	Progression
Section Six	Retrieval of Failure
Section Seven	Award Classification
Section Eight	Regulations for Academic Awards
Section Nine	Fitness to Continue in Study Procedure
Section Ten	Fitness to Practice Procedure
Section Eleven	Attendance, Interruption, Withdrawal and Fees
Section Twelve	Learning, Teaching and Student Experience
Section Thirteen	Assessment Practices
Section Fourteen	Substantial Assessment Tasks
Section Fifteen	Academic Integrity Procedure
Section Sixteen	Student Misconduct Procedure
Section Seventeen	Academic Appeal Procedure
Section Eighteen	Complaints Procedure

You can find a copy of the Student Regulations Framework for the current year by using the following link:

[Student Regulations Framework | Plymouth Marjon University](#)

Canvas

Canvas is the online learning environment for students at Plymouth Marjon University. Students can access a wealth of information, which includes information on:

- Student Support
- Academic Skills
- Their timetable
- MARgen referencing
- MyMarjon
- Module information
- Their student email – Students will receive all correspondence through their University email so it is important that they check their inbox regularly.
- The Community News Hub – Useful information and updates are posted on MyMarjon community hub daily (also known as Yammer).

Academic Skills

The Study Skills team at the University aims to offer a service designed to provide information and advice on a large number of academic skills, which will help your student to reach their full potential whilst studying here. You can find further information here on MyMarjon here: [Study Skills \(sharepoint.com\)](#)

AIM Sessions

Students are able to book to attend sessions on digital, information and study skills to help with build skills for their academic work. AIM runs from October and sessions are repeated on different dates and times.

Student Work Spaces

Library

At the beginning of the academic year the Library offer students a Library Induction. You are welcome to join your student for this.

If your student has a health issue that impacts on their ability to fully utilise the Libraries services please email the Library at libraryenquiries@marjon.ac.uk and let them know.

During term time, Library staffed hours (and external user access hours) are as follows: -

Mon - Fri between 09.00 and 19.00
Sat & Sun between 11.00 and 16.00

All floors of the Library are currently open 24/7 for Marjon Staff and Students - we advise checking Library social media or MyMarjon for out-of-term hours changes, or before making a special trip outside of staffed hours - in case of short notice closure. Opening hours are also posted on the notice board near to the Library 'in' door.

Outside of staffed hours the Library is monitored by Security staff, but they are unable to help with specific Library queries or problems, so please visit during the hours above or email libraryenquiries@marjon.ac.uk if you need Library related help.

The Library catalogue can be accessed by anyone, and doesn't need a Marjon account to be able to check for book availability <https://library.marjon.ac.uk/>

Group work rooms

The Library has 4 bookable group work rooms for students to use - two with interactive whiteboards and one with an adjustable desk. Students can book by emailing libraryenquiries@marjon.ac.uk, at least 2 working days in advance, and sending details of the date, time needed (up to 2 hours per day), how many people will be using the space and if they need an interactive whiteboard. Outside of booked times, the rooms are free for anyone to use on a first-come, first-served basis.

24 hour computer room

The 24 hour computer room is located next to the Library. Here you will find workspaces available to students.

IT Training & Support

The Computing Media Services team offers help and support in most IT applications. Students are welcome to book on and attend IT training Workshops, which are regularly advertised on the My Marjon. Students can also request workshops on specific subjects.

Futures: Career and Volunteering Advice

Futures is part of the university that looks after careers, travel, volunteering, enterprise, professional development and employability. The Futures Team is located in the Careers Cube, in the north of the main campus next to the dining area.

[Futures online](#) provides extensive resources on personal and professional development. Students can use their Marjon username to access web-based resources.

Refreshments

Marjon Stores

Experience convenience and more at Marjon Stores, your modern go-to for everyday essentials and beyond. Discover our range of Co-op branded products alongside an extensive selection of quality items. Satisfy your cravings with our hot food and coffee options. Plus, enjoy the convenience of our Amazon Locker for hassle-free deliveries and returns. Find it all at Marjon Stores, where value and convenience meet.

Opening Times:

Monday-Sunday: 08:00 – 22:00
7 days a week

Grandstand Café

The Grandstand Café is located in the Marjon Sports Centre. Where you can indulge in the satisfaction of Costa Coffee, served with pride. Our menu offers a delectable range of hot and cold food options, along with an enticing selection of miscellaneous treats. Whether you're in a hurry or prefer to sit and savour, we cater to all your needs.

Opening Times:

Open 8:00 everyday
Monday-Friday: closes 20:00
Saturday: closes 16:30
Sunday: closes 15:00

Barjon

Introducing Barjon, the vibrant social hub of our campus. Step into a world of entertainment where you can enjoy lively gatherings, friendly competition, and unforgettable moments. Challenge your friends to a game of pool, showcase your dart skills, or immerse yourself in the action on our impressive 96-inch TV screen. We have partnered with Sky to provide you with the ultimate sports channel's line-up, ensuring you have access to the very best in sporting entertainment. Together, we are dedicated to celebrating various sporting occasions. Join us at Barjon and experience the perfect blend of fun and excitement right here on campus.

Opening Times:

Monday-Friday: 08:00-23:00

Saturday: 12:00 -23:00

Sunday: 12:00-23:00

Hub Restaurant

Our Hub restaurant is located just to the left of the university front entrance. Here you can enjoy dishes made fresh to order, with the convenience of ordering through the Uni Food app, we've got your cravings covered. Indulge in a world of flavours at the Hub Restaurant and elevate your dining experience today!

All special dietary requirements will be catered for.

Opening Times:

Monday-Friday: 11:30-14:30

Dining in Scheme

For students living on campus, as part of their accommodation agreement and factored into annual costs, they will receive a subsidiary which will allow the student to purchase any goods from the Hub Restaurant, Barjon and the Grandstand Café *Exclusions apply*.

However, the dining-in scheme is available to all students. If you're interested, simply enquire at the Catering Office for further details.

Green Travel and Car Parking Policy

Parking

All vehicles that park on campus are either required to have a permit or pay through the JustPark app or through the telephone number displayed on car parking notices around the campus. The first 90 minutes are free but we suggest you always register your car on the app when you visit even if only attending to visit for less than 90 minutes. The daily charge is currently £5.00. Please note the Sports Centre is a separately managed car park.

Staff and students can apply for a permit – speak to the Welcome team for more information.

If using a Blue Badge permit, please note you are entitled to park in the disabled spaces however on first attendance, you need to register your entitlement/car registration with the Welcome Team to access free parking.

Motorbikes

There is no requirement for motorbikes to purchase a parking permit. Motorbikes are permitted to park on campus but are not to occupy a dedicated parking bay and must not cause an obstruction when they park.

Management of car parks

First Parking is contracted by the University to manage the terms and conditions for car parking and their conditions are stipulated on the information boards positioned around the campus. Parking Charge Notices will be issued against any vehicle in breach of the terms and conditions for car parking on the campus. All appeals against breaches of these terms and conditions should be forwarded to First Parking by following the instructions on the reverse of the Parking Charge Notice. The penalty for the Parking Charge Notice is £40.00 (£25.00 if paid within 14 days).

The car park at the Sports Centre is reserved solely for the use of those using the facilities. More information can be found on parking here: -

[Parking | Plymouth Marjon University](#)

The George Park and Ride

This facility is located approximately 10 minutes' walk from the campus. There is no charge to park.

There are many buses that pass the campus from the George Park and Ride.

Student car parking permit applications

If your student would like to apply for a parking permit, they need to use the following link:

<http://marjon.firstparking.co.uk/>

Useful Contacts

Student Wellbeing and Support	01752 636891	studentsupport@marjon.ac.uk
Disability and Inclusion Service	01752 636700 Ext 2033	disability@marjon.ac.uk
Chaplaincy	01752 636700 Ext 6528	chaplaincy@marjon.ac.uk
Library	01752 761145	libraryenquiries@marjon.ac.uk
Study Skills Team	01752 636822 Ext 8218	studyskills@marjon.ac.uk
IT Training and Support	01752 636859	ittraining@marjon.ac.uk
Computing Services	01752 777188 Ext 4333	computingservices@marjon.ac.uk
Student Union	07152 636771	marjonsu@marjon.ac.uk
Accommodation Teamr	01752 636711 Ext 3011	accommodation@marjon.ac.uk
Registry	01752 636890	registry@marjon.ac.uk
Futures	01752 636893	futures@marjon.ac.uk

Emergency number:

Ext 2222 from any internal phone

Safeguarding Policy

We would appreciate it if you could familiarise yourself with our policy on Safeguarding. A copy of our Safeguarding and other key policies (Prevent, Mental Health and Wellbeing and Equality & Diversity policies for instance) can be found here:

[University strategies & policies | Plymouth Marjon University](#)

Welfare Concern

There is a Student Welfare Concern Process which can be used when a student's welfare causes you any concerns and it is considered that the student requires additional support. This could include changes in behaviour, unexplained absence, unusual or serious problems, safety concerns or where the student appears unable or unwilling to seek support themselves. The purpose is to ensure that students causing concern are contacted by a member of the Student Support Welfare Concern Group who will assess and co-ordinate the appropriate support, liaise with relevant staff and monitor progress.

If you are concerned about any student at the University, please contact a member of the Student Wellbeing and Support team to raise your concern as soon as possible.

Academic Progression Concern

If you are concerned about the academic progress of your student, you can also raise a concern with the Student Support Welfare Concern Group. Please contact a member of the Student Wellbeing and Support team to raise your concern.

Health and Safety

Please refer to the full policy at appendix 4 which states that the University's Health and Safety at Work Policy applies to all employees, students, contractors, sub-contractors and visitors while employed or engaged in activities within the boundaries of the University. It also applies to hirers and tenants of University property or facilities.

It is the responsibility of all to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions. It is also everyone's responsibility to conform to the University's Health and Safety Policy and each will be given such information, instruction and training as is necessary to enable the safe performance of their activities. If you are in any doubt on an issue of safety please contact the University's Health, Safety and Risk Compliance Manager at jchadwick@marjon.ac.uk.

In Case of an Emergency

Fire

The internal emergency phone number is Ext 2222.

If calling from an outside line, please use 01752 636700 option 9

In the event of a fire:

- RAISE the alarm
- OPERATE the nearest break glass call point
- TELEPHONE for the Fire Services 01752 636700 option 9, or 2222 (internal) or 999
- EVACUATE the building via your nearest safe escape route

First Aid

If you or your student need a first aider please contact Welcome Team on 01752 636700 or dial 2222 from an internal phone.

If emergency support required call 01752 636700 option 9, 2222 from an internal phone or 999

If you call your own ambulance please advise the Welcome area who will direct the ambulance on arrival

Further advice is available from the Health, Safety & Risk Compliance Manager on 01752 636700 Ext [8624](#)

Refuge points / PEEPS

A Personal Emergency Evacuation Plan or 'PEEP' ensures that those with health conditions that affect the use of stairs/emergency exits during an emergency evacuation, have appropriate advice to protect them during an emergency. This often includes advice on the use of our Refuge Points which are situated on all upper floors in all buildings (usually at stairwells) and alerts key personnel to any specific requirements the individual may have.

If you, or your student, need a Personal Emergency Evacuation Plan, please contact the DIAS team.

Notes