



UNIVERSITY OF  
**LEICESTER**

School of Arts

Undergraduate

# Handbook

2017/18



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## Introduction

Welcome to the School of Arts. We hope your time in Leicester will be inspiring and enjoyable. This handbook is designed to provide you with some of the general information you may need about the School of Arts and the University. It is designed to be used in conjunction with the Programme Guide which will be available online and on Blackboard for your particular degree:

<http://www2.le.ac.uk/departments/english/existing-staff-and-students> English

<http://www2.le.ac.uk/departments/arthistory/staffandstudents> History of Art and Film

<http://www2.le.ac.uk/departments/modern-languages/students> Modern Languages

You are asked to read the information in both documents with care.

Further information is available in the 'University of Leicester Welcome – Essential Information for Students' book which can be collected from Reception in Att 1514.

## Returning Students

Whether you are a second or final year student, we welcome you back to Leicester and hope you will embrace the opportunity to further expand your knowledge and gain new skills. As always, we are here to help you enjoy your studies and get the most out of your course. We want you to find the coming year stimulating and fulfilling.

## Important Dates 2017-2018

Monday 25 September 2017	Autumn term and first semester begin
Friday 15 December 2017	Autumn term ends
Monday 6 November 2017 - Friday 10 November 2017	Reading week
Friday 15 December 2017	End of Autumn term
Friday 22 December 2017 – Monday 1 January 2018 inclusive	University closed for Christmas
Monday 08 January 2018	Spring term begins
Monday 08 January 2018 – Friday 12 January 2018	First semester examinations
Monday 15 January 2018	Examinations and beginning of Semester 2 teaching
Wednesday 30 March 2018	Spring term ends
Thursday 29 March 2018 – Tuesday 03 April 2018 inclusive	University closed for Easter
Monday 30 April 2018	Summer term begins – Revision week
Monday 07 May 2018 – Friday 25 May 2018 inclusive	Second semester examinations

Friday 08 June 2018

Summer term and second semester ends

Please note that examination dates may be subject to change.

**Note:** The information in this handbook applies to the 2017-2018 session only. We have tried to ensure that the information was correct when the handbook went to press in September 2017.

## Special Equipment (if applicable)

Please note: Dictionaries are not allowed in University exams.

## For Joint and Major/Minor Student

As a student at the University of Leicester you may be on one of our pathways, taking either one subject or two subjects in combination. As a Joint or Major/Minor degree student you will build up relationships with both departments that you are studying with, however your degree will be linked to a home department. If you are doing a Joint degree your home department is the department for the first subject in the title of your degree programme. If you are doing a Major/Minor degree your home department will be your Major department. You will receive a handbook for both your subjects. Additional information for students studying more than one subject is available through [www.le.ac.uk/learnatleicester](http://www.le.ac.uk/learnatleicester) and <http://www2.le.ac.uk/students/info/students-studying-more-than-one-subject>

## Department Details

The Head of the School of Arts is Professor Martin Halliwell

	Forename	Surname	Extension	Email	Room	Subject
Prof	Martin	Halliwell	2645	HoDArts@le.ac.uk /mrh17@le.ac.uk	1302	Head of School
	Hilary	Casey	2682	hc55@le.ac.uk	1514	Programme Administrator Modern Languages
	Joan	Collier	2866	jc675@le.ac.uk	1514	Programme Administrator Film Studies
	David	Revill	2622	dar22@le.ac.uk	1514	Programme Administrator English
	Mechelle	Thompson	3674	mt70@le.ac.uk	1514	Programme Administrator History of Art

The School is located in the Attenborough Tower; the School Office is on the fifteenth floor, Att 1514. The phone number is 0116 252 2620.

A full list of School staff can be found on the website at <http://www2.le.ac.uk/departments/arts/people>

Programme Guides will give details of staff in your subject/s area/s.

Campus maps are available at: [www.le.ac.uk/maps](http://www.le.ac.uk/maps)

## Office Hours

Academic staff members' office hours will be posted on individual office doors. Outside of these hours students should e-mail their Personal Tutor to make an appointment.

## Key Contacts

### Who should I speak to in the School of Arts?

Issue	Contact	Contact details	Email address
Timetable clash Change a module Change your degree Withdrawal from the University (temporary or permanent)	School Office	ATT 1514	<a href="mailto:Schoolofarts@le.ac.uk">Schoolofarts@le.ac.uk</a>
Absence from class or seminar	By email to relevant class tutor (see programme guide for contact details) and School Office		<a href="mailto:Schoolofarts@le.ac.uk">Schoolofarts@le.ac.uk</a>
Advice on a topic or an essay on a module	Course tutor OR the module convenor	See notes on Blackboard	
Feedback on an assessed essay, coursework and/or an exam	The School Office OR Course tutor	ATT 1514	<a href="mailto:Schoolofarts@le.ac.uk">Schoolofarts@le.ac.uk</a>
Mitigating circumstances concerning assessed work and/or an exam	The School Office OR your Personal Tutor	ATT 1514	<a href="mailto:Schoolofarts@le.ac.uk">Schoolofarts@le.ac.uk</a>
General issues about your course, teaching, assessments etc.	Student-Staff Committee course representatives (will be confirmed during first term)	Committee members include a student representative from each year and members of staff representing each department.	
Confidential questions about an academic and/or personal problem	Your Personal Tutor (allocated in first teaching week)	See Introduction above for links to email addresses and individual office doors for drop in hours	

## Departmental Communications

Staff in the School will usually communicate with you individually by e-mail or via Blackboard.

## Contacting Members of Staff

Appointments may be made to see any member of the academic staff by telephone or e-mail. Members of staff also have notices on their office doors indicating when they are available to see students without prior appointment (Office Hours).

Any student wishing to see the Head of School is asked to make a request at the reception desk in the School Office. While we try to keep an open-door policy, we ask students to remember that staff have a number of different administrative and research responsibilities alongside their teaching commitments, and to respect Office Hours as far as possible.

Any questions about specific courses are usually best directed to the lecturers or tutors concerned. If in doubt you should always consult the Directors of Studies for advice and assistance on any matters of a subject-specific nature. The School Office is often able to provide more general information or advice on matters relating to your course of study, or will make an appointment for you to see any member of staff.

## School Office

The School Office is situated in the Attenborough tower, 15<sup>th</sup> floor Att 1514.

The Office is normally open during at the following times:

Monday to Friday                      9.00am – 5.00pm

## 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 at <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.

## Student ID Cards

If you need a new Student ID Card one can be provided from the Student Services Centre in the Charles Wilson building. Please note it may take up to 24 hours to activate.

## 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](http://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.

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](http://www.le.ac.uk/library/about).

To get started, visit [www.le.ac.uk/library](http://www.le.ac.uk/library).

Follow us on Twitter @UoLDWL and Facebook [www.facebook.com/davidwilsonlibrary](http://www.facebook.com/davidwilsonlibrary)

## Can I renew my loans?

Most items can be renewed, as long as no other borrower has placed a 'hold' on that item. You can renew things online using 'My Account' on the Library Catalogue, over the telephone (0116 252 2043), or in person.

How can I reserve items that are out on loan to someone else?

If your chosen book is out on loan, you can place a 'hold' using the Library catalogue. We will recall the item and then contact you via your University of Leicester e-mail to say it's available for collection (from the Express Zone).

If an item on loan to you is required by someone else, you will be sent a recall notice. This shortens the original loan period.

## What are journals, and where are they?

For the most up-to-date research on a topic you will need to consult the Library's journals, as they are published far more regularly than books. Some journals are general in coverage (for example *Film Quarterly* examines film theory, history, production, world filmmakers and national cinemas) others are more specific (such as the *Journal of British Cinema and Television*, which limits its scope to Britain). Specific articles may be included on your reading list. The journals are kept in one sequence in the basement of the David Wilson Library. Electronic journal titles are available on Leicester e-link which is on the Library Homepage <http://www.le.ac.uk/library>

## What information is available electronically?

An increasing amount of information can now be found in electronic form. Your starting point is the Subject Room linked from the Library Home page, which gathers together all the resources which the Library recommends for your subject. This includes databases for finding journal articles, other Library catalogues and key websites. See also the Reading Lists link in the programme guides.

## Can I photocopy in the Library?

Self-service photocopiers are available at both libraries and all students have an electronic 'Print & Copy Account' which can be credited to pay for photocopying and printing.

## Can I study in the Library?

Study places are available throughout the Library. Most are in designated 'silent study' areas and you are expected to not smoke, eat or drink, except for bottled water. Mobile phones and other devices likely to cause a disturbance may not be used in the Library unless their use is silent. However, when tackling group projects you will be able to make use of the group study rooms. Information on how to book these can be found at <http://www.le.ac.uk/library/services/studyrooms.html>

## 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](http://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](http://ithelp.le.ac.uk) for IT Self Service, web chat or email [ithelp@le.ac.uk](mailto: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](http://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](http://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](http://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](mailto: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](http://www.facebook.com/talktoED) (Drop in on Wednesdays, 3:30pm-4:30pm)
  - Skype - @ed\_education1 (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!

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](http://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](http://www.le.ac.uk/hear).

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

+44 (0)116 229 7440 | [bookshop@le.ac.uk](mailto:bookshop@le.ac.uk) | [www.le.ac.uk/bookshop](http://www.le.ac.uk/bookshop)

Twitter: [@LeicUniBookshop](https://twitter.com/LeicUniBookshop) | Facebook: [www.facebook.com/UoLBookshop](http://www.facebook.com/UoLBookshop)

## University Regulations

In exceptional circumstances students may be allowed to complete four year degrees in three years without a year abroad.

**Senate Regulations** ([www.le.ac.uk/sas/regulations](http://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

You are required to 'tap in' at the start of a teaching event using your student ID card. Information on how to swipe in to confirm your attendance can be found on the 'Touch Green to be Seen' posters around campus and at each teaching venue. It is your responsibility to ensure you carry your student ID card for registering your attendance at each teaching event.

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.

## Non-attendance

Non-attendance at tutorials or seminars will have the following result:

Unauthorised Absences	Action required
STAGE 1: Absent for a full week	Student will be reminded by email of the need to attend – no action required by student

STAGE 2: Absent for a further consecutive week	Second email asking <b>student to report to their Personal Tutor or the School Office</b>
STAGE 3: Absent for another consecutive week = 3 weeks in total	Student issued with another email which is an official warning that continued non-attendance is a neglect of their academic obligations and may result in withdrawal of registration. <b>Please contact PT or Office to explain reason for absence. We will do all we can to help with any issues which are causing absence.</b>
STAGE 4: Absent for a fourth consecutive week	Neglect of academic obligations procedures initiated, and students issued with a notification of intent to withdraw registration  <b>Student has five working days to appeal to the School with evidence against their withdrawal</b>

**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.**

Therefore, if you miss a class, for whatever reason, please contact your tutor and [Schoolofarts@le.ac.uk](mailto:Schoolofarts@le.ac.uk)

## 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.

## Examination Regulations

If your course involves any exams you must ensure that you are familiar with the **University's Examination Regulations** ([www.le.ac.uk/sas/assessments/examregs](http://www.le.ac.uk/sas/assessments/examregs)). These contain a variety of regulatory information and instructions relating to exams, including the rules governing:

- scheduling
- admittance
- student conduct
- permitted and prohibited items and clothing
- use of calculators and dictionaries
- absence due to illness
- cheating

You can also find information about exams in the **Students' Guide to Exams** ([www.le.ac.uk/sas/assessments/examsguide](http://www.le.ac.uk/sas/assessments/examsguide))

## Timetable Information

All personal timetables are shown on MyStudentRecord

You will be informed through Blackboard and/or email of any changes to venues/times. If we receive amended information late it may be shown on the classroom door/s.

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.

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>

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.

## Course details

### Programme and Module Specifications

View the programme and module specifications for your course via [www.le.ac.uk/sas/courses](http://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.

### Course Structure

Full details of all modules, including teaching times, screenings, assessment and reading lists will be shown on Blackboard.

## Coursework Submission

Students are only required to submit an electronic copy of their coursework assignments.

Your assignment should be submitted via the Turnitin link on the relevant Blackboard site.

- Click on 'Assessment' on the left-hand side of the page.
- Click on the folder in the middle of the page relevant to this assignment.
- Click on the relevant 'View/Complete' Turnitin link. Please follow the instructions on the subsequent pages to submit.

Please note that if your assignment is submitted after the aforementioned deadline, lateness penalties will be applicable, unless you can provide evidence of mitigating circumstances which explain your late or non-submission, **Senate Regulation 7.95 – 7.96** <http://www2.le.ac.uk/offices/sas2/assessments/late-submission>

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 IT account. It will confirm the date and time of your submission, and it will provide you with a

submission ID number. 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, and this receipt will be the proof that your submission has been successfully uploaded to Turnitin.

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](mailto:SchoolofArts@leicester.ac.uk). Provided this is done before the submission deadline, you will not be penalised for late submission.

## 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-undergraduate](http://www.le.ac.uk/sas/assessments/external/current-undergraduate)

## Progression and Classification of Awards

The University's system for the classification of awards and the rules of progression are defined in **Senate Regulation 5: Regulations governing undergraduate programmes of study** ([www.le.ac.uk/senate-regulation5](http://www.le.ac.uk/senate-regulation5)). Alternatively, refer to the Student and Academic Services website for information about degree classification and progression: [www.le.ac.uk/sas/assessments/progression-ug](http://www.le.ac.uk/sas/assessments/progression-ug)

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

You must use a consistent referencing style when referring to books and other publications that you have read for your coursework. Most subject areas have a specific referencing style which you are required to use. If you are on a Joint or Major/Minor programme you may find that your subjects use different referencing styles and it is important that you use the correct ones. 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>.

## Notification of Ill Health and Other Mitigating Circumstances

The University recognises that students may suffer from a sudden illness or other serious event or set of circumstances which adversely affects their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied. These regulations are designed to ensure the fair and consistent treatment of all students.

**You must keep your department(s) informed at all times** of any personal circumstances that may impact upon your ability to attend teaching events or to study. Please inform your tutor and email [SchoolofArts@le.ac.uk](mailto:SchoolofArts@le.ac.uk) about any absences (either planned or unexpected) and about any other circumstances **at the time they occur**.

If a recognisably serious or significant event beyond your control has affected your health or personal life and as a result you are, or have been, unable to submit or attend an assessment on time you need to let us know. This process is known as requesting Mitigating Circumstances.

**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.

You may submit a mitigating circumstances claim if you can demonstrate that circumstances beyond your control have had a significant negative impact on your ability to submit/attend or complete an assessment by the deadline. (Typically the event must have occurred on the day the assessment was due to be submitted/attended or the week leading up to it.) In order to submit a mitigating circumstances claim, first visit [www.le.ac.uk/mitigating](http://www.le.ac.uk/mitigating) and then make your request via **MyStudentRecord**.

You will need to supply supporting documentation (e.g. a medical certificate) as soon as possible and no later than the deadline relevant to the assessment(s) affected. Normally, the deadline for submission of a mitigating circumstances claim will be no later than seven days after the assessment deadline to which it relates.

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.

Once you have submitted a mitigating circumstances claim, 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 seven 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**
- 7. Note that the assessment was affected and carry the mitigation request forward to the point of award, for the purpose of any borderline considerations (This outcome only applies to undergraduate students)**

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.

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>

## 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. 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.

## Personal Support for Students

### 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](http://www.le.ac.uk/sas/quality/personaltutor)

### Personal Tutors

You will be allocated a Personal Tutor in your subject area in the first teaching week. If you are a joint degree or Major/Minor student, you will be allocated a Personal Tutor from your Lead/Major department, but will also have access to academic support in both disciplines. Your Personal Tutor can advise you whom to contact in that case.

You can find out who your Personal Tutor is by consulting Blackboard or contacting the School office. You will have regular, scheduled meetings (twice per semester) to discuss academic issues and reflect on your progress; some of these are 1-2-1 meetings (your Personal Tutor will contact you to arrange them), and others are group meetings (which will appear on your timetable). Records are kept for these meetings. You are encouraged to contact your Tutor for further advice and support when you need it.

Your Personal Tutor is there to provide academic support, advice and guidance on an individual level, overseeing your progress and reflecting on your development during your degree. This support includes guidance on feedback and assessments, crisis support and signposting to other university services, help with study skills, module choices, and CV building, and access to careers information. The School's personal tutor system operates in accordance with the **Code of Practice on Personal Support for Students**: [www.le.ac.uk/sas/quality/personaltutor](http://www.le.ac.uk/sas/quality/personaltutor)

It is your responsibility to:

- respond to contact from your Personal Tutor (including emails and invitations to meetings);
- request a meeting or make contact if the need arises, seeking timely advice from your Tutor when you are faced with issues (academic or personal) for which you need support;
- bring examples of work and feedback to meetings, when appropriate, to discuss academic development.

It is in your interests to ensure that your Personal Tutor is kept informed about anything that might affect your ability to fulfil your work.

As well as the scheduled sessions, your Personal Tutor is there to help if you have more urgent issues arising. If your tutor is unavailable (for instance, if s/he is unwell or away from campus) and you need to talk to someone immediately, please contact one of the **Senior Tutors**: in Semester 1 this is Cathleen Waters ([cw301@le.ac.uk](mailto:cw301@le.ac.uk)) and in Semester 2 it is Mary Ann Lund ([maejl1@le.ac.uk](mailto:maejl1@le.ac.uk)). If you should experience any problems with the Personal Tutoring system, or wish to change Personal Tutors, then you should also contact one of the Senior Tutors.

Additionally, the Student Services Centre in Charles Wilson (open from 9am every weekday) is a central point for information and advice for all students. If you need help with any practical matters, the Centre will always be happy to help you.

### Peer Mentoring

The Peer Mentoring scheme was set up to give all first year undergraduates access to a student who is in their second or third year to gain all the best advice and support about starting University.

Mentors are there to listen, as well as give advice on the best places to go to should Mentees needs any help or assistance during their first year. They will share experiences – good and bad! As well as all the tips they picked up whilst they were a first year to make sure new students settle into life at The University of Leicester.

If you haven't signed up for your mentor please go to: <https://peermentoring.su.le.ac.uk/apply> and follow the link for New Students.

### Equal Opportunities

The School of Art endorses the University's Equality Scheme and will positively promote equality of opportunity for all current and potential students, staff and its other stakeholders. It will not discriminate on the basis of gender, gender identity, disability, race, ethnic or national origin, age, sexual orientation, socio economic background, religion and belief, political beliefs, family circumstances and trade union membership. The School endorses and executes the University's Corporate Equality Objectives. It seeks to ensure that all its members are aware of Equal Opportunities issues and have confidence in the School's ability to identify and adhere to best practice on such issues.

We are committed to encouraging inclusive cultures, policies and practices that promote and foster equality and diversity. It will respond to this diversity within the learning environment and in its members' dealings with each other and with the general public. Students and staff are expected to be aware of appropriate use of non-gender-specific language in all course literature, coursework and assessed work, and to be aware of the offence stereotyping can cause.

Any form of direct or indirect discrimination, harassment, bullying or intimidating behaviour is unacceptable within the University community in that it represents a denial of individual rights and opportunity and an attack on the dignity of the individual person. The University regards acts of unlawful discrimination and harassment as a serious disciplinary matter. Students or staff who feel they may have been subject to unfair discrimination or harassment are advised to approach their personal tutor, the Equal Opportunities officer (Dr Simona Storchi, [ss557@le.ac.uk](mailto:ss557@le.ac.uk)), or the Head of School.

Equal Opportunities issues may be raised and discussed at the Student-Staff Committee, at departmental staff meetings and at plenary sections of the full School Board of Studies.

## 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.

<http://www2.le.ac.uk/offices/ssc> 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](mailto:accessible@le.ac.uk) |

[www.le.ac.uk/accessability](http://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](mailto:welfare@le.ac.uk) | [www.le.ac.uk/welfare](http://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](http://www.le.ac.uk/counselling)

**Contact:** Student Counselling and Wellbeing Service

+44 (0)116 223 1780 | [wellbeing@le.ac.uk](mailto: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](mailto: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](mailto:healthyliving@le.ac.uk) | [go.le.ac.uk/healthyliving](http://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>

### 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](mailto:careershelp@le.ac.uk) | [www.le.ac.uk/careers](http://www.le.ac.uk/careers)

@uolcads | [fb.com/uolcads](https://www.facebook.com/uolcads)

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 and log-in to your MyCareers

## **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 in each semester. This will normally take place during a regular teaching session.

Items for discussion may be channelled through members of the Student/Staff Committee or handed in at the reception desk in the School Office (ATT 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 and are

## What you can expect of us - What we expect of you.

This final section sets out what we expect of you and what we think you should reasonably expect of us, it also serves as a summary of some of the points which appear elsewhere in this handbook.

### What can you expect of us?

- You can expect that you will be provided with an overall course which is well structured and clearly outlined and which takes account of your level of achievement.
- You can expect that modules will be well planned and delivered and will be appropriate to your level of attainment at the stage you take them. You can also expect that they will be both stimulating and demanding; 'appropriate to your level' does not mean easy, and indeed a module which is easy is not appropriate to your level.
- You can expect that lectures, seminars and classes will be well planned and that they will fit clearly and properly into the overall structure of the module and your course.
- You can expect that seminars and classes will be carried out in a constructive and encouraging atmosphere, as these are the circumstances in which learning is easiest. It is of course up to you to contribute to this atmosphere by preparing the work which you were asked to do and making an effort to contribute to discussion.
- You can expect that lectures, classes and tutorials will begin and end on time. Please remember that conventionally lectures and classes timetabled to finish on any hour will end at 10 minutes to the hour to allow time for both students and staff to move to their next class.
- You can expect to have the appropriate course materials for each module handed out at the first teaching session of the course, and that this literature will be helpful and will make your obligations clear.
- If you submit an item of coursework on time you can expect to have it marked, with comments, within three weeks of the submission deadline. If there will be a delay for any reason, e.g illness, the module co-ordinator will notify you.
- You are entitled to expect that those comments on your essay will be clear and helpful; the amount of comment that you should expect will obviously depend upon the essay and the style of the teacher concerned. Your academic tutor will be willing to discuss and explain both the comments and the mark awarded.
- You are entitled to consult your academic tutors for advice when preparing your coursework (however this must be within a reasonable time frame from the deadline). This may include suggesting further reading, giving guidance on the expected scope of the topic, or matters of correct format in references and bibliography (as the submitted work must be your own effort, there are limits to the help which can be given on the actual content).
- You should expect to be able to see your personal tutor at his or her advertised office hours and by appointment; you are entitled to expect that your tutor will keep such appointments.
- You are entitled to expect that any comments, negative or positive, that you make about the course, individual modules, or the way they are taught will be taken seriously. You are entitled to a response and an explanation if your suggestion is rejected.
- You are entitled to be treated courteously and with consideration by all the staff of the School.

## What can we expect of you?

- The School expects you to take responsibility for the planning and execution of your own work. Perhaps the most important thing you will learn at the University of Leicester, and what distinguishes university most from school or college, is that you alone are responsible for the pattern and the structure of your work. In particular, it is up to you to plan your work so that you are ready for each of your classes and that your essays are submitted on time. Your academic and personal tutors can help if you find this difficult; as can the Learning Development Service, but in the end the responsibility is yours.
- We expect you to read carefully through this handbook and any other information which you are given, including course handouts. You should be aware of the procedures of the School and of your obligations; if you are in doubt or have questions, you should take the initiative and ask for guidance.
- We expect you to check your timetable and class lists to ensure that you know when and where your lectures and classes are being held.
- We expect you to check your email regularly.
- We expect you to attend lectures, seminars and classes and to inform your academic tutor if you are unable to be present. If you fail to attend regularly you will be asked to explain your absences; repeated absence without good reason can lead to your course being terminated. If you are unable, through illness or other reasons, to attend a class, we expect you to let your academic tutor know and to provide appropriate supporting documentation.
- We expect you to have done at least the recommended preparation and to be willing to contribute to discussion. If you have been asked to make a presentation, we expect you to attend promptly and to make your best efforts in preparing and presenting the paper. Classes work best when the atmosphere is relaxed and when everyone has something to contribute.
- We expect you to read carefully the instructions for the submission of essays and other work, and to keep to them. In particular we expect you to submit your essays on time and in the proper way. It is your responsibility to check that submission of coursework has been successful.
- We expect that any essay you submit will be your own work, with quotations from books and articles properly identified and attributed.
- We expect you to respond to requests to see your personal tutor, and that you will keep your personal tutor informed of any problems that you are having; this will enable us to take them into consideration at examination time or at other times.
- We expect you to familiarise yourself with and make use of the University's facilities, such as the Library and the IT network.
- We expect you to keep the University informed of any change in either your home or local address.
- We expect you to provide us with your honest opinion upon the modules which you have taken and the course as a whole, and to bring to our attention any problems you have with the course.
- We expect you to follow the deadlines stipulated within this Handbook. Providing documentation by a specified deadline to support a mitigating circumstances claim is your responsibility.
- Finally, we hope that you will take advantage of the other opportunities which being at University offers you - to make the most of the social, cultural and sporting sides of student life.

## Safety and Security

The School Safety Officer is Mrs Andrea Vear. Phone 0116 252 2662 Email [av128@le.ac.uk](mailto:av128@le.ac.uk)

### 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

The fire alarm is tested once a week, usually on Thursday at 9.45am. 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.

### Evacuation Procedure

During your first lecture/seminar/tutorial for each of your modules you will be alerted to the procedure to follow in the event on an emergency.

### First Aid

For information on who the School's first aiders are, please contact the School Office on 0116 252 2620 or [schoolofarts@le.ac.uk](mailto:schoolofarts@le.ac.uk)

## 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](http://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](http://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](http://www.le.ac.uk/senate-regulation10)) and **Regulations governing student complaints** ([www.le.ac.uk/senate-regulation12](http://www.le.ac.uk/senate-regulation12)).

