



University
of Worcester

Student Handbook

2011/12



The University of Worcester is committed to ensuring that disabled people, including those with specific learning difficulties and/or mental health difficulties are treated fairly. Reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not disadvantaged. This handbook can be provided in a variety of formats upon request.

This handbook is for advice and guidance only and is not a substitute for the formal Academic Regulations and Procedures of the University of Worcester. In case of any conflict these formal statements and requirements take precedence over the student handbook.

Every effort has been made to ensure the accuracy of the information contained in the handbook, as at 1st September 2011. The University reserves the right to change the information given at any time.

STUDENT HANDBOOK	1
WELCOME TO THE UNIVERSITY OF WORCESTER	1
SECTION 1: ESSENTIAL INFORMATION	2
SEMESTER DATES	2
REGISTRATION AND RECORD KEEPING	3
<i>Data Protection Act</i>	3
<i>Change of Address/Change of Name/Bank Details</i>	4
SECTION 2: ACADEMIC MATTERS	5
ATTENDANCE	5
EQUIPMENT & SPECIAL CLOTHING	5
ASSESSMENT	5
ANONYMOUS MARKING	6
REFERENCING GUIDES	6
RESULTS/GRADES AND FEEDBACK.....	6
MITIGATING CIRCUMSTANCES.....	6
APPEALS	7
SECTION 3: FINANCIAL MATTERS	8
INTRODUCTION	8
TUITION FEES	8
<i>Tuition Fees: Undergraduate Students (Degree, HND or Foundation Degree) - Full Time</i>	8
<i>Tuition Fees: Undergraduate Students - Part Time</i>	8
<i>Tuition Fees: Nursing and Midwifery Students</i>	8
<i>Tuition Fees: PGCE Students</i>	8
<i>Tuition Fees: Postgraduate Students – Full Time</i>	9
<i>Tuition Fees: Postgraduate Students – Part Time</i>	9
<i>Tuition Fees: International Students</i>	9
<i>Refunds</i>	9
<i>Accommodation Payment dates</i>	9
<i>Financial Support</i>	9
<i>Full Time Undergraduate Students (Degree, HND or Foundation Degree)</i>	10
<i>Part-time Students</i>	10
<i>Additional Support</i>	10
<i>Insurance</i>	10
<i>Non-Payment of Fees</i>	11
SECTION 4: REGULATIONS, PROCEDURES AND POLICY DOCUMENTS	12
1. <i>University of Worcester Student Charter</i>	12
SECTION 5: A-Z OF ADVICE, HELP AND STUDENT SUPPORT	18
A.....	18
<i>Academic Tutors</i>	18
<i>Access to Learning Fund</i>	19
<i>Accommodation</i>	19
<i>Address and contact details</i>	19
<i>Admissions</i>	20
<i>Application</i>	20
<i>Alumni</i>	20
<i>Appeals</i>	20
B.....	21

<i>Backing up your work</i>	21
<i>Bookshop</i>	21
<i>Bursaries</i>	21
C	22
<i>Careers</i>	22
<i>Car Parking</i>	22
<i>Cash Machines</i>	23
<i>Catering</i>	23
<i>Chaplaincy</i>	23
<i>Childcare</i>	24
<i>Computer Facilities</i>	24
<i>Confirming Student Status</i>	24
<i>Council Tax</i>	24
<i>Counselling</i>	25
<i>Course related issues - leaving</i>	25
D	26
<i>Debt</i>	26
<i>Disability</i>	26
<i>Disabled Car Parking Spaces</i>	26
<i>Disabled Students Allowance</i>	26
<i>Dyslexia</i>	26
E	27
<i>Email</i>	27
<i>Exchange</i>	27
F	27
<i>Faith</i>	27
<i>Fee Assessment</i>	27
<i>Fees – Paying tuition fees</i>	27
<i>Fees – Problems with paying</i>	27
<i>Feedback</i>	27
G	27
<i>Graduate Research School</i>	27
<i>Grants</i>	27
<i>Graduation</i>	28
H	28
<i>Head of Institutes</i>	28
<i>Health</i>	29
<i>Housing Advice</i>	29
I	29
<i>Identity Card</i>	29
<i>Immigration</i>	30
<i>Information and Learning Services (ILS)</i>	30
<i>Intercalation</i>	30
<i>International Students</i>	30
L	30
<i>Learning disability</i>	30
<i>Learning/Study skills</i>	30
<i>Leaving</i>	30
<i>Leave of Absence</i>	30
<i>Lectures</i>	30
<i>Library</i>	31
<i>Lost property</i>	31
M	31

Map	31
Media Services.....	31
Mental Health.....	31
Mitigating Circumstances.....	31
Money Management.....	31
N	31
NHS Placements.....	31
P.....	32
Part -time Work	32
Personal Tutors.....	32
Programme Advisers.....	32
R.....	32
Reception.....	32
Reference.....	32
Recycling.....	33
Registry Services	33
Results	34
S.....	34
Safety.....	34
SOLE (Student On-Line Environment)	34
Student Loans	34
Student Services.....	35
Study abroad	35
Study Skills	35
Suspension of Studies	35
T.....	36
Telephones.....	36
Transcripts	36
Tuition Fees.....	36
Tuition Fee Loan	36
V.....	37
Visas.....	37

Student Handbook

2011/12

Welcome to the University of Worcester

Welcome to the University of Worcester - and to returning students - welcome back! I hope your studies go well.

This student handbook contains essential information about being a student at the University. Its main purpose is to provide you with information about the services within the University and important information about the regulations and procedures which are in place to help you. There is important information about start of session arrangements, student loans and the Council Tax to which you should pay particular attention.

For returning students there have been a number of significant changes to regulations and procedures including late submission of coursework, non-submission of assessment items and arrangements for mitigating circumstances. It is important that you take these changes into account. Full details have been widely publicised and details are available from the SOLE pages. In addition the reassessment period has been moved from August to June/July.

You are not expected to read the Handbook from cover to cover but you should familiarise yourself with its contents so that you can refer to it when you need to as it is designed to help you throughout your course of study.

In addition to this Handbook, you will find further information about the course you are studying and expanded information about some of the services on the "SOLE" web pages – <https://login.worc.ac.uk>. We very much hope your time at the University will be valuable and enjoyable and remember, if you do have queries or problems; most services have enquiry or help desks where you can go for advice.

Finally, may I take the opportunity once again of wishing you every success in your time here.



Kevin Pickess

Head of Registry Services

Section 1: Essential information

Things you need to know

Semester Dates

Semester 1

(Induction Week: 19th September 2011– 23rd September 2011)

19th September 2011 – 13th January 2012

Teaching Period: 26th September 2011 – 16th December 2011

Directed Study Week: 31st October 2011 – 4th November 2011

Christmas Break: 19th December 2011 – 2nd January 2012

Assessment & Examination Weeks: 3rd January 2012 – 13th January 2012

Semester 2

30th January 2012 - 8th June 2012

Teaching period: 30th January 2012 – 4th May 2012

Easter Break: 2nd April 2012– 13th April 2012

Assessment & Examination Weeks: 7th May 2012 – 18th May 2012

Student Development Weeks: 21st May 2012 – 1st June 2012

Feedback & Academic Advice Week: 4th June 2012 – 8th June 2012

Resit week: 2nd July 2012 – 6th July 2012

You can find a detailed calendar of important dates via your SOLE pages.

Registration and record keeping

All students must register on-line each academic year. When ticking the box on the declaration when registering on-line, you agree to abide by the University regulations throughout the period of your registration.

Data Protection Act

As a user of personal data the University is registered under the Data Protection Act 1998. One purpose of our registration is the maintenance of student records for the administration of the University. It cannot operate effectively without processing information about you, and requires your consent to do this. When registering with the University you indicate your consent to the University in processing your personal data in accordance with the University's registration and in accordance with current data protection legislation. The information we hold on you is largely that provided by you on application and registration forms. If you wish to check the accuracy of the information held on you, please contact Student Records, Registry Services in Woodbury Building. You can complete a subject access request (a charge of £10.00 is made).

The information you supply at registration will be used by the University's central administration and support services, the library, and departments for administrative and support services only, including the Students' Union. With regard to external transfers, the University is legally required to submit data about students to the Higher Education Statistics Agency. Any additional disclosures will only take place in accordance with the Data Protection Act. Personal data will be released to institutions where University students are involved in exchange programmes and to partner colleges which teach on University awards. Information on progress will also be given to sponsors, loan organisations and scholarship schemes to enable such organisations to establish whether or not the sponsorship/ loan/ award should continue.

At the end of your programme of studies, the University will disclose information about your award to third parties without reference to you (e.g. to a prospective employer, or to your previous school or college). Examination results will be displayed on notice boards within the University.

The University's central database will be used, on occasion, to select information on groups of students. You may, therefore, be notified of opportunities such as research projects and further courses.

Data relating to racial/ethnic origin and disability status will be disclosed only to those persons having a legitimate need to see it.

The University is required in some circumstances to disclose data, where there is a legal obligation to do so, for example:-

- a) for the national student survey on teaching quality
- b) in response to urgent need to prevent injury or damage to health.
- c) in response to a statutory request from a Government department
- d) to assist in the prevention or detection of crime.

In all other cases the permission of the student will be sought before data are transferred. The University has developed a Code of Practice to ensure it complies with the Act: copies are available on the University website:

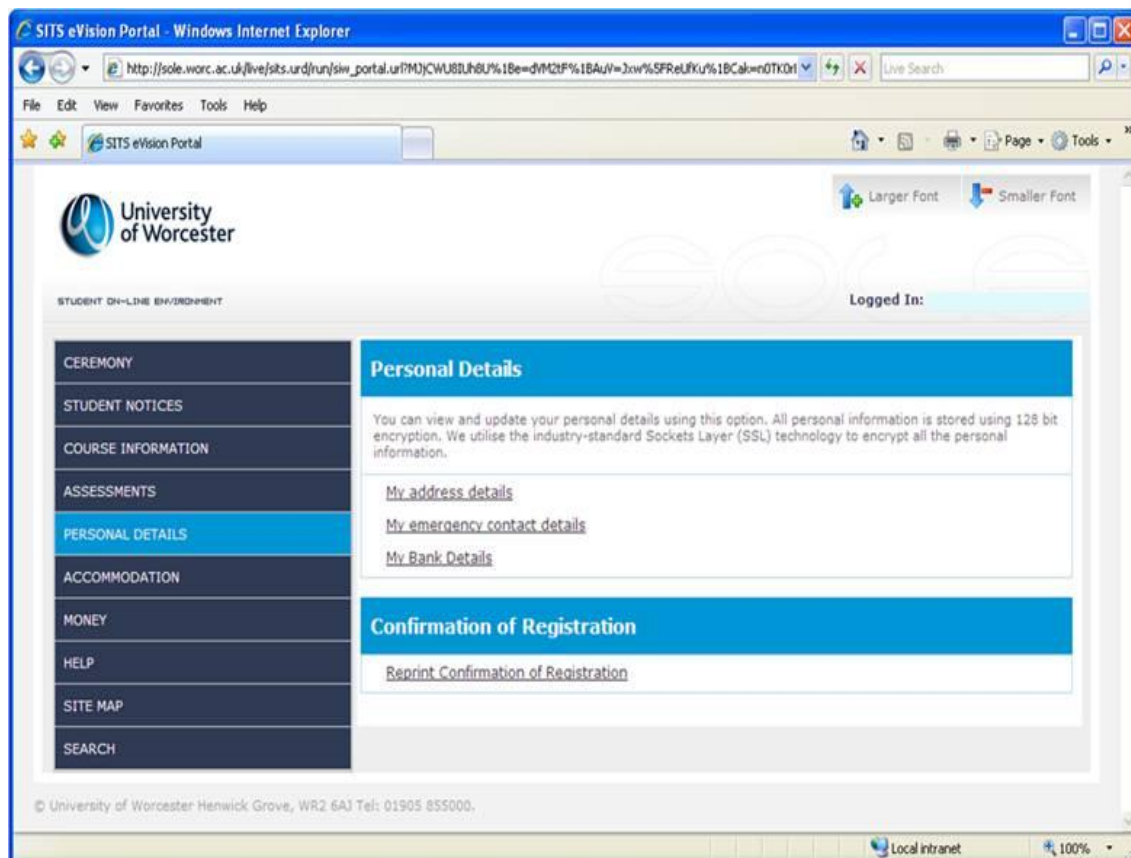
<http://www.worc.ac.uk/dpfoi/>

Change of Address/Change of Name/Bank Details

It is very important that changes of address are reported to Registry Services. You can maintain your current address details on-line via the SOLE pages.

It is also important that you inform us of any other relevant changes which we may need to know about – for example name changes must be properly reported – please enquire at the Student Records, Registry Services in Woodbury if you need advice.

Students who are in receipt of a University Bursary must ensure that their bank details are accurate and maintained. If you change your bank, please ensure that you update your record via the SOLE pages.



Section 2: Academic Matters

An introduction

Attendance

Attendance at lectures, seminars, workshops or other specified forms of learning is required according to the demands of the appropriate module. Some teaching sessions may be designated as compulsory. These are usually sessions that involve student participation.

Students must attend all sessions in modules that have been designated as compulsory. Students who fail to meet the attendance requirement will have to retake or substitute it, in a future semester. Students who miss a compulsory session, because of illness or other circumstances are required to notify the module tutor within 6 days after the session to explain the absence.

Students who fail to meet an attendance requirement in a module render grades for all assessment items for the module null and void. A grade of NA will be recorded.

Personalised timetables are published on your SOLE page.

Equipment & Special Clothing

Some courses will require students to provide special clothing and equipment and you should have been sent details of this when you were offered a place. Where this requirement results in hardship, students can apply to the Access to Learning Fund (see Section 5).

Assessment

All students are responsible for ensuring that they are aware of the assessment requirements of the course for which they are registered and the dates of examinations and when assignments are due in. Assessment requirements may be found in course handbooks and also in module outlines. Dates may either be published in the University calendar (see 'Academic Year Dates' on the SOLE page), on notice boards or will be notified to you by your department.

Students should submit their assignments along with an assessment receipt form that is available via the SOLE pages. Work should be submitted to the relevant department boxes, or to the appropriate Administrative office by the deadline at 3pm. Your tutor should advise you of the locations of these areas during induction week.

Re-Assessment items should be submitted to the Registry Services.

In order to gain entry to a formal examination, students are required to have their student ID card with them and to display the card on their desk during the examination. Students without an ID card and who cannot provide an alternative form of photo-based ID may be prevented from sitting the examination.

Anonymous Marking

The purpose of anonymous marking is to eliminate any perceived bias which might exist on the part of examiners and to reassure students of the impartiality of the marking process. Assignments and exams are both anonymously marked, whereas oral presentations and practical assessments cannot be.

The module outline should indicate if an assessment item is or is not anonymously marked. Where it is you should record only your student number on a Student Feedback Form and throughout the assessment item.

Referencing Guides

Plagiarism is using the ideas, words or findings of others without acknowledging them as your source of information or inspiration. It is a form of cheating and is treated very seriously in Higher Education. In order to avoid plagiarism you need to use a referencing system to acknowledge other people's ideas etc.

To make it easy for people to check references a number of referencing systems have been developed, the two most commonly used are the Harvard system and the numeric system.

For further help on referencing, please visit the Study Skills website below:

<http://www.worc.ac.uk/studyskills/>

Results/Grades and Feedback

A transcript of results will be available on-line via your SOLE page. To view your results click on the 'Assessments' tab when using your SOLE page.

In normal circumstances assessed work should be marked and returned to students with feedback within four working weeks of the date of submission. You are strongly encouraged to collect your marked work and read the feedback provide.

Feedback refers to the information tutors give you about your work - either as written comments on the Student Feedback Form or in discussion with them. This information is designed to help you know what you are doing well and what you need to improve. Some tutors may also provide generic feedback in lectures or workshops covering areas where students in general seem to be struggling with, without reference to individual assessments.

If you are still genuinely unsure about a low grade, you should consult your tutor.

Mitigating Circumstances

Mitigating Circumstances are exceptional circumstances outside of your control that have affected your academic performance. Claims must be submitted with evidence on the Mitigating Circumstances claim form which can be found on the SOLE page under "Assessments". For further advice on this, please contact Louise Heath on l.heath@worc.ac.uk

Appeals

Sometimes things do go wrong. In most cases matters can be resolved quickly and informally at a local level. If you continue to be dissatisfied with the response than you should make an academic appeal or a complaint.

Please find further information on appeals and complaints at: www.worcester.ac.uk/registry

Section 3: Financial Matters

Money, money, money...

Introduction

There is a very useful publication for students called "A Guide to Financial Support for Higher Education Students in 2011/12" published by Student Finance England. In addition copies are available from Student Services or the Students Union.

There is also information on the web at <http://www.direct.gov.uk/studentfinance> or the Financial Advice link available via the SOLE pages or <http://www.worc.ac.uk/wfa/>

Alternatively speak with Susan Richardson or Jackie Bryant, the University's Student Welfare and Financial Advisers who can be contacted on (01905) 85 5501 or (01905) 54 2091 or email

moneyadvice@worc.ac.uk

Tuition Fees

For students starting courses in 2011/12 the amount of fees you will be charged by the University will vary depending on the course you are taking, whether you are a "home" or international student and whether you are a new or continuing student.

[University of Worcester - Tuition Fees Overview](#)

Tuition Fees: Undergraduate Students (Degree, HND or Foundation Degree) - Full Time

If you are from the UK or another EU country and you are starting a full-time degree, HND or Foundation degree in 2011/12 you will be charged £3,375 per year tuition fees by the University.

You do not have to pay these fees up front. A tuition fee loan is available from the Student Finance England, which will be paid direct to the University on your behalf (see Financial Support below).

You may, if you wish, choose not to take out a tuition fee loan, in which case you will be invoiced for tuition fees at the start of your course with the fee due, in full, on registration.

Tuition Fees: Undergraduate Students - Part Time

Undergraduate modules for part-time home/EU students starting at the University of Worcester in 2011/12 cost £325 per 15 credit module. (See Financial Support below.).

Tuition Fees: Nursing and Midwifery Students

If you are taking an NHS funded degree or diploma course in Nursing or Midwifery your tuition fees will be paid by the NHS

Tuition Fees: PGCE Students

Tuition fees in 2011/12 for home/EU PGCE students are £3,375 per year and you can apply for a tuition fee loan to pay your fee. You are also eligible to apply for a Maintenance Grant of up to

£2,906 pa. Students in receipt of the full maintenance grant are eligible to receive a bursary of £338 pa from the University of Worcester paid in three monthly installments from December.

Home students may also apply to Student Finance England for a maintenance loan, childcare grant, disabled students' allowance, parent's learning allowance or adult dependant grant. Help may also be available from the University's Access to Learning Fund.

Full-time eligible home and EU students on a postgraduate course leading to qualified teacher status may be eligible for a bursary. The bursary is £6000 a year for those training to teach Modern Foreign Languages, Biology & Combined or General Science and £9000 for those training to teach Physics, Chemistry, Engineering or Maths.

Tuition Fees: Postgraduate Students – Full Time

Tuition fees in 2011/12 for home/EU students are £3,870 per year for the majority of postgraduate courses but there are some variations. A full-list of fees is available from:

<http://www.worc.ac.uk/student/finance/11264.html>

Tuition Fees: Postgraduate Students – Part Time

Postgraduate modules for part-time home/EU students starting at the University of Worcester in 2011/12 cost £430 per 20 credit module. Students studying for an MPhil/PhD will be charged £1020 pa.

Tuition Fees: International Students

Students who have been classified as overseas for fee purposes are required to pay a higher fee and this will have been notified to you at the time you were offered a place. You must pay at least half your fees before you arrive at the University, with the balance payable when you register for your course.

Refunds

Students should note that normally no refund of fees will be made. Students who withdraw and who wish for a refund to be considered should write to the Director of Finance outlining the circumstances.

Accommodation Payment dates

Fees for on-campus accommodation are payable in three installments on the following dates:

1st installment – 3 October 2011

2nd installment – 9 January 2012

3rd installment – 20 April 2012

Financial Support

There are various schemes to assist students financially. These include the Tuition Fee Loan, maintenance grant, maintenance loans and university bursaries. See also, Access to Learning Fund, Bursaries, Student Loans and Grants, in Section 5.

Full Time Undergraduate Students (Degree, HND or Foundation Degree)

In addition to the tuition fee loan described above UK students on full time undergraduate or equivalent courses starting in 2011/12 can also apply for a maintenance grant and a student maintenance loan to help meet living costs.

The tuition fee loan and maintenance loan do not have to be repaid until you have finished your course and are earning a salary of over £15000 per year. The maintenance grant is not repayable.

To obtain the tuition fee loan, maintenance loan and maintenance grant you should apply as soon as possible to Student Finance England if you have not already done so. Application forms can be downloaded from <http://www.direct.gov.uk/studentfinance>. If you do not apply within nine months of the start of your course you may lose your right to apply.

Part-time Students

Home part-time undergraduate students undertaking 50% or more of an equivalent full-time course may be able to obtain a grant from Student Finance England towards the cost of tuition fees and course costs. How much they will receive will depend on their income and what proportion of a full-time course they are taking. Students should check with Student Finance for details.

Part-time students can apply to Student Finance England for support when they have been enrolled for at least two weeks. If you do not apply within six months of the start of your course you may lose your right to apply.

Additional Support

Where access to higher education might be affected by financial circumstances or where students, for whatever reason, including physical or other disabilities, face financial difficulties other schemes exist to help students. These include the Access to Learning Fund. This Fund is administered through the University Welfare & Financial Advisers in Student Services. Full details and application forms are available from the following places:

The Finance Office

The Students' Union

Student Services

There is other financial support available through:

Parent's Learning Allowance

Adult Dependents Grant

Disabled Student's Allowance (DSA)

Contributions to childcare costs

All but the DSA are means tested.

Insurance

You are advised to insure your belongings. The University cannot accept responsibility for loss or damage to private property, which is brought onto and left on University premises entirely at

the owner's risk. Lost property is kept at Security in Woodbury; items which remain unclaimed for 28 days may be disposed of.

Non-Payment of Fees

Failure to pay tuition fees by the payment date may mean that you will cease to be eligible to use University facilities and could result in your exclusion from the University. Students with tuition fee debts relating to a previous session will not be allowed to re-register until the debt is cleared. Students who have a debt to the University at the end of their course of study will not be permitted to attend an awards ceremony or to receive official confirmation of their result.

Section 4: Regulations, procedures and policy documents

The small print

The University has a number of regulations, procedures and policies of which you must be aware during your time as a student. It is your responsibility to ensure that you are familiar with them and that you know where to access them.

It is particularly important that you read and understand the publications in the following list at, or prior to, the beginning of your course of study.

These regulations are not included in the printed student handbook but are available from the Registry Services website (www.worcester.ac.uk/registry).

1. University of Worcester Student Charter

Introduction

The Student Charter has been drawn up in close consultation with the Students' Union and is a statement of commitment and intent on behalf of the University and its students. The Charter relates to the key academic and support services of the University. It does not, however, describe in detail the operation of individual services. These are set out in User Guides produced by each of the relevant services. The Charter is intended to act as a signpost to these services, and to the important documents which students will receive, and which set out the detailed regulations and procedures relating to their study at the University.

The Student Charter sets out what you the student may expect from the University (as well as certain obligations expected of you in return). We hope that you will not experience any difficulties and that any complaint may be solved informally and quickly. However, it is important that a student who is dissatisfied about an aspect of the service he or she receives while studying at the University, is able to complain without fear of discrimination or recrimination.

The Charter is maintained by the Academic Board and student academic representatives are encouraged to contribute to discussions on this, or for that matter any other, aspect of the University's affairs.

Application and Admission

If you are considering studying at the University, you can expect us to:

- provide a prospectus which contains accurate information about the University, its facilities, its academic courses and their entry requirements¹
- keep our policies and procedures under review
- give you an opportunity to visit the University either before or after you apply.

If you apply to the University, you can expect us to:

- operate admissions policies and procedures which are based on equality of opportunity
- give full consideration to your application, reach a decision as quickly as possible after we receive the application, and notify you of the outcome.

When you enter the University, you can expect us to provide:

- a Student Handbook which contains accurate information about the University, together with
- a Code of Conduct and Regulations for Students.

At the start of your course, you can expect us to:

- provide access to a Course Handbook which gives information about the content, structure and organisation of your course, and how it is assessed
- issue you with module outlines which include details of the assessment requirements for the module
- arrange for you to have the opportunity to attend an induction course.

We expect you to:

- provide us with accurate information when you complete application and registration forms
- keep us notified of any changes in the information you provide
- register as a student at the specified time
- attend any induction course to which you are invited
- read and abide by the Code of Conduct and Regulations for students
- attend classes regularly and work in accordance with the requirements set out in your Course Handbook and module outlines
- take responsibility for your fees and maintenance and fulfill any responsibility towards Student Finance England, the Student Loans Company or any other sponsoring organisation
- respond to requests for information.

¹ At the time of going to print

Inclusivity and equality of opportunity

You can expect us to:

- publish our policy on equal opportunities and associated Codes of Practice
- encourage an environment where diversity is valued and which is inclusive
- monitor existing policies and promote new ones to advance further equality of opportunity
- determine how best to meet the needs for your study and assessment in accordance with our published policy if you have a disability or additional need(s) and are offered a place by the University.

We expect you to:

- respect the rights of every member of the University and abide by the University's Equal Opportunities Policy and Codes of Practice
- follow University procedures to assess your additional needs (if you have them).

Support Services

The University provides a range of services which will support you in your studies, and help with your life as a student. However, access to some of the services may vary according to your study base (for example at the University's Partner Colleges or because your course requires you to attend outside the standard pattern of semester-based attendance).

Support services offered by the University include:

- Student Services: Careers Service, Chaplains, Counseling and Mental Health Service, the Disability & Dyslexia Service, the Nursery, the Student Wellbeing Centre, Residential Support, study skills support, and Welfare and Financial Advice
- Information and Learning Services (inc Library), and Media and Print
- Facilities: Accommodation, Catering, Security
- Staff in Registry Services, Finance Office and Institutes
- International Office and Language Centre
- Sports Centre.

You can expect all services to provide:

- access to a range of services and facilities during advertised opening times
- trained and qualified staff, who will be sensitive to the need for confidentiality when appropriate
- information, assistance and advice
- copies of any rules or codes which are relevant to the operation of the individual service
- opportunities for you to provide feedback on the quality of the service provided.

The services will expect you to:

- use the services in a way which respects the rights of other students
- show courtesy to the providers of the services
- attend all appointments on time and inform staff if you are unable to keep an appointment
- abide by any rules which govern the operation of the services
- complete all forms accurately and honestly
- pay for any damage caused to facilities, or for any lost materials.

The Learning Environment

You can expect us to:

- teach and supervise your learning in a professional manner
- use methods which are appropriate to your programme and in accordance with course documentation
- at all times be fair in the assessment of your work, return your work to you safely and with feedback by an agreed date, and maintain an accurate record of your academic performance
- provide you with reasonable access to your personal and other tutors
- take account of student feedback, the reports of external examiners and other external assessors in the process of monitoring, reviewing and improving the quality of your course
- through the curriculum, personal tutor system and on-line resources to provide you with opportunities to plan, reflect on and record your personal development.

We expect you to:

- take responsibility for your own learning
- endeavour to produce work to the best of your ability
- take part in all learning situations
- participate in opportunities to plan, reflect on and record your personal development
- comply with assessment regulations, submit work on time, and use the feedback you receive on your assessment to contribute to your learning
- take part in student feedback mechanisms and provide honest and constructive comment on your learning experiences.

Quality Improvement and Enhancement

You can expect that:

- each course of study is monitored by a body which includes student representation
- all modules will be subject to formal student evaluation
- all courses will be evaluated annually by the relevant Institute, and subject to in-depth review periodically, which will focus on academic standards and quality at the subject level
- many committees, including Academic Board, will include student representatives
- the quality of teaching and learning in each subject will be subject to independent review including external participants

- the academic standards of modules and courses will be monitored through University appointed external examiners
- the Academic Standards & Quality Enhancement Committee and Academic Board will take an overview of quality and standards.

The University's arrangements will be supported internally by the Academic Quality Unit and:

- subject to external audit or inspection by the Quality Assurance Agency, by OFSTED and/or by other relevant professional bodies
- the University will take whatever action is appropriate in response to the findings from internal student evaluations and other internal and external quality processes and will inform you of this action.

We expect you to:

- participate actively in all processes which seek student involvement in evaluating and monitoring the quality
- and standards of courses, through completion of module and other evaluations, and through your student academic representative on various committees.

2. Diversity & Equality Policy

<http://www.worc.ac.uk/personnel/documents/DiversityEqualityPolicy.doc>

3. Dignity at Work and Study

<http://www.worc.ac.uk/personnel/documents/DignityatWork.doc>

4. Health & Safety Policy

<http://www.worc.ac.uk/personnel/documents/HealthSafetyPolicy.doc>

5. Regulations for the use of IT facilities

Currently being updated and will shortly be available on the ILS webpage

6. Code of Practice on Freedom of Speech

<http://www.worcester.ac.uk/registryservices/documents/codeofpracticeonfreedomofspeech.pdf>

7. Student Code of Conduct

<http://www.worcester.ac.uk/registryservices/documents/StudentCodeofConduct.pdf>

8. Fitness to Practise Procedures

<http://www.worcester.ac.uk/registryservices/documents/FitnesstoPractiseProcedures.pdf>

9. Procedures for Late Submission of Assignments

<http://www.worcester.ac.uk/registryservices/649.htm>

10. Procedures for Dealing with claims of exceptional mitigating circumstances

<http://www.worcester.ac.uk/registryservices/documents/Proceduresformitigatingcircumstances.pdf>

11. Procedure for Appeals

<http://www.worcester.ac.uk/registryservices/documents/ProceduresforAppeals.pdf>

12. Procedure for Investigation of cases of alleged cheating

<http://www.worcester.ac.uk/registryservices/documents/Proceduresforinvestigationofallegedcheating.pdf>

13. Policy concerning the assessment of students with special needs

<http://www.worcester.ac.uk/registryservices/documents/assessmentofstudentswithspecialneeds.pdf>

14. Student Complaints Procedure

<http://www.worcester.ac.uk/registryservices/documents/Studentcomplaintsprocedures.pdf>

Section 5: A-Z of advice, help and student support

A good starting point

A

Academic Tutors

The focus of the Academic Tutor is to encourage your personal development planning so that you receive structured support to develop:

- Awareness of your own strengths and weaknesses
- A clear vision of what you want to achieve through HE study
- Greater understanding of how study in your discipline area at the University can help you towards your goals
- Responsibility for your choices in modules, work and social life
- A reflective approach to all the feedback you receive on your work
- A sense and a record of progression and achievement in your development of subject and generic skills and attributes (qualities)
- An ability to use this greater awareness to articulate the benefits of your HE experience to others including employers

The Academic Tutor will also:

Respond to your requests for support and help with problems which affect academic work either at subject level or by referral to other University facilities Provide information for and assist in the drafting of University references

The Academic Tutor is your regular point of contact within the University. Normally your personal tutor will remain with you throughout your time at the University.

How often should I meet my Academic Tutor? At induction, there will be group meetings between Academic Tutors and their tutees, other group meetings may also be organised from time to time. You ought to meet your Academic Tutors four times a year, although occasionally you may also need to contact your tutor at other times, particularly if you are experiencing problems.

Access to Learning Fund

A discretionary non-refundable payment for eligible students in financial hardship. The amount varies from £100 to £3500. Particular help is given to:

- Mature students with other financial commitments
- Final year students
- Disabled students
- Foyer resident students and other homeless students
- Care leavers over age 18
- Students from a low income background
- Students whose financial commitments change unexpectedly
- Students with children, especially lone parents
- Students with high travel expenses and/or course costs

The fund is administered by the Student Welfare and Financial Advice Service, in Student Services, Woodbury Building. Application forms, which include more details and conditions of eligibility, are available from the Finance Office, the Students' Union and Student Services in Woodbury Building or contact:

<http://www.worc.ac.uk/wfa/> moneyadvice@worc.ac.uk

01905 855501 / 542091

Accommodation

The Accommodation Office assists students to find suitable accommodation whilst studying at the University. The Accommodation Office is located in the Woodbury building. The Office is normally open from 9.00am to 4.30pm (4pm on Fridays).

Details of University accommodation and off-campus accommodation are available from the Office. Off-campus lists are updated on a regular basis. Please contact the staff in the Accommodation Office if you are experiencing any problems with accommodation. If they cannot respond to a problem they will try to put you in contact with someone who can. Please note that a small number of single sex units of accommodation and also some adapted accommodation for students with disabilities are available.

A separate handbook which contains full details in respect of accommodation is available from the Accommodation Office.

Housing Manager: Judith Bick. 01905 855137

accommodation@worc.ac.uk

Address and contact details

The contact details for the University are as follows:

University of Worcester

Henwick Grove

Worcester

WR2 6AJ

01905 855000

www.worcester.ac.uk

Admissions

Staff in the Admissions Office can provide:

Advice on how to apply & application forms

Progress on your application made

Students on HNDs or Foundation Degrees who want to top-up to degree courses or submit applications for credit transfer in respect of modules at the University should submit an application form to staff in the Admissions Office.

Students who wish to apply for postgraduate courses should visit:

www.worcester.ac.uk/registry

Application

See Admissions

Alumni

When you leave the University, you become an automatic member of our worldwide network of alumni. We hope you will stay in touch with us and follow future news and developments with interest. The University offers a range of benefits to its former students. Alongside a regular alumni magazine, Spirit, annual alumni reunion and dedication alumni web pages (www.worcester.ac.uk/alumni) you can take advantage of our many facilities, often at preferential rates. These include:

Careers Service

Conference Facilities

Accommodation

Learning Resource Centre

Sports Centre and Facilities

Students' Union

Alumni Gifts

Appeals

Please see Section 2

B

Backing up your work

When working on your PC you are advised to regularly save your work. For file storage you have a 25GB SkyDrive. Your SkyDrive is accessible both on and off campus and allows you to access, and if necessary share, your files from any location with Internet connectivity. It is recommended that when saving work, you save it to your SkyDrive, but also to another media such as a USB memory stick as a further back up.

It is your responsibility for keeping sufficient backups of important work.

Do not rely on saving to just to a single location, problems can occur with disks and drives and it is often not possible to recover files.

Bookshop

Waterstones is located near the Reception area in the Main Building. The branch stocks recommended books for the courses as well as a range of titles around course subjects. The bookshop also stocks a range of fiction and stationery

Bursaries

Bursaries will be paid directly into your bank account around the 15th day of the month. Any updates to your bank details must be made by 12 noon on the 1st day of each month.

Full-time undergraduate Students: paying the higher rate fee (£3,375) will receive a bursary from the University of between £500 or £785 for each year of the course. The amount of bursary received will depend on the amount of maintenance or special support grant you have been awarded. The bursary will be paid in five equal monthly installments starting in December 2011.

Please ensure that you have provided the University Finance Office with evidence of your maintenance or special support grant so that they can award the higher amount of bursary if appropriate.

Extra-curricular scholarships of up to £1000 are also available to assist students with appropriate activities. See the student SOLE page for details.

At the end of this academic year the University will be awarding new students up to 25 scholarships of £1,000 each, based on academic achievement. Payment will be made at the start of the next year of study.

PGCE Students: who receive the full maintenance grant will be eligible to receive a bursary of £338 per year from the University, paid in three monthly installments from December.

Nursing and Midwifery Students: NHS funded degree course in Nursing or Midwifery are eligible for a reduced rate non-means tested maintenance loan and an NHS means-tested bursary. If you are taking a Nursing or NHS funded Diploma course you will receive an NHS non-means tested bursary. www.nhscareers.nhs.uk.

Careers

The Careers Advisory Service is part of Student Services and is based in Woodbury Building. The Service is here to help you formulate your career plans and put them into practice. Students from all University programmes, at whatever stage of their course, are warmly encouraged to use the facilities, as are those who have been offered a place at the University, and those who have graduated within 3 years, from the University and elsewhere. The Service is free, although there may be charges for printing and photocopying for non-current students.

The Careers Advisory Service offers information on a wide range of options including graduate occupations, postgraduate study, opportunities to develop skills through voluntary work, work experience and vacation jobs, teaching vacancies, help with contacting employers, where appropriate, job search, including CV's and application forms, local and some national newspapers, and employer directories.

Much of the above information is on the web at www.worc.ac.uk/careers/ . Staff are available to help with enquiries and a careers adviser is available without appointment at advertised times throughout semesters.

Car Parking

Students and staff are strongly encouraged to find other ways of traveling to and from campus than by car and/or to car share.

The following charges and arrangements will apply:

Car Park	Day Rate 9am- 5pm	Evening (after 5pm) and Weekend Rate
Long Stay	£2.30	£1
Short stay (Not including Car Park A)	90p/hour	£1
Super Short Stay - Car Park A	60p/30 minutes	£1
Riverside Car Park	90p/hour or £3.30 per day Monday - Sunday	This car park is open for public pay and display use at weekends

Car Parking Permit

Permit Type	Rate
Resident more than one mile from campus Annual: 1 August 2011 – 31 July 2012	£100
Resident more than one mile from campus Semester 1: 1 August 2011 – 31 January 2012	£55
Resident more than one mile from campus Semester 2: 1 February 2012 – 31 July 2012	£55
Resident on campus or less than one mile from campus Semester 1: 1 August 2011 – 31 January 2012 Semester 2: 1 February 2012 – 31 July 2012	£300 per semester

Students living on campus and within one mile of the campus are strongly discouraged from bringing a car onto campus between the hours of 9am and 5pm. All students are strongly encouraged to find other ways of traveling to and from campus than by car and/or to car share.

You are not guaranteed a parking space on campus if you purchase a permit

Permits are available free of charge to disabled students.

All vehicles parked on the campus are parked at the owners' risk. The University cannot accept liability for any damage caused whilst the vehicle is on University property

Cash Machines

There is a cash machine in the main building near Reception and in the Students' Union Building. It accepts all major credit and debit cards. The campus is close to the shopping area in St. Johns where there are cash machines at Barclays Bank, Lloyds TSB and the Co-op & Sainsbury's supermarkets.

Catering

There are a number of catering facilities across the Campus.

Chaplaincy

Rev Dr Fiona Haworth is the University's full-time Chaplain and is based in Woodbury Building. Representatives from other faiths are also often present on campus and designated multi faith rooms are available at both St. Johns and City sites. Further details of religious and spiritual support available at the University and in the surrounding area can be obtained from Fiona on 01905 542327 or chaplaincy@worc.ac.uk

<http://www.worcester.ac.uk/student/services/844.html>

Childcare

If you have children aged 3 months to 5 years and need to find affordable childcare to allow you to study you may be able to book a place at the University's own nursery, "Unitots". Located on campus in Bredon Building Unitots is an Ofsted –approved day care and early years education centre, The Nursery is open all year round (except bank holidays and university closed days) from 8.00 a.m. to 6.00 p.m., Monday to Friday.

Fees for 2011/12 are:

- Children aged 3 months to 3 years £3.55 per hour.
- Children aged from 3 to 5 years £3.30 per hour.

unitots@worc.ac.uk 01905 855277

<http://www.worcester.ac.uk/student/nursery/143.html>

The nursery can provide further information on help available to meet child care costs.

Computer Facilities

The Peirson Resource Centre has around 190 computers available for both scheduled classes and for independent work. All machines have access to the Internet and networked printer facilities.

In the Peirson Resource Centre, the IT & Media Support Desk can help you with printing, photocopying, scanning, laminating, binding and video editing. You can reserve and hire a range of equipment, including video cameras, slide viewers, projectors, cameras, microphones and headphones. This is where you register for the University's online information resources and services and where you'll go if you need any further IT support.

Confirming Student Status

Various external bodies may require documentary proof that you are a student. Statements confirming your status are available from the Student Records, Registry Services, Woodbury Building.

Council Tax

If you are a full-time student who either lives alone, with other full-time students, with minors or people on Council Tax Benefit (e.g., an unemployed or disabled person) you will not be liable to pay Council Tax.

Council Tax Certificates are available to download from your SOLE page. They are available only to students who have registered and whose mode of study is recorded as full-time. If you are unable to print your certificate, replacement certificates are available from Registry Services but you will have to pay an administrative charge (currently £5). You should send this to your Council Tax office quoting the Council Tax reference number and the bill will be cancelled for the period that you are a full-time student. However, if you are a full-time student who lives with other non-student adults, or part-time students you will need to pay at least a proportion of Council Tax. You will need to send your Certificate to your Council Tax office to apply for a reduction.

Part-time students will be liable to pay Council Tax but may be entitled to a discount.

For further information, please contact your Council Tax office.

Counselling

The Student Counselling and Mental Health Team is committed to supporting students experiencing emotional or psychological problems so that they can gain maximum benefit from their university experience and develop their potential to its fullest.

You can pick up more information about the Counselling Service, including how to make an appointment with a counsellor, from the Student Enquiry Desk in Woodbury Building or you can request an appointment by emailing counseling@worc.ac.uk or telephoning 01905 855107 / 855417.

www.worc.ac.uk/counselling/ counselling@worc.ac.uk

01905 855107 / 855417

See also Mental Health.

www.worc.ac.uk/counselling/ counselling@worc.ac.uk

01905 855107 / 855417

The following local groups can also provide support:

Organisation	Contact details
Youth2Youth	020 8896 3675
Careline	020 8514 1177
Samaritans	08457 909090
NHS Direct	0845 4647
Worcestershire Rape and Sexual Abuse Support Centre	01905 724514

Course related issues - leaving

If you are experiencing academic difficulties or you are considering leaving or taking time out from your course, you may wish to discuss your options. We hope you won't leave but in some circumstances students decide that they need to withdraw from their course. It is very important that anyone thinking of leaving should receive good advice. Your personal tutor will be able to help you and you may also want to talk to the Student Counsellor or the Welfare Adviser in the Students' Union.

Do not take a hasty decision to withdraw – it may be possible to suspend your course for a time instead (See Suspension of Studies below). In the event that you do decide to leave you will want to think about your next step – consult the careers adviser who will be able to suggest alternative courses or possible jobs. You will also need to make an appointment to see the Assistant Registrar (Student Records) to withdraw formally from the University – she will also be able to advise you on what you need to do to inform your LA, and what the position may be for your future entitlement for student support. We will also ask you to complete an exit survey to help us understand why you are leaving.

Students will be able to withdraw from a full time course up until 31st October 2011 without charge. After this date the course will be charged on a pro-rata basis depending on the date of withdrawal. Tuition fees for full-time students will not be payable for the second semester if withdrawal occurs before the start of semester two. No fees in respect of semester two will be refunded if withdrawal takes place on or after, 29 February 2012. Tuition fees for part-time students are not refundable if withdrawal takes place three weeks after the start of semester. If students withdraw from a course before 1st December 2011 they will not be entitled to a tuition loan from Student Finance England.

D

Debt

If you are experiencing financial difficulties or have unmanageable debts, Susan Richardson and Jackie Bryant, our Welfare and Financial Advisers may be able to help.

<http://www.worc.ac.uk/wfa/> moneyadvice@worc.ac.uk

01905 855501 / 542091

Disability

The Disability Service is part of Student Services and provides learning support for students who have dyslexia, sensory impairments, and other difficulties. The Centre will be able to offer advice on obtaining additional support and also special arrangements for submitting coursework and taking examinations along with the protocol for the re-marking of mark after a diagnosis of dyslexia.

All enquiries about the Disability Service should be directed to Room 164, Woodbury, by telephone on (01905) 85 5531, by email at equalopps@worc.ac.uk .

Further details about the Service can be found on the University website [University of Worcester - Disability & Dyslexia Service](#)

Disabled Car Parking Spaces

See map.

Disabled Students Allowance

The Disabled Students' Allowance is available to help with any extra studying costs that are incurred as a result of your disability and may be applied for through your Local Authority.

Contact the Disability Co-ordinators, Alice Kemble-Davies and Steve Joyce on 01905 855413 and 01905 855514 for help and advice concerning your application and support whilst studying.

Dyslexia

See Disability

E

Email

All students are given an email account when they register. You should ensure that you check for messages regularly as official University communications are increasingly being sent by email. You can arrange for your email to be forwarded to another email account if you prefer.

Exchange

Studying abroad can be a very valuable experience. The benefits are many. It provides the opportunity to travel, to learn a new language, or to improve on a second language, to make new friends and to become immersed in a foreign culture.

Further details can be found in the Overseas Exchange Programmes Handbook.

F

Faith

See Chaplaincy

Fee Assessment

You will have been assessed which level (Home/EU, Channel Islands or Overseas) of tuition fee you are expected to pay during the application process. If you dispute your assessed fee status you should contact the Admissions Office before you complete the enrolment process

Fees – Paying tuition fees

See Section 3

Fees – Problems with paying

See Section 3

Feedback

See Section 2 - Assessment

G

Graduate Research School

The Graduate Research School is located in Woodbury and provides a service to all Research Degree students. Staff in the School can advise on all matters relating to registration for MPhils and PhDs.

www.worc.ac.uk/businessandresearch/180.html.

Grants

Undergraduate Home students: starting in 2010/11 may be eligible for a non-refundable means-tested maintenance grant from Student Finance England of up to £2,906 pa, paid in three installments. Students whose residual household income is £25,000 pa or less will receive the full £2,906. Those whose residual household income is between £25,001 and £50,000 will receive part of the grant and those whose residual income is above £50,000 will not be eligible

for the grant. Receipt of all or part of the maintenance grant will reduce the recipient's entitlement to the maintenance loan by £0.50 for every £1.00 of maintenance grant they are entitled to. Applications should be made through Student Finance England (see Section 3).

Special Support Grant: Students starting full time undergraduate courses on or after September 2006 who are eligible for means tested benefits will be eligible for a non-repayable means-tested Special Support Grant of up to £2906 pa paid in three installments. This grant will be paid instead of the maintenance grant mentioned above and the Department of Work and Pensions has agreed to disregard it in their calculations for income-related benefits. Receipt of this grant will not reduce entitlement to the amount of maintenance loan due.

PGCE (Post Graduate Certificate in Education) Students: Full-time eligible home and EU students starting in 2010/11 on a course leading to a PGCE will receive a £4,000 pa tax-free Training Bursary through the University. The bursary is £9,000 a year for students training to teach secondary STEM subjects such as mathematics, science, ICT and design and technology and £6,000 for Modern Foreign Languages, Music and RE.

You can get more information on teacher-training support and related issues from the Teaching Information Line on 0845 6000 991 or on the Training and Development Agency website,

<http://www.tda.gov.uk>

Nursing and Midwifery Students: See Bursaries

Graduation

You will have your qualification conferred at a graduation ceremony held at Worcester Cathedral in November. There is normally room for a reasonable number of your guests.

The name under which you graduate will be the name that you are known by on your official student record, and you will be asked to confirm that name prior to graduation. There is no charge to students for graduating but please note that you will be expected to hire a graduation gown from a specialist company and this will have a cost, which will be advised to you at the time.

Graduation is a free service to students, but there is a standard charge for each guest ticket to offset the high costs of such events; this includes a programme and a drinks reception after the ceremony. Guest tickets cost £12.50 this year, with live broadcast tickets costing £5.00 and the optional hot buffet costing £6.00.

Please note that finalists who are in debt to the University will be unable to have their degree conferred, or to receive a degree certificate, until the debt situation has been resolved.

<http://www.worcester.ac.uk/registry>

H

Head of Institutes

Professor John Newbury	Head of Institute of Sciences and the Environment
Professor Antonia Payne	Head of Institute of Humanities and Creative Arts
Mark Richardson	Head of Worcester Business School

Professor Chris Robertson	Head of Institute of Education
Lou Jones	Head of Institute of Health and Society
Mick Donovan	Head of Institute of Sport and Exercise Science

Health

You are strongly advised to register with a local doctor if you have not already done so. Do not wait until you are ill. In particular ensure you are fully vaccinated against mumps and are fully aware of the symptoms of meningitis and Swine Flu. The Student Experience Team in Student Services will be able to provide you with more information regarding local GP surgeries and looking after your health. They are available Monday to Friday 9am to 4pm either via email (wellbeing@worc.ac.uk), telephone (01905 542161) or you can drop in to make an appointment in Woodbury room 73. The Student Experience Team also runs numerous campaigns and events throughout the year promoting healthy living and general wellbeing.

A free and confidential sexual health clinic is held in room 78, Woodbury building, every Monday during semesters from 12.30 to 14.30.

If you ever need first aid, or encounter someone else who does, just contact the main reception desk in the foyer on extension '5150' or dial '0' and someone will find a 'First Aider' as quickly as possible.

Housing Advice

See Accommodation

I

Identity Card

All students will be issued with an identity card and you must carry this with you. Your ID card combines four functions:

- It provides proof of identify and you may be asked to produce it as proof of identify in certain situations. You must carry your card when you are going to sit an examination;
- It is your Library card, and must be used when you want to borrow books from the Library;
- It can be used to pay for printing at photocopiers/printers located around the campus;
- It is your Student Union membership card.

In order to use you ID card with network printers or photocopiers you need to transfer money onto the ID card. There are two machines where you can do this - opposite the reception in the main building or opposite the issue desk in the Peirson building.

To obtain a range of student discounts you may want to consider purchasing an NUS Extra card. <http://www.nusextra.co.uk/>

Lost ID card? If you lose your card, or if you suspect it has been stolen, you should immediately report the loss to Student Records, Registry Services in the Woodbury Building. There is a charge of £5.00 for cards replaced as a result of loss, or because of accidental damage. If your card has

been stolen and you can provide a Crime Reference number from the police in support of this, you will not be charged for a new card.

The new card will have a new 'issue number'. As soon as you have been given a new card you should notify the library that you have a new card/issue number. This will prevent your old card being used by anyone else, but you are responsible for any borrowings undertaken up to the time when the card is reported lost.

www.worcester.ac.uk/registry

Immigration

See Visas

Information and Learning Services (ILS)

Information & Learning Services (ILS) supports students using library, IT and media services. ILS is based in the Peirson Resource Centre, in the heart of the campus. Here you can find advisers to help you get the most from the resources.

You can find further information on all of these services on the University website.

Intercalation

See Suspension of Studies

International Students

The International Centre provides support to students from outside the United Kingdom who come to study at the University. The Office is located in Woodbury Building.

International Office Manager - Lois Lewis 01905 855146 l.lewis@worc.ac.uk.

L

Learning disability

See Disability

Learning/Study skills

See study Skills

Leaving

See Graduation or See Course Related Issues or Leave of Absence

Leave of Absence

Students who feel that they have grounds for Leave of Absence should discuss the matter with their tutors. Students who wish to be away more than five days should complete the relevant form (obtainable via SOLE) at least 7 days before they wish to leave.

Lectures

Lectures will be based in the different buildings around the University.

The locations of the buildings can be found on the map at the back of the handbook.

Library

The library, based in the Peirson Resource Centre, supports your studies by providing a wide range of resources and specialist staff to help you find the information you need.

We have a around 130,000 books and 800 journals, as well as DVD, video, audio and slide materials. We also have many electronic information resources, such as full text journal databases, most of which you can access from both on and off campus. If we do not have what you want, you can make use of the inter-library loans service.

To help you get the most out of the library, we run sessions on information retrieval and resource support. The Peirson Resource Centre has more than 620 study spaces, including closed individual areas and dedicated group workrooms, and is divided into silent spaces and areas where quiet talking is permitted.

Lost property

Contact Reception

M

Map

A map of the campus can be found on the back page of this handbook.

Media Services

See computer facilities

Mental Health

The University has a mental health adviser who works with individual students experiencing emotional or psychological difficulties. The adviser also carries out activities to promote mental health and the well-being of students and staff. You can make contact with the adviser through the Student Enquiry Desk or email mentalhealth@worc.ac.uk.

Mitigating Circumstances

Please see Section 2

Money Management

See Debt

N

NHS Placements

Nursing and Midwifery students will find out more about NHS Placements within their department guide.

For further information, contact Tracey Valler Jones on t.valler-jones@worc.ac.uk

P

Part-time Work

Working part time during semesters and during vacations is a good way of earning money as well as gaining experience and developing useful skills for a future career. Our Earn as you Learn programme will help you to find work while you are studying. The Careers Service have a job shop which promotes part time opportunities on campus and in the local area, and there is a Job Pod with direct links to vacancies through Job Centre Plus in the main reception of the St Johns Campus.

We would normally suggest that you limit your part time work during semester time to 15 hours a week to ensure that you can balance your study and part time work requirements. If you are from outside the European Economic Area and have a student visa you can usually work up to 20 hours per week while studying a full-time course.

Personal Tutors

See Academic Tutors

Programme Advisers

See Registry Services

R

Reception

The role of reception is to be the first point of contact to University students, staff and visitors. Reception is a 'signpost', enabling people to be directed to the most appropriate department to obtain advice and information on all aspects of the University.

Reference

You should always give the Reference Administrator, Registry Services as the person to whom requests for references should be sent. References will be compiled from information held on your personal file. It is very important that you keep in touch with your Personal Tutor, who will assist in the drafting of your reference. You should also supply any additional information for possible inclusion in your reference – through the Student Qualities Profile or by completing a Reference Supplementary Information Form (available from Student Records, Registry Services). Please note that if you do not keep in touch with your Personal Tutor throughout your course only a Basic Statement can be provided.

References will not normally refer to your state of health, unless there is a specific reason for its inclusion (normally this is at the prospective employer's request). If you are found guilty of cheating, then your reference will normally refer to this fact.

Should you require a reference after leaving the University, you should continue to give the Reference Administrator, Registry Services as the contact.

Recycling

Facilities for recycling paper and light cardboard such as cereal packets, plastic bottles and cans are located in the kitchens of all Halls of Residence. Use the purple sacks for paper and cardboard and the clear sacks for steel and aluminium cans and plastic bottles. A bottle bank for all glass is located behind the Hines Building. Blue recycling bins for paper and light cardboard are positioned across the institution, normally adjacent to photocopying and printing equipment.

The Environmental Committee is in the process of upgrading and increasing recycling facilities for these and several other commodities and students will be kept informed of developments.

Registry Services

Registry Services is based in the Woodbury Building, opposite the Student Union. You will need to contact Registry Services to:

- Authorise change of course or change of programme and obtain the necessary forms
- Authorise withdrawal, transfer or suspension of studies
- Report change of address/status
- Receive necessary signature for grant and travel forms
- Obtain official copies of semester dates and certificate of acceptance where required by LAs
- Obtain replacement ID cards
- Obtain Student Feedback Forms (assignment forms)
- Submit claims of mitigating circumstances, Appeals and Student Complaints
- Receive information relating to the presentation of your Independent Study and hand into office by the due date
- Obtain Job References

The Registry Services has four distinct offices within it:-

- Recruitment and Admissions (See Admissions)
- Student Records – the Student Records section is responsible for maintaining records of all students on undergraduate courses at the University, including examination results
- Complaints and Appeals – this office deals with formal complaints, academic appeals, late submissions and claims of exceptional mitigating circumstances
- Programmes Advisory Office – This office assists students in the planning and registration advise on module choice within the Undergraduate Modular Scheme, explore the implications of changing your subject or pathway and discuss a possible course transfer deal with matters arising from decisions of the Examination Boards

Further information about the Registry Services can be obtained from their website:

<http://www.worcester.ac.uk/registry>

Results

See Section 2

S

Safety

While attending the University, students must exercise personal responsibility for themselves, fellow students, staff and visitors to the premises. Students are required to observe the Health and Safety Policy and to read and be familiar with all appropriate safety instructions and relevant regulations and with any Codes of Practice relating to their course. All students attending classes in laboratories or workshops must wear suitable overalls or protective clothing as directed by the responsible member of staff and, where they are not supplied, obtain their own. Items provided for Students' safety must be used properly and fully and must never be intentionally misused or damaged. All defects or hazards that arise in items provided or equipment being issued or used must be reported to a member of staff.

Students are requested never to bring substances that are hazardous to health onto the University premises unless written permission from the University authorities has been given. Students must evacuate the University premises following the sounding of the fire alarms, or a request to vacate the building.

SOLE (Student On-Line Environment)

SOLE holds personal information for every student. You are able to view your module selections, timetables and grades once logged into SOLE. All new students are automatically issued with a password for SOLE when they register for a course at the University.

<http://everest.worc.ac.uk/sole/>

Student Loans

For UK students starting full time undergraduate or equivalent courses in 2011/12 there are two types of student loans available, one to pay tuition fees and one to help with living costs such as accommodation, food, clothing, travel etc. For information about tuition fee loans see Section 3.

For the academic year 2011/12 the maximum student maintenance loan is £4950 pa or £3838 pa for those living at home with their parents. 72% of the loan is the basic entitlement and does not depend on household income.

Student Loans are repaid once you start earning at least £15,000 pa and the rates of interest are linked to inflation. More information regarding the repayment of Student Loans can be found on the Student Finance England website. Apply to Student Finance England for a Student Loan preferably at least four months before the start of your course; you can apply as soon as you have made your UCAS application. You can apply on line or download an application from www.direct.gov/studentfinance. If you do not apply within nine months of the start of your course you may lose your right to apply.

Student Loans are paid directly into your bank account in three installments a year.

Student Services

Student Services is based mainly in Woodbury Building, opposite the Student Union. The department aims to support you to enable you to achieve your potential whilst at the University through a range of services including:

- The Student Enquiry Desk
- Careers Advisory Service (including Pre-entry Advice and Guidance)
- Counselling and Mental Health Team
- Chaplaincy
- Disability and Dyslexia Service
- Student Experience Team (including university community development and student wellbeing)
- Nursery (“Unitots”)
- Student Achievement Team (including student induction and progression and study skills development)
- Student Welfare and Financial Advice

The department has achieved accreditation against the matrix quality standard for information, advice and guidance.

For more information visit the Student Enquiry Desk, email studentinfo@worc.ac.uk or look on the University web site www.worc.ac.uk/student/services

Study abroad

See exchange

Study Skills

Effective study skills are a vital element in achieving academic success on your course. During your time at the University, you will be judged on your performance in coursework and exams, and you will need to develop successful study, revision and exam techniques in order to do well.

Study Skills Advice Sheets have been developed in order to help you to plan and carry out your coursework and assessments, making the most of the time available and helping you to achieve your potential. Copies are available on the web (see link below), from the Library, or the Careers Centre in Woodbury Building. Study skills workshops are also available. Ask for details at the Student Enquiry Desk or see the following web site.

www.worcester.ac.uk/studyskills

Suspension of Studies

For a variety of reasons – medical, personal, financial – some students find it necessary to suspend their studies temporarily. This is described at the University as “intercalation”. Anyone

contemplating this should seek the advice of their tutors in the first instance; they may also find it helpful to seek the help of the Counselling Service in Woodbury. Further advice, particularly on the implications for funding and student support, can be obtained from the Assistant Registrar (Student Records).

Students who intend to intercalate should note that during the time they have suspended their studies they will not usually have access to the library or to computer facilities on campus. SOLE pages will still be accessible as long as the student has registered for the facility prior to intercalating.

Tuition fees for full-time students will not be payable for the second semester if intercalation occurs before the start of semester two. No fees in respect of semester one will be refunded if intercalation takes place on or after, 1st November. No fees in respect of semester two will be refunded if intercalation takes place on or after 1st March. Tuition fees for part-time students are not refundable if intercalation takes place three weeks after the start of semester.

Students should also be aware that intercalation may not be considered the most appropriate form of action if a request is received towards the end of the semester in which they wish to intercalate. All intercalations must be approved before a student leaves and there is a form which must be completed and returned (preferably in person) to the Assistant Registrar in the Student Records Section.

T

Telephones

There are telephones in reception areas, for use internally, free of charge, to call staff and help lines.

Transcripts

When you leave the University (at any point) you are entitled to an official transcript which sets out the detail of your academic performance and award outcome (if you successfully complete the programme of study). The first copy of your transcript will be free of charge but an administrative charge will be made for subsequent requests. Please note that finalists who are in debt to the University will not be entitled to receive a formal transcript until the debt situation has been resolved.

Tuition Fees

See Section 3

Tuition Fee Loan

See Section 3

V

Visas

Most students who are nationals of a country that is not a member of the EEA or EU must apply for Entry Clearance before they can enter the UK. If your application is successful, a sticker will be placed in your passport indicating that you can enter the UK for a certain period of time. This is commonly known as a visa.

Students from EEA/EU countries do not normally require a visa to study in the UK.

internat@worc.ac.uk

+ 44 1905 855 146

Edited by: Registry Services
University of Worcester
Henwick Grove
Worcester WR2 6AJ
www.worcester.ac.uk