



STUDENT HANDBOOK

2011/12

**Guidance on Procedures, Regulations
and Sources of Support**

Learning & Teaching
Services Hub
Elizabeth Fry Building
01603 591614
www.uea.ac.uk/contedu
cce_efb.hub@uea.ac.uk

Further information on being a student at UEA

*The University produces a **Central Student Handbook**, accessed via the UEA Portal, which contains a wide range of information on being a student at UEA.*

From the PORTAL <https://portal.uea.ac.uk/> click on the FACULTY tab, then from MY UEA GROUPS (right hand side), click on CENTRAL STUDENT HANDBOOK. From the left hand column click on TAUGHT STUDENTS, which will take you to a list of subjects you can access for further information.

These include:

- *Regulations*
- *Marking criteria, marking policy & reassessment*
- *Examination Guidance*
- *Plagiarism and Collusion*
- *Submission of Work for Assessment*
- *Reassessment*
- *Requests for Concessions against Regulations (e.g. temporary withdrawal (intercalation); change of module enrolment; course transfer)*
- *Academic Advisors*
- *Programme Specifications*
- *Prizes and Scholarships*
- *Students with Disabilities*
- *Complaints and Appeals*
- *The Diploma Supplement*

Your attention is drawn in particular to the section on Plagiarism and Collusion which is a subject taken very seriously by the University. You may find that your tutor will also remind you about plagiarism issues during your course, especially prior to undertaking assessed coursework.

STUDENT HANDBOOK

Guidance on Procedures, Regulations and Sources of Support

CONTENTS

	Page
Section 1 Useful Information	4
Section 2 General Course Information	6
Section 3 Coursework and Assessment	11
Section 4 Support Services	20
Section 5 Regulations	23
Section 6 University Policy on Plagiarism and Collusion	27
Section 7 University Information	30

1. Useful Information

1.1 The Faculty

The Faculty of Social Sciences at the University of East Anglia encompasses applied research and teaching in a wide range of social sciences and other professional fields and currently consists of the following Schools of Study:

- School of Economics (ECO)
- School of Education and Lifelong Learning (EDU)
- School of International Development (DEV)
- Norwich Business School (NBS)
- UEA Law School (LAW)
- School of Social Work and Psychology (SWP)

The Learning and Teaching Service

The UEA Learning and Teaching Service delivers support for taught courses at UEA via five hubs situated across campus.

The hubs are staffed from 8 am to 6 pm every week day.

Visit our home page at: <https://www.uea.ac.uk/learningandteaching>

We can assist and answer queries on teaching related matters, including:

- Production of 'confirmation of study' letters
- Production of letters of recommendation to enable you to open a bank account on campus
- Timetables
- Replacement council tax exemption certificates
- Registration
- Module enrolments
- Course and module queries and information
- Queries about your marks
- Student handbooks
- Coursework submission
- Coursework deadline extension requests
- Advice on University regulations, policies and procedures
- Applying for concessions against University regulations, eg, requests to take a break from study (intercalation)
- Information about what to do if you wish to raise a concern about your academic results, or if you wish to make a complaint
- Advice about what to do if you miss an examination, a course test or an assessed practical
- Advice about what to do if you are experiencing difficulties with your studies or have to miss teaching sessions

Continuing Education courses are administered via the Learning and Teaching Hub (UG West) based on the ground floor of the Elizabeth Fry building.

Reception: efb_ug@uea.ac.uk / Tel: (01603) 597578

Course Administrative Team: cce_efb.hub@uea.ac.uk / Tel: (01603) 591614

1.2 Academic year dates 2011-2012

Important dates for 2011-2012

Standard Academic Year

Autumn Semester

26 September 2011 to 16 December 2011

(Christmas Break - 17 December 2011 to 15 January 2012)

Spring Semester

16 January 2012 to 30 March 2012

(Easter Break - 31 March 2012 to 22 April 2012)

Spring Semester continues / ends

23 April 2012 to 27 April 2012

Assessment Period (Spring Semester continues)

30 April 2012 to 8 June 2012

Reassessment period is 16 August 2012 to 24 August 2012

1.3 Congregation

Continuing Education Awards Ceremony: 16 February 2012

2. General Course Information

2.1 Registration

It is a formal requirement that you register with UEA in order to become a student of the University. This is achieved by completing the advance registration task, details of which will be emailed to you after you have been successfully enrolled and your course is due to start in 30 days or less.

Registration is a two-stage process:

Stage One: Starts with the receipt of an email from the University which provides you with access to e:Vision, the University's Student Information System. You must complete this part of registration online. Click on the link contained in the email and follow the instructions on screen. The link will be valid for 45 days from receipt.

Stage Two: Your registration will be concluded when you attend the pre-course induction session organised by the Faculty at the beginning of term. You will receive details about this in your joining instructions.

Completion of registration provides you with access to a number of UEA facilities and services including a campus card (provided that you have successfully uploaded a photograph during Stage One). Possession of a campus card enables you to take part in many of the Student Union activities, have access to the Sportspark, library and some computer labs. It also proves your student status and membership of both the Students' Union and the National Union of Students (NUS), which can give access to discounts on goods and services whilst at university.

Please undertake Stage One of the registration process as soon as possible or at least seven days before the start of the course. This will ensure that your campus card is available when you complete registration on campus and will help to make your transition to university life more enjoyable. If you do not (or have been unable to) undertake the first stage of registration prior to arrival there may be a delay of up to one week after you complete registration before some services are available to you.

2.2 Notices, letters and emails

UEA provides an extensive network of computing facilities across the campus for use by students, and you will have a University email address and personal web pages while you are studying with us. Advice and guidance on the computing facilities can be accessed from the Information Services website at: <http://www.uea.ac.uk/is>

You are required to respond to any notices or communication directed to you within 48 hours of it being made available to you. Notices may be posted on University, Faculty or School notice boards, delivered to your pigeonhole or contact address, or sent by email. You must therefore ensure that you are aware of the location of pigeonholes and notice boards, and that you check pigeonholes and your University email account on a regular basis, **at least every 48 hours, and preferably daily**. All communications will be assumed to be known to you within 48 hours of the date of issue.

Students must be in a position to respond to any notice or communication directed to them within 48 hours of it being made available to them.

Internal mail is placed in the **student pigeon holes situated in each School**. Please check your pigeon-hole regularly.

Information on the day-to-day running of the modules is displayed on the notice boards and sent by email. Urgent messages are displayed on the appropriate board in this area and emails will also be sent.

2.3 Contact Details

You must ensure that you keep your semester time and out of semester time addresses updated. This can be done via e-vision <https://evision.uea.ac.uk/> (see instructions in the online Survival Guide). Failure to do so will result in information being sent to your last known address and may result in your not receiving important information relating to your study.

There may be occasions where we need to contact you urgently, to advise you of a short notice change to a meeting or lecture, or to speak with you directly about your studies. You should therefore ensure that, where possible, you supply us with an up-to-date telephone number or mobile phone number via the eVision facility.

2.4 Campus Cards

Campus cards are issued to all UEA students. You will need a Campus Card to gain access to the following:

- The Library
- 24 Hour IT Area on floors 0 and 1 of the Library Extension
- Car Park
- Sportspark
- Restricted access areas - Labs in some schools
- Student Union Membership (UEA & national membership)

The Campus Card service operates from 09.00-17.00, Monday-Friday. Staff will update existing or expired membership during these hours.

In order for applications to be authorised and manually processed, please allow up to 5 working days (depending on staff availability). Non-standard applications may take 10 to 15 days.

If you make a personal visit to the Library, staff at the IT Helpdesk can assist you with all campus card related queries.

If you need a replacement card you need to fill in the following [online application form](#). The card can then be collected from the IT Helpdesk. We will do our best to print your new card within 24 hours but please allow up to 48 hours at busy times.

Contact number for Campus Cards: extension 2419 (external callers 01603 592419)

2.5 Attendance, Engagement and Progress

You are required to attend **all** lectures, seminars, workshops and other classes as prescribed by your course of study. If you find that you are unable to attend, due to illness or another unforeseen reason, you must contact the Learning and Teaching Service as soon as possible to explain your absence. Regulation 13 of the University's General Regulations for Students lays out your obligations with regard to attendance, engagement and progress: <https://intranet.uea.ac.uk/calendar/General+Regulations+for+Students>

Unsatisfactory work, attendance and/or engagement may lead to a formal Head of School warning under the **University Disciplinary Procedures**: <https://intranet.uea.ac.uk/calendar/Disciplinary+Procedures> and if there is no improvement your case may be referred to the Senate Discipline Committee and you may be withdrawn from the University. The University's Disciplinary Policy and Procedures relating to Attendance, Engagement and Progress can be found here: <https://www.uea.ac.uk/ltqo/studentexperience/Statement+of+Policy+-+Attendance,+Engagement+and+Progress>

2.6 Absence

Absence due to illness

All absence due to illness must be reported, in writing or by email, to the Learning and Teaching Service on the first day of the illness occurring. If the initial information is given by telephone, this should be followed up with an email or letter. You are required to self-certify for absence due to medical reasons of up to 7 days. Forms can be obtained from the University Medical Service or the Learning and Teaching Service.

If your illness is likely to be of over 7 days duration or prevents you from attending two or more successive classes, or prevents you from attending a course test or assessed presentation, you should make an appointment with the University Health Centre or your General Practitioner to obtain a medical certificate to cover the period for which you are absent. The medical certificate must be passed to the Learning and Teaching Service as soon as possible.

The University Medical Services website can be found at: www.umsuea.co.uk

Absence for reasons other than illness

If you find yourself in circumstances that require your absence during a semester for reasons other than illness, you must contact your Adviser or the Learning and Teaching Service; if possible this should be prior to the period of absence, explaining why you are unable to attend, or as soon as possible thereafter.

Absence for any reason does not exempt you from submitting coursework by the due date.

You may apply for an extension to your coursework deadline where absence has affected your ability to complete your coursework on time. Please refer to the Extension section in this handbook. It is your own responsibility to make up work that you have missed while absent from UEA.

2.7 Intercalation

The General Regulations for students make provision for students who are facing particularly serious personal difficulties outside of their studies to interrupt a course of study for an agreed length of time. This is referred to as 'intercalation'. Intercalations are granted for a variety of reasons some of which include, medical, financial, personal or a combination of these. Often the factors which have led to the intercalation request will have affected academic progress.

If you consider that you may need to intercalate, you should contact your Adviser in the first instance, and then make sure you come and see someone in the Learning and Teaching Service to discuss your options. Intercalations require the approval of the University and you should not assume that your request has been granted until you are formally informed by the University.

2.8 Withdrawals

If you decide that University study in general, or UEA in particular, is not right for you at present, please contact your adviser to discuss this. If after talking things over with your adviser, you are sure that you wish to withdraw from the University, you should contact the Learning and Teaching Service by email or by letter to confirm your decision. You may be liable to pay a proportion of the fees depending on how long you have been attending the course.

2.9 IT Accounts and Passwords

The University has in the past often been blacklisted by Hotmail and other email providers. This happens when people reply to "phishing" emails purporting to come from UEA's IT Helpdesk asking people to send through their username and password.

*UEA's IT Helpdesk will **never** email anyone asking for details of their password.*

What happens when you reply to a hoax "Phishing" email?

1. If you reply to such an email with your username and password, the spammers will log in to your UEA account. They will then be able to see all of your private emails and files.
2. The spammers will use your UEA email account to send thousands of spam emails to other people.
3. This will result in other email providers (e.g. Hotmail) "blacklisting" UEA. This means that nobody at UEA can send any emails to anyone with a hotmail address for several days afterwards. This causes a great deal of inconvenience for the 30,000 (approx) members of staff and students at UEA who will all be affected by this problem.
4. Action to stop the spammers may require the mail service be interrupted for short periods. This causes annoyance for any users logged in to webmail at the time who will get an error message asking them to re-enter their login details and may lose messages they are in the middle of composing.
5. Your UEA IT account will be disabled and you will be unable to login until you have contacted the helpdesk to resolve the problem and change your password

**PLEASE NOTE THAT UEA IT STAFF DO NOT HAVE ACCESS TO YOUR PASSWORD
AND WILL NEVER ASK FOR IT.**

REMINDER

Do not reveal your password to anyone in an email or by other means. Always be cautious of unsolicited emails that appear to be from a legitimate UEA source and provide a link for you to sign into your account.

If you are in any doubt, please contact the IT helpdesk for advice.

Tel: 01603 593169

Email: it.helpdesk@uea.ac.uk

Further information about IT accounts and password security can be found on at
www.uea.ac.uk/password

3. Coursework and Assessment

3.1 Submission of Coursework

This will be managed via the Hub delivering the module. For each piece of summative assessment, the submission will be managed through SITS, via eVision tasks. Submission details will be displayed for students on their 'Assessment and Awards' container on eVision. For the current academic year, for all modules which the student is enrolled on, any assessments which require submission of a piece of work for marking will be displayed. (Exams and presentations, for example, will not be displayed). For each assessment item, there will be a deadline (last day the assignment can be submitted), whether or not the item can be submitted electronically (only some modules/ assignments this year will have this facility) and a status column. The status column will have a link for submission, and, after submission, will display the date the assignment was submitted. The final column is a 'print cover sheet' button to be attached and submitted with all paper copies, whether they are assignments which are set up as paper submission, or they are electronic submission assignments where the deadline has passed and therefore they must be submitted via the Hub (there will be no electronic submission after the deadline).

Paper submission

The majority of assignments will be submitted in hard copy via drop boxes in the Hub delivering the module. Students will print off a cover sheet from their Assessment Details eVision page (adding the marker's name if it is a HUM module, to aid marking), attach it to their work and submit it any time up to and including the deadline day.

E-submission

Where an assignment has been identified for electronic submission, students will submit their work electronically via a link on their Assessment Details eVision page. Detailed guidance will be given to students and staff at the beginning of the Autumn Semester, and a flow chart is attached.

Return

The majority of coursework will be returned to students via their home School pigeon hole. This will be within 20 working days of the submission deadline date. Some Schools choose to return coursework via the student's adviser or the marker/module organiser.

Since 2008/9 there has been a University requirement that all coursework should be submitted anonymously for marking. Please could you therefore write your **student registration number** on the Coursework Coversheet and Assessment Feedback form, and **not your name**.

You are strongly advised to keep a copy of all assignments handed in.

Further information regarding submission of coursework can be found on the UEA website at:

<https://intranet.uea.ac.uk/learningandteaching/coursework>

3.2 Coursework Deadlines

Coursework should be submitted in accordance with the instructions given for each item of work. Deadlines for submission of coursework will be published in the Module Outlines or notified to you by the administrator. **All coursework must be submitted by 11.59pm on the specified date, in hard copy or where available, electronically. During semesters, an out-of-hours drop box will be available in the Library, for hard copy submissions up to midnight, Monday to Thursday. Failure to submit on time without an approved extension will result in a penalty (please refer to Section 3.4).**

UEA operates a 20 working day return period for coursework (projects and dissertations excepted). Please let us know if you have not received your coursework back by the dates specified.

3.3 Word Count Penalty Policy

Information on the expected word length of each item of coursework (whether formative or summative) shall be published to the students. Module outlines or assessment outlines shall state the anticipated maximum word count for each item of coursework, written assignments, projects, reports and dissertations. Where appropriate and where published in advance, the assessment criteria for an item of coursework may include a requirement to write to a specific word length. In such circumstances marks may be allocated or not awarded depending upon the achievement of this criterion. There shall be no reduction of marks or other penalisation where an item of coursework otherwise does not meet the expected word length. Course teams, may, however, find it useful to remind students that failing to provide sufficient material, producing material that lacks focus or including material that is irrelevant will probably result in a lower mark on the basis of the lack of academic merit of the work submitted.

3.4 Extensions to Coursework Deadlines

If it is likely that illness or other extenuating circumstances will prevent you from submitting your coursework on time, you should submit a request for an extension to the deadline to your Learning and Teaching Service Hub, prior to the deadline, on a University Extension Request Form. This should be accompanied by appropriate evidence. If your extenuating circumstances prevent you from applying for an extension in advance of the deadline, and you submit your work late, the work should be accompanied by a completed University Extension Request Form.

Guidelines for coursework deadline extension requests

Students should apply for coursework extensions in advance of the deadline if the extenuating circumstances are known in advance. Below is guidance about what would usually be considered as acceptable reasons for extensions.

Medical:

Extensions on the grounds of illness or injury will normally only be granted when a medical certificate is available to cover all, or a significant part of, the period during which the coursework is being prepared. A medical certificate should be attached to the extension request form or sent separately as soon as possible to the Learning and Teaching Service.

The UEA Health Centre will issue a medical certificate for less than six days incapacity if a special event is affected (e.g. a course test, exam test or assessed practical).

Personal and other circumstances:

Extensions for non-medical reasons are considered only in exceptional cases as in the following examples:

- Bereavements and funerals of close friends and relatives, or family crises which prevent the student from submitting coursework by the deadline. If possible students should provide a statement from a family member (if appropriate) or the student's adviser.
- Looking after sick parents. Medical evidence would normally be expected.
- Computer failure. Supporting evidence will be required and this could take the form of written evidence on headed paper from a recognised computer repair service, or a systems log when the computer is running again. Students needing assistance in obtaining a systems log should contact the ITCS Helpdesk. It is anticipated that there may be occasions when there is a delay in submission of the required evidence of computer failure while the machine is being repaired. On these occasions, it will be appropriate to offer an extension on the deadline for coursework, conditional upon retrospective submission of the required evidence.

General computer and printing problems:

Students are reminded of the importance of making a back-up copy of all electronic work and data, and of regularly updating these to the latest version. Extensions will not be given for loss of work or data due to failure of the student's own storage media (e.g. usb storage, discs, cds) where a back-up copy was not made. Students are encouraged to print out work well ahead of deadlines. Extensions will normally not be given for problems with obtaining printouts from computers.

General guidelines

Staff will generally be sympathetic and supportive of difficult personal circumstances, especially where these occur for reasons outside the student's control. However, if the circumstances are largely due to factors arising from the student's own actions, then the School may be less sympathetic (eg stress arising from lack of forward planning, poor work practices).

If the medical or other circumstances are severe and / or ongoing, the student should make this known to their Adviser, their nominated deputy, the School Senior Adviser or the Learning and Teaching Service, in order to discuss alternative options.

Bunching of deadlines

Although efforts are made to avoid bunching when setting coursework due dates, some bunching of work for different modules is unavoidable given the large number of modules within and across schools. Deadlines are announced well in advance of due dates to allow planning of workload. Extensions will generally not be given to students who have two or more pieces of work due in the same or consecutive days.

3.5 Penalties on Late Submission of Work

The penalties for **late submission of numerically marked work for assessment** in the absence of acceptable extenuating circumstances are:

<i>Work submitted</i>	<i>Marks deducted</i>
On the day following the due date	10 marks
On either the 2 nd or 3 rd day after the due date	20 marks
On the 4 th day after the due date and before the 20 th day after the due date	All the marks the work merits if submitted on time (ie no marks awarded)
After 20 working days	Work will not be marked and a mark of zero will be entered

Saturdays and Sundays will **NOT** be taken into account for the purposes of calculation of marks deducted.

Note

The penalties assume the work will have a maximum of 100 possible marks. The penalties should be adjusted pro-rata for any other (numerical) marking scheme.

3.6 Academic Referencing

During your module or course when undertaking coursework you should bear in mind that you are working at university level and that you should pay proper attention to the norms of academic study. Your tutor will explain how to present your work in such a way that it is clear and transparent so that you can show which ideas, arguments and evidence are your own, and which are derived from the published or unpublished work of others. The Course Director or tutor will be able to provide you with additional guidance on academic referencing during your studies. Please also refer to the section on Plagiarism and Collusion (Section 6) in this handbook.

3.7 Marking Scales and Feedback

The tutor who assesses your work will give you written comments as well as discussing particular points as necessary with you. Coursework will be marked as soon as possible after submission and will normally be returned within 20 working days by the Course Director or tutor, together with a feedback form.

Handwritten coursework is expected to be legible. If, in the opinion of the Course Director or tutor it is not, the work may be returned with a request for improved presentation.

Coursework will be set and marked by the Course Director or tutor, according to the UEA standard percentage scale for degree courses (see below). You must normally achieve an aggregate total mark of 40% or more to pass the module or course and gain the credit and award. Please note that all marks awarded by your tutor(s) are provisional and are subject to formal confirmation by the Board of Examiners which meets in October or November.

Marking Criteria for Modules marked as a Percentage

Learning outcomes	Argument and understanding	Sources and evidence	Written communication
80-100 Exemplary standard	Insightful; perceptive; intellectual vigour; considerable originality; depth of understanding directly addressed to the question; very coherent synthesis of ideas; very high level of subject mastery; critical and thorough understanding of key concepts	A very wide range of sources consulted, demonstrating excellent search skills; sources used with discrimination; excellent judgement shown in assessment of evidence; sophisticated use of examples; independence of judgement	Exemplary typography and layout; felicitous expression; no errors of grammar; sophisticated vocabulary; structured appropriately to the purposes of the assignment; exemplary citation and bibliography according to a standard convention
70-79 Excellent standard	Insightful; perceptive; some originality; depth of understanding directly addressed to the question; coherent synthesis of ideas; critical and thorough understanding of key concepts	A wide range of sources consulted; sources used with discrimination; sound assessment of evidence; sophisticated use of examples	Excellent typography and layout; lucid expression; no errors of grammar; sophisticated vocabulary; structured appropriately to the purposes of the assignment; exemplary citation and bibliography according to a standard convention
60-69 Proficient standard	Good understanding directly addressed to the question; good synthesis of ideas; good understanding of key concepts	Well selected range of sources consulted; careful assessment of evidence; good use of examples	Good typography and layout; good expression; few errors of grammar; appropriate use of vocabulary; well-structured; accurate and full citation and bibliography
50-59 Majority at a competent standard	Competent understanding addressed to the question; fair understanding of key concepts; some weaknesses of understanding and knowledge but not in significant areas	A range of sources consulted; some careful assessment of evidence; some appropriate examples	Adequate typography and layout; expression such that the meaning is generally understandable; few serious errors of grammar; inconsistent citation and bibliography with significant omissions
40-49 Acceptable standard	Only partly addressed to the question; lacking in synthesis of ideas; tendency to description rather than analysis; limited understanding of key concepts	Restricted range of sources consulted; only basic understanding of evidence; limited range of examples, sometimes inappropriate ones	Poor typography and layout; considerable number of grammatical errors; limited vocabulary; inaccurate citation and bibliography with significant omissions

Learning outcomes	Argument and understanding	Sources and evidence	Written communication
30-39 Marginal standard	Weak structure; largely irrelevant to set question; considerable misunderstanding of key concepts	Minimal range of sources consulted; very limited understanding of evidence; minimal range use of examples; little use of sources beyond direct paraphrase of lectures, easily available texts or web pages	Poor presentation; numerous and significant grammatical errors; highly restricted vocabulary; inadequate citation and bibliography
20-29 Well below passable standard	Only marginally addresses the question; fundamental misunderstanding of key concepts; mostly irrelevant; no line of argument	Little attempt to support any assertions; no use of sources beyond direct paraphrase of lectures or easily available texts or web pages	Poor grammar and vocabulary makes it difficult to decipher any intended meaning; no citation; no relevant bibliography
10-19 Very few learning outcomes met	Few relevant elements; only fragmentary arguments; only slight evidence of understanding of key concepts	No attempt to support assertions	Poor grammar and vocabulary makes it very difficult to understand the intended meaning
1-9 Far from meeting any learning outcome	No evidence of learning anything from the module, although there may be elements derived from general knowledge		Short answer; note form; mostly incomprehensible
0	No work submitted		

Each assignment may be given a weighting expressed as a percentage. The total weighting for all of the assignments in a module is 100%. Students must achieve a mark of at least 40% for the **major** piece of assessment in order to pass a module.

Your tutor or Course Director will normally provide you with oral feedback on your coursework. Your assessed coursework will be marked using the Assessment Feedback form. Your tutor or Course Director will use this form to provide written feedback on your performance.

3.8 Return and Retention of Coursework

You will be notified of the arrangements for the return of marked coursework. A copy of all coursework submitted as well as marked coursework should be retained by the student and made available to examiners at any time. Students are also required to retain digital copies of all coursework and assignments in an easily readable format (such as MS Word or Excel) until they have completed their studies. These digital copies may be requested at any time by the School for auditing in relation to plagiarism.

3.9 Module Evaluation

At various times during your UEA career you will be invited to give feedback on your experience of your course and your modules through the completion of anonymous questionnaires. The information you provide is an important part of the University Quality Assurance process, enabling Academic Staff to take student views and experience into consideration when reviewing Modules and Courses as part of the annual Course and Module Update process. You are therefore strongly encouraged to complete all questionnaires to help your School to continually improve the level of provision for students.

3.10 Reassessment

What happens if I Fail?

If you fail to achieve a Pass mark for coursework on a module which results in your failing the module as a whole, then a particular course of action follows.

Reassessment Opportunities

Students who fail a module will normally be offered a resubmission opportunity. A letter will be sent by the Learning & Teaching Services to the student advising them of the resubmission opportunity and recommending that they contact their Course Director to determine the nature of the reassessment task. Students pay a resubmission fee which is levied to cover the administrative costs of the process. The expectation and norm will be that students who are offered a reassessment opportunity will be expected to revise and re-draft the original coursework submission for which they gained a Fail mark. However, in some circumstances a student may be allowed to submit an alternative assignment. The latter should enable the student to demonstrate, as far as is practicable/possible, the learning outcomes of the original assignment.

Support for students who are resubmitting coursework

Students offered a formal reassessment opportunity which simply involves revising and re-drafting the original coursework submission will not normally be provided with additional support. They are asked, instead, to pay careful attention to the written guidance provided when the original assignment was set, and any written feedback provided on the Assessment Feedback Form attached to their failed script. In cases where students are expected to submit an alternative assignment, it is expected that they will be offered a tutorial with the Course Director or module tutor at which the parameters/criteria etc of the alternative assignment can be explained in detail.

Reassessment is the final opportunity for you to pass a module and satisfy the requirements to progress either onto the next year or to classification if you are completing the course.

3.11 Degree Classification

Degree classification is determined at a Final Examiners' meeting, attended by External Examiners from other universities. They act in accordance with the Instructions to Examiners. The final degree classification is not obtained solely by a mechanical application of these rules to the marks obtained for the modules taken; the Examiners may take other relevant information into account in arriving at the classification.

Degrees are classified according to the Senate scale set out below:

Degree Classification	% Mark
I	100-70
II (1)	69.99-60
II (2)	59.99-50
III	49.99-40
Fail	39.99-0

3.12 Academic Appeals Procedure

The Academic Appeals Procedure is intended to allow UEA students undertaking taught or research programmes formally to raise concerns about their academic results or circumstances relating to them. We take such concerns seriously at UEA and the Procedure is designed to enable a student's concerns to be considered fully and action taken to remedy the situation, where appropriate, and in a timely manner.

Please note that concerns about academic or other matters that do not relate to academic results should be raised via the Complaints Procedure (which includes Academic Complaints). Details are available from the Students' Union Advice Centre and on-line at: <https://intranet.uea.ac.uk/calendar>

The Academic Appeals Procedure comprises two parts: Stage One, in which the Head of School considers the appeal and Stage Two, which a Student may follow if dissatisfied with the outcome of the Stage One appeal. Stage Two appeals are considered by an independent panel of senior academics, with the student presenting the Appeal (with someone to accompany or represent them if they wish), and the Head of School or a suitable substitute presenting the School's case. The Hearing Panel represents and acts with the full delegated authority of the Senate.

If you have a concern about a mark or assessment decision, you should first try to resolve the matter informally before beginning the formal Procedure. You can seek further advice or explanation from your lecturer, Module organiser, Academic or Senior Adviser, a supervisor, the School Director (Learning and Teaching), or the Learning and Teaching Service. You can also seek advice from the Dean of Students' Office and/or the Student Union's Advice Centre.

Under the Academic Appeals Procedure, you may be able to have coursework re-marked without having to pursue a formal Academic Appeal. If you are concerned about an academic result for a piece of assessed coursework that has been marked by a single teacher or examiner, you can apply via the Learning and Teaching Service for the work to be re-marked independently by a second teacher or examiner. Applications for a remark must be made to the Learning and Teaching Service preferably within 10 working days of the provisional result being issued to you. Whilst we will endeavour to deal with your request, it may not always be possible to have work re-marked if you delay applying until the period preceding the meeting of the Board of Examiners to confirm module results.

The University Academic Appeals Procedure is available on the UEA Intranet at: <https://intranet.uea.ac.uk/calendar/Academic+Appeals+Procedure>. If you wish to make an appeal against a mark or assessment decision, you should ensure that you are familiar with the Academic Appeals Procedure before completing and submitting the Stage 1

Appeal Form. You may seek help in completing the form from the Student Union Advice Centre or Dean of Students' Office.

3.13 Academic Complaints Procedure

The University has a Complaints Procedure for use by any student who wishes to make a complaint about matters which are the responsibility of the University, but which are not complaints regarding the Students' Union, the Graduate Students' Association or which are Academic Appeals which are dealt with under separate procedures. Complaints will be dealt with promptly and fairly with an appropriate remedy, if upheld, within the bounds of what it is reasonable and practicable for the University to provide.

The University procedures for dealing with complaints are published on the UEA Intranet as follows:

- Non-academic complaints: <https://intranet.uea.ac.uk/calendar/Non-Academic+Complaints+Procedure>
- Academic complaints: <https://intranet.uea.ac.uk/calendar/Academic+Complaints+Procedure>

If you have a complaint you should, in the first instance, seek to resolve the matter informally by taking it up as quickly as possible with the person(s) who are most directly involved if at all practicable in an informal manner. This may involve contacting their Personal Adviser/Supervisor, another member of the academic staff or other appropriate person.

If you remain dissatisfied with the informal resolution, you may take up your complaint formally through the Complaints Procedure. You may seek the advice of the Students' Union Advice Centre when making a complaint. You will not be disadvantaged if you make a complaint in good faith.

If you wish to make a complaint about the Students' Union or Graduate Students' Association you should consult the appropriate procedure below:

- Complaints concerning the Students' Union www.ueastudent.com/
- Complaints concerning the Graduate Students' Association www.uea.ac.uk/menu/grad_students/

4. Support Services

4.1 The Union of UEA Students

The Union of UEA Students aims to create positive change in education by representing the collective views of UEA students and also provides a range of high-quality services that are available to students and members of the wider community. All UEA students are automatically members of this organisation and there are many ways for you to get involved. There are over 150 clubs and societies for you to choose from and if you can't find anything you like, you can always start your own!

More details are available at the website below:

Website: www.ueastudent.com

4.2 Student Union Advice Centre

The Student Union Advice Workers offer impartial student-focussed advice in a range of areas including academic appeals and complaints, legal matters and employment and housing rights. The Advice Workers are based in Union House, telephone 01603 593463 or email advicecentre@uea.ac.uk

Further information can be found at the Student Union website www.ueastudent.com/advice

4.3 Dean of Students' Office (DOS)

The Dean of Students' Office offers wide-ranging advice and guidance to any student who is experiencing difficulties or who wishes to maximise the benefits of the opportunities available to them. The Dean of Students' Office can help with enquiries related to:

- Accommodation
- Student finance
- International student support
- Childcare
- Support for dyslexia and mental and physical health

In addition, the Dean of Students' Office provides a very useful range of resources to help students on any course to develop academic learning skills, offering guidance on topics ranging from academic writing skills to note taking and time management, maths and statistics. The Learning Enhancement Team, based in the Dean of Students' office, offers a range of services to support students' learning, at any level of their studies.

The Learning Enhancement Tutors can provide guidance on matters such as planning and writing assignments, reading and note-taking, exam revision and technique, and organising and managing work. They also have expertise in supporting international students and those who need maths and statistics as part of their studies. Their aim is to help any student develop their study skills and achieve their potential.

Support available includes 10 minute drop-in sessions for quick queries, hour-long individual tutorials for more in-depth issues, an email helpline, and a range of study guides available from the Dean of Students' Office or on its website. They also offer workshops in collaboration with Schools.

These services are free to all UEA students. Please note that although they can discuss assignments with students, the Learning Enhancement tutors do not offer a proof-reading service.

The Dean of Students' Office is based on The Upper Street, telephone 01603 592761, email dos@reception@uea.ac.uk. Further information on the range of services available from Dean of Students' Office can be found on the DoS website www.uea.ac.uk/dos

The Learning Enhancement Team

The Learning Enhancement Team offers a range of ways to help you study more effectively and improve your work. Our tutors provide expert guidance on:

- study skills
- academic writing, including use of English
- the mathematical and statistical parts of your course.

We offer free and confidential drop-in and tutorial appointments. We also run workshops and offer a wide range of study guide materials. We are available for all students registered on UEA courses, during term time and holiday periods when the University is open.

To find out more contact us:

Telephone: 01603 592761

Email: dos.help@uea.ac.uk

Website: www.uea.ac.uk/dos/let



Or visit us in the Dean of Students' Office.

4.4 Counselling Service (COUNS)

The Counselling Service provides confidential counselling on an individual or group basis. The Service also has expertise in educational counselling. Further information on the Counselling Service is available on the website www.uea.ac.uk/counselling

The Counselling Service is based on The Upper Street, telephone 01603 592651, email csr@uea.ac.uk

4.5 The Careers Service

Each academic year there are a series of careers related talks, workshops, coaching, employer-led events and recruitment fairs run by the UEA Careers Centre. You are strongly advised to attend these throughout your course. They supplement the academic programme by covering topics such as finding work experience, writing CVs and finding out about different occupations and employers.

The Careers Centre also offers careers guidance that aims to help you assess your personal strengths, interests and skills and begin to think about how these relate to different career options.

You can book two types of appointment. A shorter 15 minute appointment is for CV feedback or quick queries, whereas a longer 45 minute appointment can be used to explore career options and increase your self-awareness of what you have to offer.

The Careers Centre is situated between Waterstone's and the Library at walkway level.

Semester opening hours are as follows:

Information Room:

Mon, Tues, Thurs & Fri 09:00-17:00

Weds 10:15-17:00

CV feedback every Friday 10:00-12:00 in term-time.

[Quick Query](#) sessions every weekday 11:00-16:00.

The website gives much more information and advice on most careers matters [\[www.uea.ac.uk/careers\]](http://www.uea.ac.uk/careers).

4.6 Chaplaincy (CHAP)

The Chaplaincy provides a centre for quiet reflection, worship, and conversation between students and staff of all faiths or none. The Chaplains include representatives of Christian, Jewish, Islamic and Buddhist faith groups. The Chaplaincy is located on The Square, telephone 01603 592168, email chaplaincy@uea.ac.uk

Further information can be found on the web at www.uea.ac.uk/chaplaincy

5. Regulations

5.1 General Regulations for Students

All students must abide by the **General Regulations for Students**. You should ensure that you are familiar with the regulations and conduct yourself accordingly. If you have any queries about any part of these regulations, please contact your Adviser, the Dean of Students Office or the Student Union for further advice. Failure to abide by any University regulations may result in disciplinary action under the University **Disciplinary Procedures**. The General Regulations and Disciplinary Procedures are available in the UEA Calendar at: <https://intranet.uea.ac.uk/calendar>

5.2 The UEA Student Charter

The Student Charter rests on the guiding principle that students are to be active partners in their own education and in the academic development of the University.

The Student Charter can be found on the intranet at: <https://intranet.uea.ac.uk/calendar/The+Student+Charter>

If you wish to pursue an individual concern, you should do so through the mechanisms that exist in your School – through your Adviser, the Senior Adviser, the Staff-Student Liaison Committee or the Head of School. Beyond this, the University has a comprehensive set of procedures, for example, the Academic Appeals, Academic Complaints and Non-Academic Complaints procedures – which enable students to raise specific concerns without prejudice.

5.3 Rights and Responsibilities

Health and Safety

Regulation 12 of UEA General Regulations for students states:

(1) A student shall exercise reasonable care:

- (a) for his or her personal safety
- and (b) for the safety of other persons who may be affected by his or her acts or omissions
- and (c) for the safety of the property of the University and of its students, staff and visitors.

(2) As regards any duty or requirement imposed on the University, its employees or any other person under the Health and Safety at Work Act or under any relevant statutory provisions relating to health and safety, a student shall co-operate with that body or person so far as is necessary to enable that duty or requirement to be performed or complied with.

(3) A student shall comply with the University's Health and Safety policy as published from time to time and with any health and safety procedures relating to the facilities which the student is using.

(4) A student shall not intentionally or recklessly interfere with or misuse anything provided by the University in the interests of health, safety or welfare in pursuance of the Health and Safety at Work Act or of any relevant statutory provisions relating to health and safety.

(5) Where a period of work experience / placement away from the University campus is an integral and required part of a student's course, attendance will be in accordance with the University's Code of Practice on Placement Learning.

(6) It shall be a disciplinary offence to be in or on the Broad except as may be expressly or by implication authorised by the University authorities concerned.

What this all means is that YOU have **Individual Responsibility**. You have a duty to 'exercise reasonable care for both your own health and safety and that of others who may be affected by your acts or omissions at work' (Management of Health and Safety at Work Regulations 1999).

Health and Safety may seem tedious until something goes wrong, often from the most apparently innocuous set of circumstances.

5.4 Code of Conduct for Students in the Faculty of Social Sciences

Students' Responsibilities to students and staff

UEA's Student Charter states that students have a responsibility to 'respect the rights of all members of the University's diverse community and treat staff and fellow students with courtesy and respect'.

This is important where students are required to comment on the work of their classmates, whether verbally or in the form of written annotations. Such comments should be constructive, courteous and respectful. Where there is group work and group assessment, success often depends on the participants establishing a level of trust and mutual respect. A lack of courtesy or respect may also take the form of harassment, which the University guidelines define as any behaviour that appears or feels offensive, intimidating or hostile to the recipient and would be regarded as such by any reasonable person. Comments about personal characteristics, including an individual's appearance, would meet this definition. Important specific examples are comments that humiliate, disparage or undermine an individual on the basis of their gender, sexual orientation, race, age, disability, religion or belief.

The University is committed to maintaining a working and learning environment that is free from any form of harassment and will treat any allegations of harassment very seriously.

5.5 Use of Social Networking sites

The use of social networking sites will be a part of everyday communication for most students and it is important that for personal and professional reasons, you need to be aware of the potential audience of these spaces. In particular, the Faculty would strongly recommend that you be mindful when making entries on your personal pages that relate to your programme, your School, University and all the people that you come into contact with through the programme.

For students studying for a **professional award**, please note that not only are you a student of the University but you are undertaking a professional programme and anything you write on your personal pages may have implications for you, both now and in the future. We recommend that you read the following to remind yourself of the need to act as a 'professional':

1. The Section on General Conduct that is contained within the General Regulations for Students. This sets out the regulations for all students of the University. You agreed to abide by these regulations when you registered as a student of the University.

The paragraph that is particularly relevant when using social networking spaces is:

No student shall commit or participate in the commission of any act which:

- a) *is unlawful; or*
 - b) *constitutes disorderly conduct either causing nuisance or whose effect is to bring the University into disrepute*
2. In addition, please read the guide relating to your professional regulatory body, and consider the following advice:
 - Professionalism should be upheld at all times and you are responsible for your behaviour and actions.
 - Before you post an item on a social website, ask yourself: What would the University or my employer think if they read this?
 - Social networking sites are not the places to air a grievance or an area of concern. If you have a complaint, take it up with the relevant member of academic, placement or teaching staff.
 - Remember that people can cut and paste information from your personal page regardless of your privacy settings and emails can also be forwarded to third parties.

Please be aware that failure to follow the above advice may result in 'Fitness to Practice' or Professional Misconduct/ Unsuitability procedures.

5.6 Equal Opportunities for Students

The University of East Anglia is a premier research and teaching university, the University's mission is to understand, empower and act, to enhance the lives of individuals and the prospects of communities in rapidly changing work. As a reflection of its mission the University is a large, international and multicultural community which values and encourages diversity.

The University is committed to equality of opportunity and fair treatment for all its students and staff and aims to create an atmosphere of learning that is tolerant and respectful of differences. The University has developed policy and code of practice to promote equality of opportunity for students, to ensure that no student receives less favourable treatment on grounds of sex, marital status, race, colour, ethnic origin, age, sexual orientation, disability, political or religious belief or any other criterion accepted as irrelevant by the University Council.

If you have any concerns or queries related to equal opportunities you may seek advice from your Adviser, staff of the Dean of Students' Office (DOS), the Students' Union, the Graduate Students' Association, and in the case of students with disabilities, your School's Disability Liaison Officer or the University's Disability Co-ordinator. You can also contact the Equality and Diversity Office by emailing equality@uea.ac.uk

The University Counselling Service, the Chaplaincy and the University Health Service are also available to students requiring their help.

For further information, please visit the pages of the Equality and Diversity Office www.uea.ac.uk/equality/welcome

6. University Policy on Plagiarism and Collusion

The University takes very seriously cases of plagiarism or collusion. Students who deliberately plagiarise or collude threaten the values and beliefs that underpin academic work and devalue the integrity of the University's awards. In proven cases, offenders shall be punished, and the punishment may extend to failing their degree, temporary suspension or expulsion from further study at the University if the case comes before a Discipline Committee of the University. Plagiarism and collusion, at any stage of a student's course, whether discovered before or after graduation, will be investigated and dealt with appropriately by the University.

Plagiarism and collusion are defined as follows:

Plagiarism

Plagiarism is the unacknowledged use of another person's work. It can take the following forms:

The reproduction (or 'quotation'), without acknowledgement, of the work of others (including the work of fellow students), published or unpublished, either verbatim or in close paraphrase, including material downloaded from computer files and the internet. It can occur in 'open-book' examinations and/or coursework assessments which may take a variety of forms, including, but not exclusively confined to: essays, reports, presentations, dissertations, projects.

All work submitted for assessment by you is accepted on the understanding that it is your own effort without falsification of any kind. You are expected to offer your own analysis and presentation of information gleaned from research, even when group exercises are carried out. In so far as you rely on sources, you should indicate what these are in accordance with the appropriate convention in your discipline.

Collusion

Collusion is a form of plagiarism, involving unauthorised co-operation between at least two people, with the intent to deceive. It can take the following forms:

- (a) The conspiring by two or more students to produce a piece of work together with the intention that at least one passes it off as his or her own work.
- (b) The submission by a student of the work of another student, in circumstances where the former has willingly lent the latter their work, and where it should be evident to the student lending the work that by so doing an advantage is conferred on the other student. In this case **both** students are guilty of collusion.
- (c) In cases where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own. Various forms of collaborative assessment undertaken in accordance with published requirements evidently do not fall under the heading of collusion.
- (d) The commissioning and submission of work as the student's own, where the student has purchased or solicited another individual to produce, work on the student's behalf.

By formally registering with the University, all students sign to declare that any work handed in is their own work, free from plagiarism and collusion. A reminder of this is included in the coursework cover sheet.

The University has subscribed to an electronic plagiarism detection service called Turnitin and reserves the right to use Turnitin software to check work where there is a reasonable suspicion that plagiarism and/or collusion might have occurred. In order to register at UEA, you must give consent for your work to be processed by Turnitin should this be required by the University.

In order to avoid plagiarism and collusion, you should ensure that you make yourself familiar with the referencing requirements and academic conventions of your subject area, and consult your Module Organiser or Adviser if you need to clarify any aspect that you do not understand. You should make sure that you read and understand all study skills material provided by your School and you can also consult the resources published on the Plagiarism Awareness site provided by the Dean of Students' Office at: www.uea.ac.uk/plagiarism

If you are suspected of plagiarism or collusion, you will be asked to attend a meeting with the School Plagiarism Officer and the member of academic staff marking your work to discuss the allegation in detail. You may be accompanied to this meeting by a friend if you wish.

If you are deemed guilty of plagiarism or collusion your mark will be penalised. You may also be subject to disciplinary action in accordance with the University's **Disciplinary Procedures** <https://intranet.uea.ac.uk/calendar/Disciplinary+Procedures>

The University's **Policy and Procedures for Dealing with Suspected Cases of Plagiarism and/or Collusion** can be found at <https://intranet.uea.ac.uk/calendar/Policy+on+Plagiarism+and+Collusion>

If you have any questions relating to these procedures, please do not hesitate to contact your Adviser, or the School Plagiarism Officer.

What You Can Do To Avoid a Charge of Plagiarism or Collusion

- Make sure that you understand the University's definitions of plagiarism and collusion
- Make sure that your work is your own
- Acknowledge the work of others on which you have drawn (in footnotes or in the text)
- Do not lend your work to other students
- Keep your work secure
- Talk to your adviser and seek help, if you need it, about how to set out footnotes and prepare a bibliography

Students are reminded that in producing essays and reports they are expected to write in their own words. Copying of text from other sources is only acceptable in exceptional circumstances (eg to present another individual's viewpoint) and should give clear indication that the material has been reproduced. For text the section reproduced should be separated from the students own words either using quotation marks or italics. The fact that the material has been reproduced should be clear and the author and source of the material given. The same applies to diagrams or photographs. Here the source should be

given at the end of the figure caption beneath with a form of words such as 'Reproduced from Reference 1'

7. University Information

8.1 Library

The UEA Library is open seven days a week during semesters and has a range of books, journals, audio-visual material and electronic resources as well as study places and computers available for student use. Full details of the opening times, services, catalogue, electronic resources, borrowing entitlements and fines are available on the Library Intranet www.uea.ac.uk/is/lib

8.2 IT and Communication Services

The UEA provides an extensive network of computing facilities across the campus for use by students, and you will have a University email address and personal web pages whilst you are studying with us. You will receive a copy of the ITCS Survival Guide which includes all the information you need to get started in using the facilities and further advice and guidance on the computing facilities can be accessed from the ITCS Intranet <http://www.uea.ac.uk/is/it>

8.3 Data Protection Act

Legislation enacted by Parliament concerns the right of individuals to know that data about them is stored electronically, to know what that data is and to see a printed copy and amend it if necessary. The School keeps examination marks on computer and these come under the scope of the Act. At the end of each academic year, or as soon as possible thereafter, you will be given a printed copy of the marks for the year. Further information on data provided to the Higher Education Statistics Agency (HESA) can be found in the General Regulations for Students.

8.4 Copyright

The photocopying of material in copyright is restricted in law. The University library will advise you on detailed questions of copyright but the main restriction is that you may only copy relatively short extracts from books and written works and then only for your own research or private study. Some journals explicitly give permission to copy articles for this purpose and some do not, so you should check before copying articles from journals. If an article is copyright then the copyright holder's permission must be sought before you may photocopy it. Further information about this is available from the Library.

8.5 Copying of Software

Software is protected by copyright and thus the rules which apply to copying software are similar to those for copying written material. This means that you may not copy software, unless specifically empowered to do so by the copyright holder. In some cases software available in the School is covered by a site licence in which case you may copy it but only for use within the University. In other cases only a set number of copies of a piece of software have been bought and you are not permitted to copy this software under any circumstances. Before you copy any software check with the appropriate University personnel that you are allowed to do so. Illegal copying of software is an offence and may lead to substantial fines for the individual involved.

8.6 Student Finances

Taking responsibility for your finances is an important part of your time at UEA. When you receive an invoice from the University, you must pay it within 28 days. Should this be impossible then you must go to the Cashiers Office in Registry to talk to someone about the difficulty. It may be possible for alternative arrangements to be made to avoid 'late payment' fees added to your bill. Make sure that you are aware of the consequences of not keeping up with payments to the University. The Dean of Students' Office (DOS) offers information and advice on all aspects of student financial support.

The University has a range of loan funds (including government Access Funds) to assist students in financial hardship and these are administered by the Financial Aid Centre within the Dean of Students' Office. Please note, however, that the Office does not have funds which can meet the full cost of tuition fees and living costs.

Information about hardship funds and student loans is available on the Web at:

<http://www.uea.ac.uk/dos/>.

The information is also available on the UEA Intranet by selecting Student Links and clicking on to Dean of Students.

8.7 Sportspark

For many students, sport plays a very important part in their well-being. UEA has always encouraged a "sport for all" philosophy and a very high proportion of students get involved on a regular or casual basis. At the same time, top performers can be supported through sports bursaries (up to £500) to assist with training, competition and equipment costs, and specialist advice is available. In the summer of 2000 the new 17.5 million pound Sportspark was opened which includes the largest dedicated sports hall in any UK university, a 50m swimming pool and excellent training facilities.

Further information is available on the Web at: <http://www.sportspark.co.uk/>

8.8 Security Services

The team of security officers provides a security presence on campus for the prevention and detection of crime and also provides security-related information and guidance. The Security Service is based at the Lodge in University Drive, telephone 01603 5932352 email security@uea.ac.uk

You are strongly encouraged to report straightaway any crimes or suspicious persons or activities, or to seek direct help from Security staff if you are at all concerned about your safety.

8.9 Nightline

Nightline is a strictly confidential service run by students for students, every night during semesters. It offers information about local events, travel times and welfare matters, as well as a friendly listening service for those wishing to talk something through. You can make contact with Nightline by telephoning 01603 503504 or by dropping in to the Nightline Office in Norfolk Terrace C03.11/12 or by sending an email: nightline@uea.ac.uk

