School of Arts Taught Postgraduate Student Handbook

2017/18
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Welcome/Introduction

On behalf of all colleagues in the School of Arts, I would like to warmly welcome you to the University of Leicester. Whether you are focusing on literature, language, film studies, art history or cultural studies, an MA or PhD in an arts and humanities subject will not only mean you are participating in important debates about culture, communication and creativity, but you will also be contributing to a better understanding of the human world – past, present and future, across borders, languages and societies. I am sure you will find your programmes of study stimulating, and you will grow as readers, writers and thinkers over the time you are with us in the School of Arts.

This handbook is designed to provide taught postgraduate students within the School of Arts with some of the general information you may need about the School - and the University - for the 2017/18 academic year. It is designed to be used in conjunction with your Programme Guide (specific to your area of study) which you will find on the School of Arts website and via Blackboard sites. You are asked to read the information in both documents with care.

On behalf of everyone in the School of Arts, I wish you an enjoyable and successful year.

Professor Martin Halliwell
Head of the School of Arts
September 2017

Induction

An all-day induction event for taught postgraduate students in the School of Arts on Wednesday 27 September: you will receive an induction schedule via email outlining all of the different sessions. The morning will include a welcome from the Head of College, Professor Julie Coleman, and sessions from Dr. Julian North, Director of Postgraduate Taught Studies on life as an MA student/making the transition to studying an MA. In the afternoon, you will meet fellow students on your programme of study as well as the programme convenor. At the end of the day, you will be invited to a reception event on the fourth floor of the Charles Wilson building, where drinks and light refreshments will be served.

For International Students

International students are encouraged to attend the University's International Student Welcome Programme (http://www2.le.ac.uk/offices/welfare/international-student-support/iww) prior to the beginning of term. International Student Support also provide ongoing support and advice for International students (http://www2.le.ac.uk/offices/welfare/international-student-support).

Students who are non-native English speakers and/or who are not familiar with UK Higher Education are strongly advised to attend the English Language Teaching Unit's in-sessional programme Academic English for Postgraduates and Staff (http://www2.le.ac.uk/offices/eltu/insessional/academic-english-language-support-courses/el7000). These classes are provided free of charge for postgraduates and are designed to develop students' English-language and study skills.

If you will be arriving late and will miss the induction sessions, please contact the School Office at SchoolofArts@leicester.ac.uk at the earliest convenience.

Department Details

A brief history of the School of Arts can be found here. A list of colleagues (academic and professional services) can be found here.
The School of Arts is based in the Attenborough Tower from floors 11 to 17. The School Office is based on the 15th floor in room 1514, and is open from 9am-5pm, Monday to Friday. You can contact the School Office by email (SchoolofArts@leicester.ac.uk) or by telephone (0116 252 2620).

**Departmental Communications**

Our primary method of communication will be via email or Blackboard, so please check your University of Leicester email account on a regular basis.

**Staff List and Key Contacts**

A comprehensive list of staff contacts can be found on the School of Arts website.

**Student Communications and Personal Details**

The University keeps a record of your personal details such as your full name, addresses i.e. home address and term-time address, telephone numbers, personal email address and your emergency contact details. It is important to keep your details up to date as this will help you to receive information about your studies and exams and also ensure that official documents are provided to you with the correct name details.

You can check and update your details by logging-in to MyStudentRecord http://mystudentrecord.le.ac.uk using your University username and password. Click on the My Details tab and you will then be able to review and change your personal details.

It is important that you check your University email account frequently to ensure that you do not miss any important communication from the University.

**Learn at Leicester**

Whatever your subject or level of study, there are many, many different ways in which you can access academic advice and support. The Learn at Leicester webpage provides you with further details of this support, together with direct links to a wide range of resources and services to help you:

- Make the most of the Library
- Develop your IT skills
- Manage your own learning
- Improve your English language
- Get independent advice about your course
- Manage your student information
- Sharpen your mathematics and statistics skills

You can access all of this by visiting: www.le.ac.uk/learnatleicester

**University Library**

The Library is your gateway to high quality information relevant to your studies. Using it effectively contributes directly to your success.

The Library provides you with:

- access to a huge range of specialist digital and print information resources for your subject;
- help in finding and using information - online, face to face and by telephone;
- individual and group study space;
- PCs and wireless networking for your own device throughout the David Wilson Library;
- services for distance learners and researchers.
The Library is a shared resource for all members of the University. Please respect it and observe the Library regulations available at www.le.ac.uk/library/about.

To get started, visit www.le.ac.uk/library.

Follow us on Twitter @UoLDWL and Facebook www.facebook.com/davidwilsonlibrary

For information about your subject, please visit the My Subjects section of the website and click on your specific subject area.

**IT Services**

Whilst studying at the University you will have a University IT account and email address. There are hundreds of University PCs available with Office 2013 and many specialist programs to help you with your studies.

Visit www.le.ac.uk/it4students for more information about:

- **Student email:** access your email and calendar anywhere; on your laptop or mobile device
- **Printing:** print from any device to a University printer
- **Microsoft Office:** available at no cost whilst you study at the University
- **IT Help:** visit the Help Zone in the Library, phone 0116 252 2253, ithelp.le.ac.uk for IT Self Service, web chat or email ithelp@le.ac.uk
- **IT Training:** You can use Microsoft Imagine Academy (log in required) on the IT Services website for online training in Office
- **Wifi:** free access to eduroam wifi on campus, in student accommodation or at other universities
- **PCs on campus:** there are over 900 PCs available, with 350 located in the David Wilson Library (including 24/7 access during exam periods)
- **OneDrive:** the online storage location for all your files
- **Blackboard Virtual Learning Environment:** support and information for all your courses
- **Leicester Digital Library:** access to journals, databases and electronic books online

**Student Learning Development**

Studying for a degree is a stimulating, challenging and rewarding experience. In order to make the most of this experience, the University of Leicester provides a wide range of resources and services to support and enhance your academic development in areas such as essay-writing, critical thinking, independent learning and time-management. The Student Learning Development Team is here to help you develop the skills and abilities you need in order to succeed in your studies. To find out more about how we can help you develop your academic skills and abilities, visit our website: www.le.ac.uk/succeedinyourstudies.

**Students’ Union Education Unit (ED)**

Education help and advice is provided by the Students’ Union (SU) for all students.

We offer a free, confidential and friendly service to provide support and guidance to you about your circumstances. For example, you may need help putting together an appeal or complaint (academic and non-academic), mitigating circumstances form, or have other course/exam queries. Visit our website www.leicesterunion.com/support/education for more information on the service, including useful resources such as step-by-step guides to processes you may need to follow.

There are many other support services available, and we also provide guidance on who you can speak to from other Students’ Union, University, Student-Led and Community services that may be able to help you. These come together under the LeicsTalk service, visit www.leicesterunion.com/support/leicstalk for more information and a list of these services.

**Contacting ED:**
There are many ways to get support from the ED unit, and you can choose whichever suits your needs most:

- **Drop-in or book an appointment:** ED is based in the Students’ Union Percy Gee building, see the building map here. Opening hours are 10.00am to 4.00pm, Mon – Fri.
- **Email:** educationunit@le.ac.uk
- **Phone:** +44 (0)116 223 1132
- **Online chat facilities** are also available for appointments and drop-in sessions:
  - Facebook – www.facebook.com/talktoED (Drop in on Wednesdays, 3:30pm-4:30pm)
  - Skype - @ed_ducation1 (Drop in on Tuesdays, 9am-10am)

**Learn a New Language with Languages at Leicester**

There are many benefits to learning a new language. Not only could you enhance your career prospects and broaden your cultural horizons, but studies show that you could also improve your literacy skills, boost your memory, increase your attention span and even help to grow your brain!

Study with the Languages at Leicester Team on campus, and you will be taught by expert native tutors who are based within our School of Modern Languages, which has been ranked 3rd in the country in the University League Tables, The Guardian University Guide 2016.

We offer 16 different languages including Arabic, British Sign Language, Chinese, German, Korean and Spanish to name just a few, six levels of learning and two course lengths, so you can study in a way that suits you. Classes take place during evenings and Wednesday afternoons, as well as intensive ‘fast track’ courses on Saturday mornings.

Find out more about Languages at Leicester, including fees and term dates at: www.le.ac.uk/ml/lal.

The successful completion of a Languages at Leicester course will appear on your Higher Education Achievement Report (HEAR) when you graduate. For further details about the HEAR, please visit: www.le.ac.uk/hear.

**Contact:** Languages at Leicester +44(0)116 252 2662 | lalenquiries@le.ac.uk | www.le.ac.uk/ml/lal

**Other University Facilities**

**English Language Teaching Unit (ELTU)**

The English Language Teaching Unit provides the following in-sessional courses for postgraduate students who wish to improve their English language skills:

- **EL7000 Academic English for Postgraduate Students**
- **EL7040 Academic Grammar**
- **EL7060 Academic Speaking**
- **EL7070 Academic Vocabulary**

If you are new to Higher Education in the UK, we would recommend **EL7030 Academic Writing Lectures**, a series of four one-hour lectures in which the essentials of academic writing in a UK university are discussed.

Find out more at: www2.le.ac.uk/offices/eltu/insessional

**University Regulations**

[Senate Regulations](www.le.ac.uk/sas/regulations) contain rules and other important information about being an undergraduate or taught postgraduate student at the University of Leicester. The Regulations are part of the
formal contract between you and the University; you will have confirmed when completing registration that you will comply with procedures defined in the University’s Regulations.

The Quick Guide to Student Responsibilities ([www.le.ac.uk/sas/regulations/responsibilities](http://www.le.ac.uk/sas/regulations/responsibilities)) summarises some of your most important responsibilities as a student at Leicester, as defined in detail in the Regulations. These responsibilities relate to:

- attendance
- submission of work by set deadlines
- term time employment (full-time students – Home/EU and International)
- illness or other circumstances impacting upon studies
- maintaining your personal details
- the additional responsibilities of international students

Failure to adhere to student responsibilities can have serious consequences and may lead to the termination of your studies.

**Student Responsibilities**

The University expects its students to behave responsibly and with consideration to others at all times. The University’s expectations about student behaviour are described in:

- the Student Charter
- the Regulations governing Student Discipline
- the Student Code of Social Responsibility
- the Code of Practice governing Freedom of Speech
- the University’s regulatory statement concerning Harassment and Discrimination

These can be found at [www.le.ac.uk/senate-regulations](http://www.le.ac.uk/senate-regulations)

**Attendance and Engagement Requirements**

Attendance and engagement with your course is an essential requirement for success in your studies. The University’s expectations about attendance are defined in Senate Regulation 4: governing student obligations (see [www.le.ac.uk/senate-regulation4](http://www.le.ac.uk/senate-regulation4)). Full-time students must reside in Leicester, or within easy commuting distance of the city, for the duration of each semester. You should attend all lectures, seminars, practical sessions and other formal classes specified in your course timetable, unless you have been officially advised that attendance at a particular session is not compulsory or you have received formal approval for absence. You are also expected to undertake all assessments set for you.

The University operates a Student Attendance Monitoring procedure. Your attendance will be monitored throughout the academic year and if sessions are missed without an acceptable explanation being provided to your department then neglect of academic obligations procedures will be initiated. This may result in your course of study being terminated.

If you are an international student and your course is terminated this will be reported to UK Visas and Immigration (UKVI), in line with University sponsor obligations.

**Neglect of Academic Obligations**

You are expected to attend all learning and teaching events which are timetabled for you. These include lectures, tutorials or practical classes. You are also expected to submit work within the deadlines notified to you. Persistent failure to attend taught sessions and/or to submit work, without good cause, will be considered to be a neglect of academic obligations. Departmental procedures for dealing with neglect are set out within
the University’s regulations (see http://www.le.ac.uk/senate-regulation4 ‘Neglect of academic obligations’). In the most serious of cases of neglect the University has the right to terminate a student’s course.

Course details

You can view the programme and module specifications for your course via www.le.ac.uk/sas/courses.

In the programme specification you will find a summary of the aims of your course of study and its learning outcomes, alongside details of its teaching and learning methods and means of assessment. The programme specification also identifies the core modules that make up the course and any choice of optional modules. Each module has its own specification that formally records that module’s aims, teaching and learning methods, assessment components and their percentage weighting.

You can find out more about your specific programme of study and course structure in your Programme Guide.

Programme and Module Specifications

View the programme and module specifications for your course via www.le.ac.uk/sas/courses.

In the programme specification you will find a summary of the aims of your course of study and its learning outcomes, alongside details of its teaching and learning methods and means of assessment. The programme specification also identifies the core modules that make up the course and any choice of optional modules. Each module has its own specification that formally records that module’s aims, teaching and learning methods, assessment components and their percentage weighting.

Teaching Timetable

You can access your teaching timetable via My Student Record. While we aim to notify students directly of any late changes, we would advise you to check your timetable on a regular basis.

Coursework Submission

Unless specifically stated, written assignments should be submitted electronically via a Turnitin link. You can access these links on the relevant Blackboard module sites.

Once you have submitted your assignment via Turnitin, you will receive a TurnitinUK Digital Receipt to confirm that your assignment has been successfully uploaded. This receipt will also be sent as an email to your University of Leicester I.T. account. It will confirm the date and time of submission, and will provide you with a submission ID. Please ensure that you have received your TurnitinUK Digital Receipt prior to the submission deadline, as lateness penalties cannot be waived if the electronic copy of your assignment has not been submitted on time. If you have not received a TurnitinUK Digital receipt following submission of your assignment, or if you are concerned that your assignment has not uploaded correctly, you may send your assignment to SchoolofArts@leicester.ac.uk. Provided this is done before the submission deadline, you will not be penalised for late submission.

You should make sure that you submit your assignments by their due date to avoid any marks being deducted for lateness. Penalties for late submission of coursework follow the University scheme defined in Regulations governing the assessment of taught programmes (see www.le.ac.uk/senate-regulation7 or www.le.ac.uk/sas/assessments/late-submission).

Change of Course/Module

Discuss your options with your personal tutor, or another appropriate member of staff in your department, if you are considering a change of course or module. Changes of course or module require approval by your department and will only be allowed in certain circumstances.
See [www.le.ac.uk/sas/courses/transfercourse](http://www.le.ac.uk/sas/courses/transfercourse) or [www.le.ac.uk/sas/courses/transfermodule](http://www.le.ac.uk/sas/courses/transfermodule) for details of the procedures involved and deadlines that apply.

### Course changes

At the University of Leicester we are always trying to improve our teaching in response to the demands of employers, advances in subject knowledge and the responses of our students. As a result, it may be necessary on occasion to make some alterations to particular aspects of a course or module. Further information on the types of changes we might make can be found in our terms and conditions under item 6. Variation here: [http://www2.le.ac.uk/legal/terms-and-conditions-of-your-offer](http://www2.le.ac.uk/legal/terms-and-conditions-of-your-offer)

When changes occur, the university will ensure that where necessary you are consulted with and have as much notice as possible. You will be contacted no later than 25 days before the relevant change is due to take place. Should you have any questions about changes to your course or modules, please speak with your personal tutor or course director in the first instance.

### Marking and Assessment Practices

Student anonymity will be preserved during the marking of all formal examinations. Summative coursework (i.e. coursework that contributes to your module mark or grade) will be marked anonymously unless there are sound educational reasons for not doing so, or the type of assessment makes marking impractical.

Each programme at the University has one or more External Examiners, who are members of staff of other institutions that review the academic standards at the University and confirm that these are appropriate and comparable with other Universities.

The External Examiners for your courses are listed at: [www.le.ac.uk/sas/assessments/external/current-postgraduate-external-examiners](http://www.le.ac.uk/sas/assessments/external/current-postgraduate-external-examiners)

### Feedback and the Return of Work from Staff

**Coursework**

The Department complies with the University’s policy for the return of marked coursework (see [www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work](http://www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work) for details of the full policy):

General principles:

- Feedback and provisional grading on coursework will be returned within 21 days of the submission date;
- In exceptional circumstances where this is not possible, you will be notified in advance of the expected return date and the reasons for the longer turn-round time and where possible staff will provide some interim feedback: for example in the form of generic feedback to the class regarding common errors and potential areas for improvement.

**Examinations**

The Department complies with the University’s policy for the return feedback on examinations (see [www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work](http://www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work) for details of the full policy):

General principles:

- Following the approval of the provisional results by examination boards, departments will make the results available to students within 14 days. Where appropriate this will include a breakdown at the level of the examination and coursework.
- Departments will arrange for feedback on examination performance to be provided.
Progression and Classification of Awards

The University’s system for the classification of awards and the rules of progression are defined in the Regulations governing taught postgraduate programmes of study (www.le.ac.uk/senate-regulation6). Alternatively, refer to the Student and Academic Services website for information about degree classification and progression: www.le.ac.uk/sas/assessments/pgt-progressionaward

Any specific progression requirements for your course are stated in its programme specification (see http://www.le.ac.uk/sas/courses/documentation)

Referencing and Academic Integrity

Principles of academic integrity apply to the work of everyone at the University, staff and students alike, and reflect the University’s commitment to maintaining the highest ethical and academic standards. A key part of this is acknowledging where and when, in the process of producing your own work, you have drawn on the work of others. In practice, this means that the ideas, data, information, quotations and illustrations you use in assignments, presentations, reports, research projects etc. must be credited to their original author(s). This process of crediting the work of others is achieved through referencing (see the section below on ‘Referencing styles’). Failure to do this properly is to risk committing plagiarism: the repetition or paraphrasing of someone else’s work without proper acknowledgement.

What we mean by ‘plagiarism’, ‘self-plagiarism’ and ‘collusion’

Plagiarism is used as a general term to describe taking and using another’s thoughts and writings and presenting them as if they are our own. Examples of forms of plagiarism include:

- the verbatim (word for word) copying of another’s work without appropriate and correctly presented acknowledgement;
- the close paraphrasing of another’s work by simply changing a few words or altering the order of presentation, with or without appropriate and correctly presented acknowledgement;
- unacknowledged quotation of phrases from another’s work;
- the presentation of another’s concept as one’s own;
- the reproduction of a student’s own work when it has been previously submitted and marked but is presented as original material (self-plagiarism).

Collusion is where work is prepared or produced with others but then submitted for assessment as if it were the product of individual effort. Unless specifically instructed otherwise, all work you submit for assessment should be your own and must not be work previously submitted for assessment either at Leicester or elsewhere. For more detailed information on how the university defines these practices, see also: www.le.ac.uk/sas/assessments/plagiarism

The University regards plagiarism and collusion as very serious offences and so they are subject to strict penalties. The penalties that departments are authorised to apply are defined in the Regulations governing student discipline (see www.le.ac.uk/senate-regulation11 ‘Plagiarism and collusion: Departmental penalties for plagiarism and/or collusion).

Resources and advice to help you study with integrity and avoid committing plagiarism

Negotiating these various rules, regulations and conventions can sometimes be a challenge, especially if they are new or different from previous experiences of studying. Check the Student Learning Development website for
guidance on how to manage your studies so that you meet the required standards of critical scholarship and academic integrity: www2.le.ac.uk/offices/ld/resources/study/plagiarism-tutorial

If you are in any doubt about what constitutes good practice, ask your personal/academic tutors for advice or make an appointment with Student Learning Development for individual advice. You can book an appointment online by visiting: www.le.ac.uk/succeedinyourstudies.

One of the most important practices in ensuring the academic integrity of your work is proper referencing. The following section contains details of how to ensure your work meets the specific referencing requirements for the discipline(s) you are studying.

**Referencing style**

Different MA programmes may have different referencing requirements and students should check this with their MA convenor or module tutor before they submit assessed work. To find out which referencing style each department uses, and for information and help on each referencing style, please visit http://www.le.ac.uk/library/help/referencing.

Requirements differ on how to arrange bibliographies (complete list of all reference and other sources at the end of your coursework) and whether references are included within the word count for your coursework – please refer to any separate guidance provided on these points.

**Mitigating Circumstances**

The University considers a mitigating circumstance to be a recognisably serious or significant event, affecting a student’s health or personal life which is beyond the student’s control. The events are sufficiently serious enough in nature to result in the student being unable to attend, complete, or submit an assessment on time.

If you submit or attend an assessment on time, you cannot then request mitigating circumstances on the basis that your standard of performance in the assessment may have been affected unless you submit evidence that your judgement was affected in reaching the decision on whether to attend or submit.

You must keep your department(s) informed at all times of any personal circumstances that may impact upon your ability to undertake assessments. Tell your department(s) or Distance Learning Hub about any such circumstances at the time they occur. You need to supply supporting documentation (e.g. a medical certificate) as soon as possible. The deadline for submission of a mitigating circumstances claim will be no later than seven calendar days after the assessment deadline to which it relates.

See www.le.ac.uk/sas/regulations/mitigation for full details of the mitigating circumstances regulations and policy, including the University’s definition of a mitigating circumstance and what is deemed as an acceptable reason.

The University’s procedures for mitigating circumstances have been updated for 2017/18. Please read the relevant web pages carefully before completing a claim form so your circumstances can be fairly and consistently considered and the appropriate outcome reached.

Once you have submitted a mitigating circumstances claim (via the Mitigating Circumstances Blackboard site, onto which you will already be enrolled), along with supporting evidence, the School will consider your request and contact you with an outcome – usually within seven working days. If your circumstances are complex your request may be taken to a mitigating circumstances panel. If this happens we’ll let you know and provide you with a new date to expect an outcome. At the panel, your situation will be assessed along with the evidence you’ve provided.
Please note that student confidentiality is of utmost importance to the mitigating circumstances team, and specific personal information will never be disclosed outside of the team.

If your request is accepted, one of these outcomes will be applied:

1. Removal of lateness penalties
2. Provide a new date to attend/submit the assessment
3. Provide a new date to attend/submit an alternative assessment
4. Void assessment and re-scale module mark across other assessment elements
5. Disregard first attempt and provide a new date to submit the assessment
6. Disregard first attempt and provide a new date to submit an alternative assessment

The evidence you submit needs to explain what the circumstance is, exactly how it affected you in relation to your assessment and precisely when (i.e. identifying which assessments were affected). The evidence needs to give precise details about how your circumstance is affecting your performance. The evidence you give needs to be written in English and produced by an appropriate third party: if it’s originally in another language, it’s your responsibility to ensure a translation is supplied by the deadline date.

More guidance on the mitigating circumstances procedures in place from 2017/18 can be found here: http://www2.le.ac.uk/offices/sas2/regulations/mitigating-circumstances.

Ethical Approval of Student Projects

Ethical approval is needed for all research and consultancy undertaken by University staff and students (both undergraduate and postgraduate) wherever research and related activities involves human participants or raises ethical issues. All research and related activities within the University which involves human participants, or which raise ethical issues, require approval through the University's ethical review system: http://www2.le.ac.uk/institution/ethics/approval.

The School’s Ethics Officer is Dr. Jim Askham.

Personal Support for Students

Departmental Student Support Arrangements

From discussion of academic progress, to friendly advice on personal matters; personal tutors are there to provide support, advice and guidance on an individual level. Common topics for discussion may include course changes, study progress, module choices, exam results, career opportunities or more personal problems such as accommodation or financial difficulties. The Department’s personal tutor system operates in accordance with the Code of Practice on Personal Support for Students: www.le.ac.uk/sas/quality/personaltutor.

You will be assigned a Personal Tutor within the first couple of weeks of Semester One. You will be contacted by your Personal Tutor by email.

Equal Opportunities

Ethical approval is needed for all research and consultancy undertaken by University staff and students (both undergraduate and postgraduate) wherever research and related activities involves human participants or raises ethical issues. All research and related activities within the University which involves human participants, or which raise ethical issues, require approval through the University's ethical review system: http://www2.le.ac.uk/institution/ethics/approval.
University Student Support Arrangements

Student Services Centre

Your Student Services Centre brings together a range of key services to help make the most of your time at university.

Visit the Centre to access careers advice, health and well-being services, information about part-time work, fee and accommodation payments, new/replacement ID cards, visa and immigration support... and much more!

Our experienced and helpful staff are available Monday to Friday in the Charles Wilson Building.

AccessAbility Centre

The Centre offers a range of services to all students who have specific learning difficulties, such as dyslexia, disabilities or long-term conditions including mental health which have a substantial day to day impact on their studies. Staff offer one to one support, the co-ordination of alternative examination arrangements and assistance with applications for the Disabled Students’ Allowance. It is possible to be screened for specific learning difficulties and access to formal assessment is available. Students are means tested to see if they are eligible for assistance with the cost of formal assessments. The open access Centre acts as a resource base for students and staff and is a relaxed place for students to work. Its computers are equipped with specialised software for screen enlargement. Essay planning and speech output software is on the University network. The Centre has some specialised equipment (CCTV, enlarged keyboard, and chairs) and some for loan (chairs, writing slopes and digital recorders). Photocopying and printing facilities are also available. The Centre welcomes self-referrals as well as referrals from academic staff.

Contact: AccessAbility Centre, David Wilson Library
Tel/minicom: +44 (0)116 252 5002 | Fax: +44 (0)116 252 5513 | accessible@le.ac.uk

www.le.ac.uk/accessability

Student Welfare Centre

The Student Welfare Service offers wide ranging practical support, advice, and information for all students. Information, advice and guidance is available on finance issues, budgeting, benefits, personal issues, visa renewal and immigration.

The Student Welfare Service also provides information to students about scholarships, grants, hardship awards and emergency loans, all of which require applications and assessments.

Contact: Student Welfare Service, Student Services Centre, Charles Wilson Building
Tel: +44 (0)116 223 1185 | Fax: 0116 223 1196 | welfare@le.ac.uk | www.le.ac.uk/welfare

Counselling and Wellbeing Service

This Service offers a range of expertise and support for the psychological aspects of health and wellbeing.

Services on offer include:

Student Counselling Support

Time-limited, free and confidential one-to-one counselling to help students find ways of dealing with academic-related or personal issues that may be affecting ability to study or engage with student life. Helping students to build on their skills to cope with the challenges of study, work and relationships through workshops.

For information see our website: www.le.ac.uk/counselling
Contact: Student Counselling and Wellbeing Service  
+44 (0)116 223 1780  |  wellbeing@le.ac.uk

**Student Mental Wellbeing Support**

Practical, emotional and skills based one-to-one support to students managing mental health issues whilst at the University. Helping students to build on their skills to cope with the challenges of study, work and relationships through workshops.

Contact: Student Counselling and Wellbeing Service, Student Services Centre, Charles Wilson Building  
+44 (0)116 223 1780  |  wellbeing@le.ac.uk

[www2.le.ac.uk/offices/ssds/student-support-mental-wellbeing](http://www2.le.ac.uk/offices/ssds/student-support-mental-wellbeing)

**Student Healthy Living Service**

The Student Healthy Living Service provides direction to health care and health related activity which will contribute to wellbeing and help students to enjoy a balanced life. Students should register for health care local to the University; The University works closely with the Victoria Park Health Centre where staff have expertise in student health. More information can be found on the Healthy Living Service website.

Contact: Student Healthy Living Service  
+(0)116 223 1268  |  healthyliving@le.ac.uk  |  go.le.ac.uk/healthyliving

**Health Care and Registering with a Doctor**

Illness can affect any one of us at any time and for this reason the University strongly advises you to register with a doctor in Leicester. The Victoria Park Health Centre ([www.victoriaparkhealthcentre.co.uk](http://www.victoriaparkhealthcentre.co.uk)) has expertise in student health and has provided medical care to the University’s students for many years. The Health Centre is located conveniently close to the main-campus and registration is free.

If when you come to University you are already under the care of a ‘specialised team’, have a known medical condition including mental health or waiting for an appointment it is still advisable to register at the Victoria Park Health Centre. Soon after arrival, make an appointment to discuss with one of the doctors who will then be in a better position to communicate with the relevant doctors and help you to manage your condition to avoid any unnecessary disruption to your studies. Please take with you information from your current doctor or consultant which includes diagnosis, current management, including medication (provide a certified English translation if the original is not in English). This is essential for international students as some conditions may be managed differently in this country, particularly in relation to medication which may be licensed differently and may need changing to something which is available to prescribe in this country. If you take medication for your condition you must bring 12 weeks supply with you to ensure continuity until the registration process is complete.

More information about registering with a doctor and other health and well-being services can be found at: [http://www2.le.ac.uk/offices/healthy-living-for-students/new-students/uk-students](http://www2.le.ac.uk/offices/healthy-living-for-students/new-students/uk-students)

**Careers and Skills Development**

The School’s Career’s Tutor is [Dr. Chryso Hadjidemetriou](mailto:chryso.hadjidemetriou@le.ac.uk).

**Career Development Service**

With your drive and determination, the Career Development Service can help you develop the skills and abilities that will not only help get you to where you want to be after university, but will stay with you for life.
Career development at Leicester isn’t just about getting some work experience and writing a CV; we make sure that you get personal support to achieve your aspirations. We’re here for you from the moment you arrive, through to your graduation and beyond providing you with the skills and knowledge to manage your own career development and succeed on whichever path you choose. In fact our team are delighted to have been awarded twice by graduate employers for having the best strategy for preparing students for work after university.

We work closely with your department to support you in achieving the Leicester Award; an inspirational personal development programme. By attaining this award you will not only receive an official certificate and recognition on your final degree transcript but you will also develop the skills and experience that you need to get that first job out of university and unlock exclusive employer and further study opportunities to fast track your career. Even if you’re not sure what it is you want to do yet, we’ll help you identify your personal strengths and what you need to develop to be ahead of the crowd.

It’s your career development journey and you decide where it is that you want to go. By working with us you make sure that you’re giving yourself the best possible chance to get there. We’ve got the knowledge and resources to spur you on to success so, by working with us, you really will make the most of you!

We’re here to support you throughout your time at university so make sure that you come and visit us in the Student Services Centre in the Charles Wilson Building. Here you can book one-to-one appointments with our career consultants for support with career planning, job hunting, CVs, applications and mock interviews or contact us on the details below.

When you arrive at Leicester you’ll have access to MyCareers: https://mycareers.le.ac.uk, our career management system, by simply using your university username to login. This is the gateway to:

- Booking to attend Careers Fairs and meeting employers who are coming on campus
- Finding all the opportunities available exclusively for Leicester students such as paid internships, volunteering, and extra-curricular activities

If you are looking for part time work whilst studying, make sure you sign up to Unitemps, based in the Student Services Centre, for opportunities on campus and in the city.

**Contact the Career Development Service:**

0116 252 2004 | careershelp@le.ac.uk | www.le.ac.uk/careers
@uolcds | fb.com/uolcds

**Feedback from Students**

**Student Feedback Questionnaires**

It is important to us to know what you think about the courses we provide and the ways in which they are delivered. To enable us to receive adequate feedback, you will be asked to complete at least one module or Course Evaluation Questionnaire towards the end of the second semester.

**Student Staff Committees**

Items for discussion may be channelled through members of the Student/Staff Committee or handed in at the reception desk in the School Office (Attenborough 1514). These will be considered by staff at the first meeting to take place after the item has been raised. The Committee’s minutes are posted on the Student Staff Committee Blackboard sites.
Departmental Prizes
Please refer to your Programme Guide for further information on departmental prizes.

Safety and Security
The School Safety Officer is Andrea Vear (av128@le.ac.uk, ext. 2662, Attenborough 1514).

Emergency Numbers
To summon the fire brigade, police, or ambulance from an internal phone: dial 888
If there is no reply: dial 9 then 999
From an external phone / payphone: dial 999

Attenborough Building
The Attenborough Building is open from 8.00am to 6.00pm, Monday to Friday.
The fire alarm is tested once a week, usually on Thursday at 9.30am. If the alarm sounds at another time, please exit the building via the stairs. Do not collect personal belongings. Follow any instructions issued by the fire wardens. The assembly point is the area in front of the Mathematics Building.

Paternoster
In order to prevent the Paternoster from malfunctioning, students are asked to observe strictly the safety instructions posted in each car.

Student ID Cards
If your card has been lost or stolen you'll need to order a replacement. You can do this by visiting the Student Services Centre in the Charles Wilson Building. There is no charge for a replacement card. A replacement photograph is not normally required.

Personal Belongings
Your personal belongings are not covered by the University’s insurance. You are therefore advised to check whether your parents’ or family policies provide adequate protection. If not, private insurance arrangements should be made.

A lost property service operates from the Security Lodge, which is situated at the far end of the Fielding Johnson Building on Wyggeston Drive, University entrance No. 1.
Bicycles may be brought onto the main campus but must be placed in the cycle racks provided, and appropriate security measures taken to help to prevent theft and damage. For advice on preventing cycle theft and details of the University’s Coded Cycle Scheme visit: www.le.ac.uk/estates/facilities_&_services/security/CodedCycleScheme.html

Complaints and Academic Appeals Procedures
The University has robust systems in place governing the quality and standards of its degree programmes and your experience as a student here. We are confident that, like the vast majority of students here, you will enjoy and be satisfied with your course. In most instances your department will be able to resolve any issues that do occur but we recognise that this will not always be possible. For this reason, the University has official procedures that allow eligible cases to be formally reviewed.
Information about these procedures, including the relevant forms, can be found on the Student and Academic Services website: see www.le.ac.uk/sas/regulations/appeals-complaints. These pages should be read in conjunction with the University's Regulations governing student appeals (www.le.ac.uk/senate-regulation10) and Regulations governing student complaints (www.le.ac.uk/senate-regulation12).