EL Modules for Erasmus and Study Abroad Students

Academic Year 2018/19
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Welcome/Introduction

Welcome to the English Language Teaching Unit (ELTU). We are delighted that you have chosen to enrol on our credit-bearing English language modules. We hope that your studies at the ELTU will help you to make the most of your time in Leicester, both in and out of the classroom. In this handbook, you will find key information about the modules and facilities we offer. If you need further information or help, you can always come and talk to us, or get in touch by email or phone.

Department Details

The ELTU is based in Readson House and Prospect House on Regent Road (A on the map below), which is about 10 minutes’ walk from the main campus (B on the map). Additional maps of the campus and city of Leicester are available at: http://www.le.ac.uk/maps/

Our contact details are:

English Language Teaching Unit
Readson House
96-98 Regent Road
Leicester
LE1 7DF

Telephone: +44 (0)116 229 7859
Email: eltu@le.ac.uk
Web: http://www2.le.ac.uk/offices/eltu
Departmental Communications

The main method of communication used in the University is email. You should check your University email daily. News and other information may also be posted on the ‘Announcements’ page of the ELTU Blackboard site.

Staff List and Key Contacts

For a full list of ELTU staff, visit our webpages: [http://www2.le.ac.uk/offices/eltu/about/staff](http://www2.le.ac.uk/offices/eltu/about/staff)

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Department</td>
<td>Phil Horspool</td>
<td><a href="mailto:ph25@le.ac.uk">ph25@le.ac.uk</a></td>
</tr>
<tr>
<td>Programme Director for ELTU credit-bearing modules</td>
<td>Dan Jones</td>
<td><a href="mailto:dj50@le.ac.uk">dj50@le.ac.uk</a></td>
</tr>
<tr>
<td>Programme Administrator</td>
<td>Ophelia Lu</td>
<td><a href="mailto:eltu@le.ac.uk">eltu@le.ac.uk</a></td>
</tr>
</tbody>
</table>

If you have any questions or concerns about your overall choice of ELTU modules, your classes, your progress, or any other academic matters, contact Dan Jones, Programme Director. For administrative matters, or if you are not sure who you need to speak to, contact the Programme Administrator, Ophelia Lu.

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](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.

Department Facilities

Classrooms

The ELTU has its own classrooms, located on the first and second floors of Readson House, and the second and third floors of Prospect House. The majority of classes are taught here, although some classes and assessments may take place on Main Campus or on North Campus.

Student Common Room

The Student Common Room is located on the ground floor of Readson House. It is a place to relax between lessons, eat your lunch, chat with your friends, or catch up with your email. The Common Room has vending machines for hot and cold drinks and snacks, microwave ovens, open access PCs, and a printer / copier.

The Common Room is used by a large number of students, so please help us to keep it clean and tidy; use the recycling bins for your rubbish, and return any furniture you move to its original position.
Printing and copying

There are printer / copiers located in the Student Common Room in Readson House (ground floor) and in Prospect House (second floor). For information about how to print on campus, visit the IT Help web pages:

http://www2.le.ac.uk/offices/ithelp/it4/students/printing

ELTU Lending Library

The ELTU Lending Library is in Readson House ground floor, next to the Student Common Room. It contains a range of study materials which you can borrow to help improve your English through independent study. Areas covered include grammar, vocabulary, writing, listening, business English, exam preparation (including IELTS and Cambridge ESOL exams), and reading for pleasure. The lending library is staffed by a member of the ELTU who can advise you on what materials might be suitable for you. For opening hours, please check the ELTU web pages: http://www2.le.ac.uk/offices/eltu/learn

Blackboard

When you start your module(s) at the ELTU, you will be enrolled on the ELTU’s Blackboard site. Blackboard can be accessed via the links on the University website, or direct at https://blackboard.le.ac.uk. After you log in, click on the link EL Modules under My Courses. This will take you to the Announcements page. On the left of the page, click on Modules. You will see that there is a folder for each of the EL modules. This is where your tutor will upload course materials and other documents relating to your module.

You will also use Blackboard to upload your written assignments; on the left of the page, click on Assignments. Again, you will find a folder for each of the EL modules. Click on the folder for your module to see current assignments.

Online Academic Writing Tutorial

In the EL Modules area of Blackboard, you will find a link to our Academic Writing Tutorial. Working through this online tutorial will help you understand the writing rules and conventions which you are expected to follow in a UK university. Topics covered include ‘academic honesty’, ‘academic style’, ‘critical thinking’, and ‘citations and references’. These are areas which can cause international students considerable difficulties, and so we strongly recommend that you work through this tutorial at the start of your first semester in order to avoid potential problems and ensure that you benefit fully from your modules.

The Virtual Self Access Centre (VSAC)

The VSAC is a Blackboard course site which allows you to study and improve your English independently. Resources available include:

- **EAP Toolkit**: ‘EAP’ stands for English for Academic Purposes. This part of the VSAC provides information and practice exercises to help you improve in a wide range of language and skills areas. Examples include Academic Writing and Vocabulary for Academic Purposes.
- **Online Resources**: This part of the VSAC brings together useful self-study websites from around the internet, making it quicker and easier for you to find useful resources to practise and improve your English. Areas include Listening, Study Skills and Business English.

Here is an example from the Listening area of the Online Resources. It links to the British Council “Listen and watch” site, where you can practise your listening skills.
Before you can start using the VSAC, you must first enrol yourself on the site. For instructions, visit the ELTU web pages: [http://www2.le.ac.uk/offices/eltu/learn/vsac](http://www2.le.ac.uk/offices/eltu/learn/vsac). After you have enrolled, you will see VSAC listed under My Courses on Blackboard.

**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)
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_ucation1 (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

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) 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
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). 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.

You are expected to arrive on time for all classes. If you have difficulty arriving on time because they have another class on main campus immediately before your class at the ELTU, please discuss this with your tutor.

If you are unavoidably absent from class, for example due to illness, you must inform your tutor by email before the class if at all possible; this is an expected courtesy towards your tutor. If you are absent due to illness for more than a week, you will need to submit a medical certificate. It is your responsibility to find out what work was covered in class, and whether homework or an assignment was set. You can do this by checking Blackboard, asking your classmates, or contacting your tutor.

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). 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)
Module details

EL Modules for Visiting Exchange Students

The following modules are open to visiting exchange students on the Erasmus and Study Abroad programmes.

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
<th>Credits</th>
<th>Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL1005</td>
<td>Advanced Writing</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL1007</td>
<td>Advanced Speaking</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL1020</td>
<td>Advanced General English with CAE preparation</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>EL2011</td>
<td>English Pronunciation</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL2012</td>
<td>Words and Meaning: English Vocabulary Development</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL2013</td>
<td>English Grammar in Use</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL2015</td>
<td>English Listening Skills</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL2017</td>
<td>TESOL</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL2025</td>
<td>Language and Media</td>
<td>15</td>
<td>1 and 2</td>
</tr>
<tr>
<td>EL3021</td>
<td>English Language and Literary Studies</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>EL3022</td>
<td>English Language and Literary Studies</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>EL3026</td>
<td>Shakespeare’s Plays</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>EL3027</td>
<td>Shakespeare’s Plays</td>
<td>15</td>
<td>2</td>
</tr>
</tbody>
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Module Specifications

Each module has its own specification that formally records the module’s aims, teaching and learning methods, assessment components and their percentage weighting. You can view the module specifications here: http://www2.le.ac.uk/offices/international/overseas-exchange/study-abroad-documents/modules-available-2017/english-language-eltu-2017

Teaching Timetable

You will receive your timetable as part of the registration process when you arrive. If you find that you have timetable clashes, you may need to change your choice of modules. This will be explained and take place during the Departmental Registration process.

Coursework Submission

Unless otherwise stated by your tutor, all written assignments must be submitted before 4pm on the due date, as follows:

- Submit online to Turnitin via Blackboard.
- Your tutor may also ask you to submit a hard copy to the assignment drop box on the ground floor of Readson House.
You must use the assignment cover sheet for all your assignment submissions, whether online or hard copy. This can be downloaded from Blackboard > EL Modules > Assignments.

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 Module**

You are permitted two weeks from the start of each Semester to change your modules. Changes will be approved subject to there being places available in your chosen modules. See www.le.ac.uk/sas/courses/transfermodule for details of the procedures involved and deadlines that apply.

**Marking and Assessment Practices**

You may find that the system of marking in UK universities is very different from your country. In particular, students who come from cultures where it is normal to achieve very high marks (e.g. 80 – 90%) may find it hard to adjust to the reality of how work is marked here in the UK. For all your EL modules, you will be given an overall numerical mark, which corresponds to the following degree classifications:

- **First Class Honours**: 70 and above
- **Upper Second Class Honours**: 60 – 69
- **Lower Second Class Honours**: 50 – 59
- **Third Class Honours**: 40 – 49
- **Pass for credit**: 35 – 39
- **Fail**: 0 – 34

Work which is given a mark in the First Class Honours classification is considered to be of an excellent or very high standard. It is normal for the majority of marks in UK universities to fall in the Upper and Lower Second Class Honours classifications.

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.

**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) 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.
Word limits

Word limits are set for a reason, and producing incisive and clear written work within a word limit is an important skill in itself, which will be useful in many aspects of life beyond university. Assignments that are submitted substantially below the word limit rarely meet the learning outcomes of the particular assessment in a satisfactory manner. Exceeding the word limit by over 10% results in an automatic penalty of 10 points off the mark awarded. The marker has discretion to increase this penalty up to a maximum of 50 points off the mark awarded in cases where the word count exceeds the limit by over 15%. Students are required to insert the word count on the first page of their assignment. Inaccurate presentation of the word count, so as to mislead the marker to believe the assignment is within the word count, will result in an automatic 10 point reduction in the mark awarded.

These penalties are applied in order to be fair to other students who have kept to the word limit, and in recognition that every piece of assessed work is a form of examination – exceeding the word limit is the equivalent of continuing to write after an invigilator has declared the time limit for an examination to be over.

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 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.

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).

Proofreading

You may not use a proofreader to check work which you submit for assessment on EL modules. This is because most module assessments are designed to assess students’ language competence. If you use a proofreader to check and/or correct your work, it is no longer clear how much of the work is yours, and how much of it is the proofreader’s. If a tutor suspects that student has used a proofreader to check their work, this will be considered under the rules governing academic honesty. Note that other departments may have a different policy on proofreading. If in doubt, always check with your tutor.

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

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.

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](http://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.

Visiting exchange students use the “paper form” available from this page and submit it to the ELTU office or send to eltu@le.ac.uk

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**Personal Support for Students**

**Departmental Student Support Arrangements**

From discussion of academic progress, to friendly advice on personal matters; tutors are there to provide support, advice and guidance on an individual level. Common topics for discussion may include study progress, exam results, or more personal problems.

**Equal Opportunities**

The University is committed to the pursuit of equality of opportunity for all students. If you have any concerns related to equal opportunity, please raise these with the Programme Director in the first instance.

**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

**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
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) 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 | www.le.ac.uk/careers

@uolcds | fb.com/uolcds

**Feedback from Students**

Your tutors will always welcome your comments on the lessons, the materials, and the areas which are covered in your modules. We believe that listening to student feedback is very important, as it allows us to improve the overall student experience; if you have any questions, suggestions, or comments about your module or the ELTU’s services and facilities, please tell your tutor. Alternatively, feel free to talk to the Programme Director.

**Student Feedback Questionnaires**

At the end of the semester, you will be asked to complete a questionnaire asking for your opinion on various aspects of your modules, and any suggestions you have for improving them.

**Safety and Security**

You should carry your student card with you at all times, and you will need to use your card to enter the ELTU buildings.

The fire alarms in Readson and Prospect House are tested weekly, and there are periodic fire drills. In the event of an evacuation, leave the building in an orderly manner, using the nearest available exit. Do not use the lifts. Follow the instructions of the fire wardens, who will be wearing yellow tabards. Do not re-enter the building until you are told it is safe to do so.

If you require first aid, contact the ELTU reception in Readson House. There are first aid kits available in both buildings.

If you need to contact the University’s Security Services, they can be reached on 0116 252 2023, or in an emergency call 0116 252 2888.

**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).