



**Faculty of Humanities & Social Sciences  
Department for Health**

**BSc (Hons)  
Health & Exercise Science  
Programme Handbook  
2020/21**

This Handbook is available online or in alternative formats. Please contact the Undergraduate Administrator ([hss-hes@bath.ac.uk](mailto:hss-hes@bath.ac.uk)) if required.

[10<sup>th</sup> October 2020]

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## ABOUT THIS HANDBOOK

This is the 2020-21 Handbook for all students on the BSc Health and Exercise programme(s).

The contents of this Handbook are accurate at the time of publication [10<sup>th</sup> October 2020] but information contained within may sometimes be subject to change after this Handbook has been issued.

**The Important Links and Information section of this Handbook includes links to information online about both the topics covered in this Handbook and other key topics. It is important that you familiarise yourself with the online information as well as the contents of this Handbook.**

In August 2020 we wrote to you to explain how your programme has been adapted in response to COVID-19 safety measures and our 'Bath Blend' approach to learning and teaching for academic year 2020/21.

Information about the structure of your programme (which units you take when, which units are compulsory etc), as well as key unit information (including learning outcomes, synopsis and assessment), for the upcoming academic year can be found online in the Unit and Programme Catalogues (see **Unit and Programme Catalogues** in this Handbook and [www.bath.ac.uk/catalogues](http://www.bath.ac.uk/catalogues)). You will also receive details about unit content and assessment via the University's online learning environment, Moodle.

You will be informed, normally by your Director of Studies or Unit Convenor, of any further changes that will affect your programme or a unit. See also **Unit and programme changes 2020/21** in this Handbook.

You will be informed via announcements if any services offered by the University will need to be changed as a result of changing circumstances during 2020/21.

While this Handbook signposts information about regulations for students, it does not have regulatory status itself, and the Regulations available online (Regulations for Students: <http://go.bath.ac.uk/regulations> and Assessment Regulations: [www.bath.ac.uk/corporate-information/new-framework-for-assessment](http://www.bath.ac.uk/corporate-information/new-framework-for-assessment)) are the most up-to-date and take precedence over the contents of this Handbook. It is your responsibility to take the time to familiarise yourself with the Regulations.

If in doubt about what applies to you, or if your circumstances change, please contact your Director of Studies [Dr Oliver Peacock – [O.J.Peacock@bath.ac.uk](mailto:O.J.Peacock@bath.ac.uk) ] for advice.

## IMPORTANT LINKS AND INFORMATION

### UNIVERSITY INFORMATION ONLINE

This Handbook is an accompaniment to important information available to all students on the University's website. It is expected that you will familiarise yourself with the online information signposted below.

If you cannot find the information you are looking for in this Handbook or on the web please contact The Director of Studies Dr Oliver Peacock at [O.J.Peacock@bath.ac.uk](mailto:O.J.Peacock@bath.ac.uk) or your Programmes Administrator at [hss-hes@bath.ac.uk](mailto:hss-hes@bath.ac.uk) in the first instance.



#### SUPPORTING YOU

Student Support Services

<https://www.bath.ac.uk/professional-services/student-services/>

SU Advice and Support Service

[www.thesubath.com/advice](http://www.thesubath.com/advice)

Equality, Diversity and Inclusion

<https://www.bath.ac.uk/professional-services/equality-diversity-and-inclusion/>

Advice for specific groups of students:

##### **International students**

[www.bath.ac.uk/topics/visas](http://www.bath.ac.uk/topics/visas)

[www.bath.ac.uk/guides/student-immigration-appointments-and-drop-in-sessions](http://www.bath.ac.uk/guides/student-immigration-appointments-and-drop-in-sessions)

[www.bath.ac.uk/campaigns/studying-at-bath-as-an-erasmus-exchange-or-visiting-student](http://www.bath.ac.uk/campaigns/studying-at-bath-as-an-erasmus-exchange-or-visiting-student)

[www.bath.ac.uk/guides/academic-engagement-monitoring-for-tier-4-students](http://www.bath.ac.uk/guides/academic-engagement-monitoring-for-tier-4-students)

##### **Care-leavers**

<https://www.bath.ac.uk/publications/university-and-leaving-care/>

##### **Estranged students**

<https://www.bath.ac.uk/publications/university-and-estranged-students/>

##### **Refugees**

<https://www.bath.ac.uk/publications/university-and-refugees/>

##### **Students with caring responsibilities**

<https://www.bath.ac.uk/publications/university-and-young-adult-carers/>

**Pregnancy and maternity**



#### CORE UNIVERSITY SERVICES / INFORMATION

Dissatisfaction with a University service or facility (Complaints)

[www.bath.ac.uk/guides/student-complaints-policy-and-procedure](http://www.bath.ac.uk/guides/student-complaints-policy-and-procedure)

Health and Safety

[www.bath.ac.uk/guides/student-health-and-safety](http://www.bath.ac.uk/guides/student-health-and-safety)

##### **Be Safe on Campus information (COVID-19)**

<https://www.bath.ac.uk/campaigns/be-safe-on-campus-and-in-bath-during-the-covid-19-pandemic/>

Library and Study Spaces

<https://library.bath.ac.uk/home>

[www.bath.ac.uk/campaigns/where-you-can-study-on-campus-and-in-the-city](http://www.bath.ac.uk/campaigns/where-you-can-study-on-campus-and-in-the-city)

Skills Support and Development

<http://go.bath.ac.uk/my-skills>

[www.bath.ac.uk/campaigns/get-ahead-with-skills-at-bath](http://www.bath.ac.uk/campaigns/get-ahead-with-skills-at-bath)

Learning Technologies & IT Support

<https://www.bath.ac.uk/professional-services/digital-data-and-technology/>

Careers Service

[www.bath.ac.uk/professional-services/careers-service](http://www.bath.ac.uk/professional-services/careers-service)

Data Protection

[www.bath.ac.uk/guides/data-protection-guidance](http://www.bath.ac.uk/guides/data-protection-guidance)

**Bullying, harassment and victimisation**

<https://www.bath.ac.uk/guides/getting-advice-if-you-are-pregnant-while-studying-or-have-a-young-child/>

**Disabilities, long-term illness, and specific learning difficulties**

<http://go.bath.ac.uk/disability-service>

<https://www.bath.ac.uk/campaigns/report-and-support/>

SU Code of Practice and membership

[www.bath.ac.uk/corporate-information/code-of-practice-for-the-students-union-su](http://www.bath.ac.uk/corporate-information/code-of-practice-for-the-students-union-su)

## **SUPPORTING YOUR LEARNING**

### **Your Learning**

[www.bath.ac.uk/guides/your-learning](http://www.bath.ac.uk/guides/your-learning)

*Bath Blend*

*Glossary*

*Year Dates and Timetables*

Regulations for students

<http://go.bath.ac.uk/regulations>

Registration

[www.bath.ac.uk/guides/registering-with-the-university](http://www.bath.ac.uk/guides/registering-with-the-university)

Withdrawing from or suspending your studies

[www.bath.ac.uk/guides/suspending-your-studies-or-leaving-the-university](http://www.bath.ac.uk/guides/suspending-your-studies-or-leaving-the-university)

Placements

<http://go.bath.ac.uk/placements-information-for-students>

Personal Tutoring

[www.bath.ac.uk/guides/personal-tutoring](http://www.bath.ac.uk/guides/personal-tutoring)

Units and Programmes

[www.bath.ac.uk/guides/about-units-and-programmes](http://www.bath.ac.uk/guides/about-units-and-programmes)

*Catalogues*

*Option choices*

*How your programme is reviewed and monitored*

Student Representation and Engagement

[www.bath.ac.uk/campaigns/student-engagement-shape-your-university](http://www.bath.ac.uk/campaigns/student-engagement-shape-your-university)

### **Assessment**

[www.bath.ac.uk/guides/assessment-guidance-for-students](http://www.bath.ac.uk/guides/assessment-guidance-for-students)

*Assessment processes*

*Understanding your results*

*External examiners*

*Supplementary assessment*

Academic Integrity

[www.bath.ac.uk/campaigns/academic-integrity-training-and-test](http://www.bath.ac.uk/campaigns/academic-integrity-training-and-test)

Assessment Regulations

[www.bath.ac.uk/corporate-information/new-framework-for-assessment](http://www.bath.ac.uk/corporate-information/new-framework-for-assessment)

*Definitions of assessment terms*

Individual Mitigating Circumstances

[www.bath.ac.uk/guides/reporting-individual-mitigating-circumstances-to-the-university](http://www.bath.ac.uk/guides/reporting-individual-mitigating-circumstances-to-the-university)

Academic Appeals

[www.bath.ac.uk/guides/appealing-against-an-academic-decision](http://www.bath.ac.uk/guides/appealing-against-an-academic-decision)

## HEAD OF DEPARTMENT WELCOME 2020/21

*Welcome to the University, and to our sport and health related courses in the Department for Health. We are very proud of our courses, and the research that our staff are doing that directly feeds into our teaching, so we hope you will enjoy learning from them and seeing some of the subjects you are interested in coming to life. We are lucky to be studying and researching topics that have the potential for such direct impact on people's lives, and hope that your time at Bath is a Launchpad for you into a career that really makes a difference.*

*It is obviously a challenging year to be studying with all the restrictions that we face, but we also see many advantages and opportunities to new, technology-enhanced ways of teaching and learning. Our aim is to make sure our online teaching is still an enjoyable experience, making sure you have opportunities to interact with your peers as well as listen to us speaking, so please do feed back to us on how this goes for you. We look forward to studying with you online, and in person, so stay safe and good luck with your studies.*

See the link [here](#) for the HoD welcome for new students.

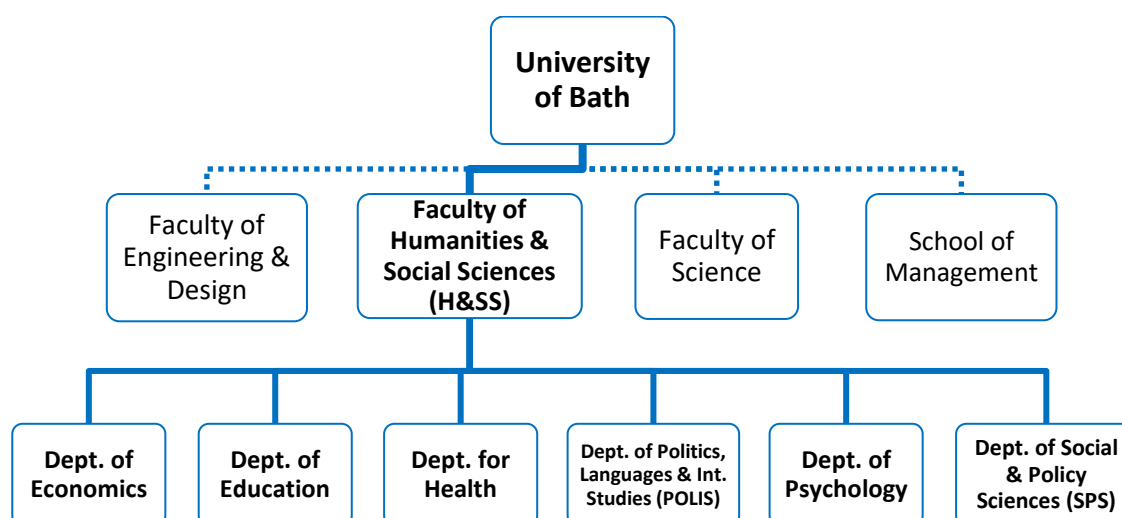


Fiona Gillison  
Head of Department

## ABOUT THE DEPARTMENT 2020/21

Welcome to the University of Bath. Your programme is delivered by the **Department of Health** within the [Faculty of Humanities & Social Sciences \(HSS\)](#). The Faculty is one of three Faculties and one School in the University (see below) and comprises six academic [Departments](#).

[Economics](#), [Education](#), [Health](#), [Politics, Languages & International Politics](#), [Psychology](#) and [Social & Policy Sciences](#).



## Faculty H&SS Taught Programmes administration

Undergraduate and Postgraduate Taught (Masters) programmes are delivered by academic staff in departments, with administrative support provided by our Taught Programmes Team. Our Taught Programmes Team consist of expert Managers, Officers, Administrators and Administrative Assistants, located in Hub Offices across our Faculty buildings – 3 East, 1 West North, 1 West and 10 West.

Our Taught Programmes Team is responsible for all aspects of administrative support for all taught programmes in the Faculty, ensuring that services are efficient, effective and adapt to changing circumstances. We provide students with support and advice from registration to graduation, and support academic teaching staff in our departments.

Our duties include:

- managing administrative processes of the Faculty's taught programmes
- acting as a central point of contact for staff and students seeking advice
- offering programme-related operational support for academic teaching staff in departments

It is important that you get to know the administrators who look after your particular programme, as they can often provide invaluable guidance on various aspects of the programme. If your administrator is unavailable then please speak to any other of our other administrators listed on our wiki page [here](#), all of whom will be very happy to help you. If you have any problems then please contact one of the Programmes Officers or Managers. Emails are managed via shared mailboxes to deal with enquiries from students and academic staff and these are regularly monitored by designated members of the team.

## KEY CONTACTS/STAFF LIST

### ACADEMIC STAFF – HEALTH AND EXERCISE SCIENCE

Who are we?	Area of expertise?	Where are we?
Dr Oliver Peacock Lecturer Director of Studies	Physiology	1 West, 5.103 <a href="mailto:O.J.Peacock@bath.ac.uk">O.J.Peacock@bath.ac.uk</a> ext 3270
Dr Fiona Gillison Reader Head of Department	Psychology	1 West, 4.107 <a href="mailto:F.B.Gillison@bath.ac.uk">F.B.Gillison@bath.ac.uk</a> ext 4387
Dr Polly McGuigan Senior Lecturer Deputy Head of Department	Biomechanics	ABS 1.304 <a href="mailto:M.P.McGuigan@bath.ac.uk">M.P.McGuigan@bath.ac.uk</a> ext 3541
Dr Emma Solomon Moore Lecturer Admissions tutor	Public Health	1 West 5.126 <a href="mailto:e.solomon-moore@bath.ac.uk">e.solomon-moore@bath.ac.uk</a> ext 4059
Dr Nick Townsend Senior Lecturer Placements Tutor	Public Health	1 West 5.102 <a href="mailto:N.P.Townsend@bath.ac.uk">N.P.Townsend@bath.ac.uk</a> ext 4437

## SUPPORT STAFF

Who are we?	Area of expertise?	Where are we?
Mrs Nagma van Kampen & Miss Elena Saroldi Undergraduate Administrator	Course administration for Health and Exercise Science	1 West North 3.2 <a href="mailto:hss-hes@bath.ac.uk">hss-hes@bath.ac.uk</a> ext 5880 1 West 3.26
Mr Toby Wellington Placements Officer	Placements	<a href="mailto:trw37@bath.ac.uk">trw37@bath.ac.uk</a> ext 3669

### About Your Programme

We are delighted to welcome you to the University of Bath to study on our BSc (Hons) Health & Exercise Science. This is a challenging and exciting time for all of you. Most of you have left your home and friends to join the degree programmes and will be learning to live in a new environment with a new circle of friends. The staff teaching on the degree will help you to prepare for the challenges ahead. Not only do you have to prepare for three or four years of study, you can also integrate this with the many opportunities to participate in sport and physical activity in the excellent University facilities. The University community in the arts, drama, and music affords other exciting extra-curricular activities. Facilities provide space for theatre, music studios, and rehearsal rooms for art exhibitions. In addition, the Bath University Students' Union (BUSU) finances and supports many diverse clubs and societies, ranging from cultural societies and political groups through sports clubs and the arts. These academic, social and cultural experiences underpin the University's strong emphasis on an education for the 'real world' – an emphasis reflected in the consistently high employer demand for its 'well rounded' graduates.

The Health & Exercise Science staff team and programme are an integral part of the Department for Health within the Faculty of Humanities and Social Sciences. The Health & Exercise Science degree is a modular programme delivered over two academic semesters each year. The programme is delivered by expert researchers from across the department, including the Sport, Health and Exercise Science Research Group, Physical Cultural Studies Research Group, the Tobacco Control Research Group and the Centre for Pain Research. Our expectations of you are high, but with our help and support you all have the opportunity to be very successful. The University is a large and complex organisation that has systems of operation that may at first seem alien to you, but with a little patience you will come to understand how we can all work together for your benefit to solve any problems you may encounter.

The University of Bath is an elite institution in every respect. It has a world-renowned reputation for research and teaching, outstanding recreational provision for students and an outstanding elite athlete programme. We are delighted to welcome you to this unique learning environment and look forward to helping you to fulfil your ambitions.



Dr Oliver Peacock  
Lecturer  
Director of Studies for Health & Exercise Science



## PROGRAMME AIMS AND LEARNING OUTCOMES

### BSc (Hons) Health & Exercise Science

#### Educational aims of the programme\*

In support of the University's Mission, the general aims of the BSc programmes in Health & Exercise science are:

- To offer students an education in the inter-disciplinary approach to Health & Exercise Science in a supportive and stimulating environment that encourages them to reach their full academic potential
- To enable students to develop a coherent, systematic understanding of the relevance of health & exercise science to contemporary problems and practices
- To provide students insight to health determinants, health behaviour, health policy, critical social aspects and exercise based treatments relevant to physical activity and health challenges
- To offer constructive appraisals of students' individual personal performances with respect to required learning outcomes
- To integrate research into teaching, and provide students with practical experience in well-equipped laboratories and (if applicable) relevant placement opportunities
- To equip graduates with the appropriate knowledge and skills to support them in their chosen professional careers or to pursue further academic study.

**Intended learning outcomes \*** (including teaching, learning and assessment methods, specifying those applicable for interim awards where appropriate)

Teaching in the programmes is research-led but also informed by professional practice with more prescriptive guidance given at Part 1. This is transformed into more independent learning in Parts 2 to 3. The programmes offer generic and specific knowledge and skills whilst allowing for depth and selective focus especially in the final year. As students progress through the programmes, practical applications are added to the theoretical foundation. Thus, distinctive features of this educational experience are the 'bridge-building' between theory and practice in physical activity & health, critical understanding of these issues in wider social context and technology-enhanced and blended learning in accordance with the Subject Benchmark Statements.

At Part 1, learning and teaching are mostly tutor-led with lectures, interactive lectures, some practicals, and academic workshops providing students with a foundation of core knowledge, understanding, and the intellectual skills that are required to progress to Part 2. Students become increasingly independent at Part 2 with seminars, group learning, practical sessions, and student-led activities supplementing the information provided in lectures and interactive lectures. In Part 3, the learning environment is one in which autonomous learning is facilitated via problem based learning, independent reading and independent research. Virtual learning environment and other innovative teaching methods like flipped classroom environment are introduced throughout the programme (flipped classroom inverts the traditional way of teaching by delivering content outside the classroom, e.g. using videos, quizzes and other online activities; the consequent face-to-face time is spent for tackling the more difficult concepts such as problem-solving).

A wide variety of assessment methods are employed throughout the programmes, including: essays, reflective assignments, laboratory reports, activity logs, group and individual oral presentations, small group activities, seminar discussions, tests and tutorial sheets,

computer based problem solving tasks, ICT/web-based projects, research project and examinations.

At the end of the programme, students should be able to:

➤ Knowledge & Understanding:	<ul style="list-style-type: none"> <li>* Demonstrate a level of knowledge and critical understanding of physical activity and health issues sufficient to gain employment or follow postgraduate research programmes</li> <li>* Demonstrate a systematic understanding of scientific research (relating to the biological, psychological and social determinants) of health and health behaviour change including health as contested concept</li> <li>* Display awareness and critical understanding of public health and health policy issues</li> <li>* Demonstrate systematic understanding of theoretical and professional rationales concerning health interventions including the distinction between normative and empirical aspects of health policy both at the population and individual level and their influence upon health and well-being</li> <li>* Display awareness of careful ethical consideration both in practical interventions and research</li> <li>* Demonstrate an understanding of the need for an interdisciplinary approach to address complex health issues</li> <li>* Display awareness and critical understanding of how modern technologies can be used in health/lifestyle interventions</li> </ul>
➤ Intellectual Skills:	<ul style="list-style-type: none"> <li>* Demonstrate experimental, practical, critical and analytical skills applied to physical activity and health challenges (including in the social, public health and health policy contexts), and apply the relevant sociological and human science principles to solve familiar and unfamiliar problems</li> <li>* Develop coherent arguments and challenge assumptions</li> <li>* Demonstrate an ability to tackle and solve problems of health determinants, behaviour change, public health and health policy</li> <li>* Recognise the diversity of values and experience in respect of health</li> <li>* Demonstrate skills to work effectively as a part of a team</li> <li>* With supervision, design and implement a research project, including data collection, analysis, and interpretation</li> </ul>
➤ Professional Practical Skills:	<ul style="list-style-type: none"> <li>* Demonstrate skills relevant to physical activity and health profession like measuring and monitoring physical activity and human function, discuss health interventions, interviewing, questionnaire design, arranging focus groups and recording and reflecting feedback from them</li> </ul>

	<ul style="list-style-type: none"> <li>* With supervision, design, implement, and evaluate health/lifestyle intervention programmes in applied health settings</li> </ul> <p>and/or</p> <ul style="list-style-type: none"> <li>* With supervision, work effectively in an exercise science laboratory to conduct relevant health and physical activity tests, and analyse and communicate results to participants</li> <li>* With supervision, carry out a research project, demonstrate comprehensive application of techniques used in data collection &amp; analysis, and communicate the results effectively.</li> </ul>
➤ Transferable/Key Skills:	<ul style="list-style-type: none"> <li>* Demonstrate career and employability skills like make critical decisions, take responsibility of learning and study work, empathise and build rapport with peers, develop respect, listen and respect the thoughts, opinions and ideas of others, and work effectively with others</li> <li>* Demonstrate good written and spoken communication, numeracy, leadership, problem-solving skills, and the ability to work independently and as part of a group</li> <li>* Present ideas and arguments in a well-structured and coherent manner in a variety of formats</li> <li>* Recognise the sensitivity of health issues in individual, special population and overall social context</li> <li>* Use Communication and Information Technology for word processing, electronic communication, information retrieval, experimental design, interactive experimental control, and data collection, handling, and analysis</li> <li>* Plan and manage their own learning</li> <li>* Self-appraise and reflect on practice</li> </ul> <p><b>ADDITIONAL LEARNING OUTCOMES FOR Professional Placements</b></p> <ul style="list-style-type: none"> <li>* Apply knowledge and skills in a particular area of physical activity and health or a related activity</li> <li>* Recognise the value of gained professional experience</li> <li>* Explain the structure and significance of the employing organisation and the role of the placement project in the organisation</li> </ul>

For any programme before 2020/2021 please follow the below link  
<https://www.bath.ac.uk/publications/humanities-social-sciences-undergraduate-programme-specifications-2019-20/>

## PROGRAMME DESCRIPTION: STRUCTURE OF YOUR PROGRAMME

The structure for your programme year for 2020/21 can be found in the 2020/21 Unit and Programme Catalogues <https://www.bath.ac.uk/catalogues/2020-2021/hl/hl-proglist-ug.html>. This is where you find important information on which units you are taking in which semester and if any units are 'designated essential units' (DEUs) that you must pass.

The content of the Programme Catalogues is correct at the time of publication. Programmes and units may be subject to reasonable change (see also **Unit and programme changes 2020/21** in this Handbook).

## UNIT AND PROGRAMME CATALOGUES

This is where you will find details about all years of your programme as well as details about individual units for the current academic year.

The Catalogues also provide links to the relevant areas of the University's assessment regulations, showing how these are applied to this programme of study.

For the online Catalogues, please refer to **Important Links and Information** in this Handbook. See also the section in this Handbook on **Assessment**.

## YOUR LEARNING

For 2020/21, the University has developed a blended learning approach called 'The Bath Blend' which combines in-person activities on campus, live interactive learning, and structured independent study.

The Bath Blend approach to programme delivery has been developed to be flexible in the face of possible changes in law, including measures on social distancing, which may occur through the course of this academic year.

Information on IT support and key software for this academic year is available online. Please refer to **Important Links and Information** in this Handbook.

## YOUR TIMETABLE

Using MyTimetable, you can access your personal timetable and download it into an electronic calendar.

Your In-Person Teaching (IPT) day and Live Online Interactive Learning (LOIL) sessions will show in your timetable. Links to LOIL sessions can also be accessed through the relevant unit page on the University's online learning environment, Moodle.

When you start your units, you will be able to access associated online material at a time that suits your schedule.

MyTimetable updates regularly, so should there be a change to your timetable, it will be reflected in MyTimetable.

Group allocations and more information about the content of ITP will be provided through the Health and Exercise Science Moodle Hub:

<https://moodle.bath.ac.uk/course/view.php?id=57126>

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

### **PHYSICAL STUDY SPACE – 2020/21**

As in previous years, you will be able to book study space on campus and in the city for individual or group study. Information on how to book, and the COVID-19 requirements, is available online. Please refer to **Important Links and Information** in this Handbook.

### **OPTION CHOICES**

Information about how and when to choose your option units can be found online. You will receive an email notification at the relevant point in the year when online unit selection is available. If you want to discuss your option choices, please contact your Director of Studies.

### **PLACEMENT SUPPORT**

The University is committed to enhancing students' vocational outcomes and learning experiences by supporting placements. We have a dedicated placements team to support and guide you through the process of applying for, securing and successfully completing a placement.

The contact details for your Placements Manager and Placement Tutor can be found in the [key contacts/staff list](#) section at the start of the handbook.

**If you have any COVID-related concerns then please contact the placements team.**

For some placements, there is a requirement for a Disclosure and Barring Service (DBS) check and you should liaise with the placement support team for further guidance.

Before going on placement you will receive a University Placement Handbook containing generic advice and information for whilst you are on placement. You will receive programme specific information directly from your Department.

If you are on a placement of one semester or longer in the UK you can normally expect to be visited by staff, in person or remotely, at least once during your placement. If you are on a placement overseas, staff will either visit, where practical, or arrange an alternative way of keeping in contact.

During the placement, you will be expected to complete the Personal Objectives and Learning Outcomes forms or equivalent (which helps you to structure your placement objectives and personal development) and the Goals, Objectives and Learning form (GOLF), where applicable, for assessing your performance against these objectives.

A re-induction activity will be conducted to welcome you back from placement and update you on any changes that may have occurred at the University during your time away.

### **AIMS AND LEARNING OUTCOMES OF PLACEMENTS**

There is a possibility of taking a year out (at the end of Year 2) to study abroad or take a professional placement (or a combination of the two), leading to a 4-year (BSc). We believe that the ability to choose the programme that best suits your needs is one of the major strengths of our programmes at the University of Bath. Some of you will have specifically applied for one of these particular routes. Those of you who applied for a non-placement programme may request a transfer.

### **Requirements and Responsibilities**

The University has a commitment to assisting you to organise the work and to support you during your placement year. This has been written into a code of practice for both Placement Officers and students. The responsibilities of the university are to:-

- Provide full information about the requirements of the placement to you.
- Provide (if possible) job descriptions of vacancies, deadline dates, methods of application and background information about the employer.
- Ensure that prospective employers meet appropriate health and safety standards.
- Inform you of the support you will receive, including tutor visits or campus weekends.
- Ensure that your progress is monitored.
- Arrange debriefings and collect reports from visiting tutors.
- Coordinate any placement assessment processes.

The full version of the code of practice can be found on the University website at:

[www.bath.ac.uk/placements](http://www.bath.ac.uk/placements)

There are also a number of responsibilities and expectations of students prior to, during, and following placements; see the Students' Union handbook for more details. There is inevitably a degree of administrative paperwork involved in setting up and administering appropriate and safe placements, and you will need to take the lead in making sure this is in place for your particular placement. Please be prepared for this and adhere to the deadlines set by the placements tutor and administrative team. Failing to complete requirements promptly could lead to the delay of your placement.

### **Overseas Placements**

Some students choose a placement overseas. There are additional requirements in these cases for obtaining visas and permits, and insurance. It will be your responsibility to ensure that you organise these requirements in good time in order to be able to take up your placement promptly. Additional support and advice on the requirements for overseas placements is available from Student Services.

### **Selection Procedure**

We must emphasise that, for all students, there is no guarantee of obtaining a particular placement or study opportunity. Application is competitive, and it is likely that a satisfactory Year 1 grade profile will be taken into account. Indeed, applying for a place is

often analogous to a job application – application forms, cover letters and curriculum vitae are submitted and successful candidates are called for interview.

### **Further information**

University Placement Handbook and other information for placement students:

<http://go.bath.ac.uk/placements-information-for-students>

## **UNIT AND PROGRAMME CHANGES 2020/21**

All programme and unit changes are managed through formal University processes. This is to ensure that changes are academically appropriate, properly supported and are done in a way that safeguards the interests of students.

In addition to the Bath Blend approach to delivery of your programme in 2020/21, which has already been put in place, it is possible that further changes to your programme may be required. These are more likely to be part of continual development aimed at enhancing your learning experience and maintaining high academic standards and quality. Such changes could be, for example, to update content to reflect latest developments in a particular field of study, or to respond to student feedback on delivery and/or assessment. Students who would be affected by proposed changes are consulted about them, either via their Staff/Student Liaison Committee or directly, depending on the nature of the change.

As we have already experienced, it is sometimes necessary to make changes due to unforeseen or unavoidable circumstances. Outside of the global pandemic, this could be for reasons such as:

- the accrediting body requiring changes to be made to the course, or,
- being unable to run an option unit because too few students selected it.

When this happens, we always try to ensure that the impact on students is minimised and that those affected are informed of the changes at the earliest opportunity.

Information on how we assure the quality and standards of your programme of study is available online. Please refer to **Important Links and Information** in this Handbook.

## **GIVING FEEDBACK ON YOUR PROGRAMME TO THE UNIVERSITY**

The University is committed to continually improving its practice and aims to engage students as active partners in their education (Education Strategy 2016-21). The three main ways in which your feedback will be sought will be through:

- Staff / Student Liaison Committees (SSLCs)
- surveys and evaluations
- the Students' Union.

Full information is available online. Please refer to [Important Links and Information](#) in this Handbook.

## **ASSESSMENT**

Full information is available online. For signposts to important information on many aspects of assessment, please refer to [Important Links and Information](#) in this Handbook.

**Any exam-based assessment during the 2020/21 academic year will be online. More information on assessment arrangements for this year, including online assessment, will be provided via the University webpages and updated as necessary.**

### **SUBMISSION DEADLINES**

You will be informed of the deadline to submit your assessment.

Submission deadlines for coursework will be made available to you at the start of each semester during your year group meeting and/or in the introduction session of each Unit. The slides from the induction meetings will be made available on the HES Hub Moodle page and/or in the Moodle area of each Unit, and in individual unit outlines. While we try to stagger these deadlines across the semester as far as we can, inevitably we want to give you as much time as we can once you have undertaken the necessary lectures and practical sessions to complete your assignments. This means you can expect to have a number of deadlines towards the end of the semester. We recommend that you start preparing your assignments well ahead of this deadline to pace your workload.

**You will be notified of how you should submit for each unit in your unit outline and on the unit's Moodle page next to the assignment submission link.**

**Your assignment must be submitted by 12:00 noon on the submission date**

It is your responsibility to ensure that you submit your correct assignment electronically before the deadline by uploading it to the Moodle course for your unit. **You will receive an automated email confirming that your assignment has been uploaded.**

**You will not be contacted if you fail to upload your assignment.**

*If the assignment is submitted after the deadline, your work may be marked as **late and capped at 40% if received within 5 working days. After this time you will receive zero.***

**Your assignment must be formatted correctly**, according to the guidelines provided through the relevant Moodle pages. All units will require coursework to be submitted electronically. You must download and complete the template coversheet (available on the Moodle unit page, next to the submission link), insert your assignment and upload this to Moodle. You should include the unit code and your 5 digit candidate number in the file name. You can find your candidate number on SAMIS. Your submission files should be saved as Word documents. Full instructions are available next to the Moodle submission link for the assignment.

**PLEASE NOTE: You must complete all elements of assessment to obtain a mark and gain credits in each unit. That is, if you do not submit a piece of coursework, or if you do not sit a class test, you cannot pass the unit as a whole even if you have achieved a high enough average mark for the unit.**

### **LATE SUBMISSION OF COURSEWORK**

To ensure fairness to all students, you will be expected to hand in all assessed coursework and dissertations/projects by a specified date and time, and there are penalties for submitting work after the specified deadline. If there are valid circumstances preventing



you from meeting a deadline, your Director of Studies may grant you an extension to the specified submission date. Forms to request an extension are available from the Department.

## **WORD COUNTS**

Coursework tasks will normally have a word limit or word range. This, and the penalty for non-compliance, will be confirmed when you receive an assignment. Written coursework tasks will normally have a word range or limit. This is in order to give an indication of the depth and detail of work required, and to ensure that students' submitted work is comparable. You will be required to declare the word count for your work when submitting it for assessment.

If you do not observe the given word range or limit for the coursework task, for example if you exceed the word limit, then a penalty will be applied. The penalty that would apply should be stated in writing when the assignment task is distributed. You should take note of what is included when calculating the total word count (e.g. whether or not contents pages, appendices, footnotes, bibliographies and other elements that are not part of the main text are included).

You should check with your Director of Studies if you have questions about word counts and penalties.

## **FEEDBACK ON ASSESSMENT**

During your course, you will receive feedback on your assessed work. This feedback may take different forms, depending on the subject and type of assessment. You will be informed of the timing and nature of the feedback you will receive on each assessment, including whether the piece of work itself will be returned to you. For exam-type assessment, you may receive general feedback relevant to all who took the assessment rather than individual feedback. You can discuss feedback you receive on assessments alongside your performance and progress in your studies at meetings with your Personal Tutor. Please see the [HES Moodle Hub](#) for more information.

## **ACADEMIC INTEGRITY**

The University has a wide range of resources available to you to help you understand academic integrity and enhance your academic writing and practice.

It also has in place an Academic Integrity Test you are required to take and pass (the pass mark is 85% but you can take the test as many times as you need to). You will not be able to progress beyond the next progression point in your studies until you pass this test.

When you submit assessment, you will be expected to make a declaration that the work is your own and, where you have re-used your own work and/or used other sources of information, that you have referenced the material appropriately. The University uses a plagiarism detection service (currently Urkund), which searches the web and databases of reference material and content submitted by other students, to identify duplicated work. Where practical, all summative assessment is submitted to this service to check for

similarities as an initial indicator of whether work has been plagiarised and an assessment offence committed.

### **Submission of your assessment to the Plagiarism Detection Service - Data Protection statement**

The Plagiarism Detection Service complies with European Data Protection legislation. When you registered with the University, you gave it permission to process your personal data for a variety of legitimate purposes. This includes allowing the University to disclose such data to third parties for purposes relating to your studies. The University, at its sole discretion, may submit the work of any student to the Plagiarism Detection Service (in accordance with Regulation 15.3e) and may make, or authorise third parties to make, copies of any such work for the purposes of:

- 1) assessment of the work
- 2) comparison with databases of earlier work or previously available works to confirm the work is original
- 3) addition to databases of works used to ensure that future works submitted at this institution and others do not contain content from the work submitted.

The University will not make any more copies of your work than are necessary, and will only retain these for so long as remains necessary, for these purposes.

Please note that, if at any time the University submits any of your work to the Plagiarism Detection Service, the service will be provided with, and will retain, certain personal data relating to you – for example, your name, email address, programme details and the work submitted. Such data may be transferred by the Plagiarism Detection Service to countries worldwide (some of which may not be governed by EU data legislation) in order for the work to be checked and an originality report generated in accordance with the proper workings of the Plagiarism Detection Service. Personal data is retained indefinitely by the Plagiarism Detection Service upon submission of work. You may ask for your personal data to be removed by contacting the University's Data Protection Officer.

### **Assessment offences – penalties**

Any student who is found to have used unfair means in an assessment procedure will be penalised. 'Unfair means' here include cheating, fabrication, falsification, plagiarism, unfair collaboration or collusion. Penalties for use of unfair means may include failure of the assessment unit or part of a degree, with no provision for reassessment or retrieval of that failure. Proven cases of plagiarism or cheating can also lead to an Inquiry Hearing or disciplinary proceedings. Claims of inadvertence or ignorance will not be accepted as a basis for mitigation of a penalty.

If you are accused of an offence, the Students' Union's welfare services are available to support you. You have the right to appeal against the outcome of the investigation.

**Important information on academic integrity, the Plagiarism Detection Service, assessment offences and penalties, and support, as well as the Academic Integrity Test itself, is available online.** Please refer to **Important Links and Information** in this Handbook.

### **Further information**

For a range of skills and development opportunities see: <http://go.bath.ac.uk/skills>

Library referencing resources, including style sheets:  
[www.bath.ac.uk/library/infoskills/referencing-plagiarism](http://www.bath.ac.uk/library/infoskills/referencing-plagiarism)

Students' Union Skills Training: [thesubath.com/skills-training](http://thesubath.com/skills-training)

Academic and Information skills:  
<https://www.bath.ac.uk/guides/library-information-skills-training-and-support/>  
[www.bath.ac.uk/professional-services/academic-skills-programme.asp](http://www.bath.ac.uk/professional-services/academic-skills-programme.asp)  
Regulation e.7: [www.bath.ac.uk/publications/regulations-for-students](http://www.bath.ac.uk/publications/regulations-for-students)

The University's procedures on Examination and Assessment Offences (QA53) are described at [www.bath.ac.uk/quality/documents/QA53.pdf](http://www.bath.ac.uk/quality/documents/QA53.pdf)  
Regulation 15, Assessment of undergraduate and taught postgraduate programmes:  
[www.bath.ac.uk/publications/regulations-for-students](http://www.bath.ac.uk/publications/regulations-for-students)  
University's Data Protection Officer: [dataprotection-queries@lists.bath.ac.uk](mailto:dataprotection-queries@lists.bath.ac.uk)

Examination and assessment offences: <https://www.bath.ac.uk/publications/qa53-examination-and-assessment-offences/>  
Appealing a decision about an assessment offence: <https://www.bath.ac.uk/guides/appeal-against-a-decision-about-an-assessment-offence/>  
Students' Union advice and support [thesubath.com/advice](http://thesubath.com/advice)

### **IF CIRCUMSTANCES IMPACT ON YOUR ASSESSMENT ATTEMPT**

Individual Mitigating Circumstances (IMCs) are the conditions which temporarily prevent you from undertaking assessment or significantly impair your performance in assessment. As such, the measure of their severity is not about impact on you, but the impact on your affected assessment. Full information about IMCs is available online. Please refer to **Important Links and Information** in this Handbook. **It is strongly advised that you become familiar with the available guidance and related regulations.**

### **ASSESSMENT PROCESSES**

Assessment and marking processes at the University are designed to ensure that assessment of your work is fair and consistent, and that academic standards are appropriate and comparable between the University and other higher education institutions. This is achieved in a number of ways.

**Marking:** Assessments you will complete during your programme are marked according to:

- *marking criteria (or assessment criteria)* - these are the knowledge, understanding and skills which it has been identified that students should demonstrate in the assessment and which are taken into account during marking. They are based on the learning outcomes being assessed

- *marking schemes* - these are detailed descriptions of how specific numbers of marks should be assigned against individual components of an answer within the assessment task
- *grade descriptors* - these are descriptions of the levels of achievement required in order to get a result within a given band of marks (e.g. 70% or more).

**Anonymous marking:** The University has adopted a principle of anonymous marking in order to protect students and staff from bias, and the perception of bias, in the marking process. It applies to all assessment where practicable. It is not possible to mark all coursework anonymously as in some types of assessment the student can be easily identified by the marker (e.g. presentations, group work, laboratory work) or it might not be practical, or in the student interest, to do so. You will be informed when your coursework is to be marked anonymously.

**Moderation:** Both the setting and the marking of assessments are independently checked through a process known as moderation to ensure that questions test the learning outcomes and are set at the right standard, and that marking is consistent and fair. Moderation is conducted by internal examiners and also by your External Examiner (see below).

**Boards of Examiners:** Assessment decision-making at the University is the responsibility of Boards of Examiners established at three levels: assessment outcomes go first to *Boards of Examiners for Units*, then *Boards of Examiners for Programmes*, then finally to *Boards of Studies*. Boards of Studies confirm decisions relating to student progression from one stage of the programme to the next and the final award. **The assessment marks you are given initially by markers are therefore provisional up until the point when they have been confirmed by the Board of Studies for your programme.** An official release date is set when your confirmed results will be made available to you via SAMIS (the University's student records system). An academic appeal can only be made in relation to a confirmed result (see the section in this Handbook on **Academic Appeals**).

**Scaling:** All marks for a unit are reviewed at a meeting of a Board of Examiners for Units which will verify that the assessment process has been conducted appropriately and that the marks are an accurate reflection of the standards achieved. A Board of Examiners can decide to recommend a change to the provisional marks, based on evidence that there was a problem with the assessment which means the initial marks do not reflect the standards achieved by students. This adjustment is known as scaling and under these circumstances the marks of all affected students will be changed.

**External Examiner:** An External Examiner is someone from another University or professional organisation who is qualified and experienced in the field of study. At least one External Examiner is appointed for each programme or group of programmes. The role of External Examiner is an important one in assuring that assessment processes are fair, academic standards are appropriate, and supporting the development of your programme. External Examiners review draft assessment and samples of assessed work, and attend Boards of Examiners. They are members of Boards of Examiners.

Once a year, the External Examiners will provide a written report. University staff, including the Head of Department and Director of Studies, will look at these reports and a response will be made to the External Examiner's comments. External Examiner reports and responses are made available to students. Staff/Student Liaison Committees (SSLCs) also discuss External Examiner reports as part of routine monitoring activity.

The External Examiner for your programme is:

- Dr Revati Phalkey, Assistant Professor in Public Health, Division of Epidemiology and Public Health, University of Nottingham

It is not appropriate for students to make direct contact with External Examiners. If you are dissatisfied with the process or outcome of an assessment, and are considering whether to raise this either informally or formally, the sections of this Handbook on **Academic Appeals** and **Dissatisfaction with a University Service or Facility (Complaints)** give some more information about the University's procedures for student complaints and academic appeals. The University's mechanisms for student representation are designed to enable students to engage with the quality management process through which the University considers and responds to External Examiners' comments and suggestions.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

## ASSESSMENT REGULATIONS

UG programmes that need to refer to NFAAR-UG provisions. The following section on the New Framework for Assessment (NFAAR-UG) should only be included in undergraduate programme Handbooks which come within the scope of the NFAAR-UG.

The University's New Framework for Assessment: Assessment Regulations: Phase 1 for first-degree programmes ('NFAAR-UG') specifies the rules governing students' progression from one stage of their programme to the next as well as for the award of degrees. The rules cover all areas of assessment, including supplementary assessment and the extent to which failure may be condoned.

Your programme is covered by the NFAAR-UG, so your work will be assessed according to its rules. If at any time you are in doubt about how NFAAR-UG provisions apply to your work, please consult your Director of Studies.

This section highlights areas of the University's assessment framework for the type of programme you are undertaking. It explains the regulations that govern your assessment and outlines how the University makes decisions concerning your progression through your programme and award. Complete information is available in the NFAAR-UG document.

The full NFAAR-UG, a student introduction to it, and definitions of terms used in it, are available online. Please refer to **Important Links and Information** in this Handbook.

## **YOUR PROGRAMME AND HOW YOU ARE ASSESSED**

Within a programme of study, there are compulsory units (i.e. those units in a programme which must be taken by every student registered on the programme), and there may also be optional units (i.e. those units students may choose from a range of options).

**In the Programme and Unit Catalogues, there are links to the relevant appendices of the NFAAR-UG which state exactly how the assessment rules operate for each stage of your programme.**

There are some units that you must pass in order to progress to the next stage of your programme and to achieve the normal award for the programme at the end. Such units are called Designated Essential Units (DEUs). Failure in a DEU – even marginal failure – will prevent you from progressing (or completing) your programme.

Programmes are divided into a number of parts and stages. For full-time students, stages usually correspond to the year of study (so, for example, most first-year students will be in Stage 1 of their programmes).

Within each stage of a programme, the contribution of each unit's assessment to the calculation of the Overall Stage Average (OSA) is normally directly proportional to the credit-values of the unit concerned. Placement units form part of a stage and have a credit weighting. Some placement units carry marks and some are just pass/fail. Only enhanced placement units contribute to the Overall Programme Average (OPA) however.

The normal pass mark for a unit is 40%. In some units, you might need to achieve a threshold mark in one or more component assessments in order to pass the unit overall.

If you fail a stage, you will be required either to repeat the entire stage or to transfer to a Designated Alternative Programme (DAP), if one exists, or if you fail very badly, to withdraw from the University. Where stage repeats are possible within the set limits, the repeating of any stage will be permitted once only.

At the end of each stage a Board of Examiners will decide whether you have passed the stage. The outcome will depend on both (1) your average mark in the stage and (2) the marks you obtain for each unit. Generally, if you pass each of your units, you will progress (or, after the final stage, be recommended for an award).

If you fail a large number of units, you might fail the stage outright without any opportunity for supplementary assessment. (Further information on supplementary assessment is provided below.)

Particular rules apply to failure of units. They are as follows:

- If you fail any DEUs, you will have to undertake supplementary assessment - unless you have failed so many DEUs that you fail the stage outright
- If you fail any non-DEUs badly (i.e. achieve less than 35%), you will have to undertake supplementary assessment - unless you have failed so many units that you fail the stage outright

- If you fail only non-DEUs marginally (i.e. achieve 35%-39%), you might be able to progress without supplementary assessment. Whether you do progress will depend on the total credit value of the failed units and also on your OSA.

Your degree result is based on the calculation of your Overall Programme Average (OPA) based on the stages in Parts 2 and 3 of your programme. The contribution of each stage of the programme is set out in the Programme and Unit Catalogues. Stages in Part 1 are not included in the OPA calculation.

### **SUPPLEMENTARY ASSESSMENT**

‘Supplementary assessment’ is the term normally used for an opportunity given to a student to retrieve failure before starting the next stage of a programme.

Academic year dates, including the supplementary assessment period, can be found online. See **Important Links and Information** in this Handbook.

Each unit’s method of supplementary assessment is shown in the online Unit Catalogue.

More information on arrangements for the 2020/21 academic year will be provided via the University webpages and updated as necessary.

If you pass all your supplementary assessments, you will be able to progress onto the next stage of your programme.

The outcomes of failing a supplementary assessment are as follows:

- if you fail supplementary assessment in a DEU, you will fail the stage
- if you fail supplementary assessment in a non-DEU badly, you will fail the stage
- if you fail supplementary assessment in a non-DEU marginally, you might be able to progress; whether you may do so will depend on how many units you have failed (and in some cases also on your Overall Stage Average).

### **EXIT AWARDS – CERTHE AND DIPLHE**

If you leave your programme early you may be eligible for a generic exit award, either a Certificate of Higher Education (CertHE) or a Diploma of Higher Education (DiplHE).

### **ACADEMIC APPEALS**

If you wish to submit a request for an academic appeal you should refer to Regulation 17 (Conduct of Student Academic Reviews and Appeals), which outlines the process and grounds for an appeal against formal Board of Studies decisions.

You are also strongly advised to read the online guidance on Appeals provided by the Academic Registry.

Independent advice about academic appeals is offered by the Students’ Union Advice and Support Centre.

Full information is available online. Please refer to [Important Links and Information](#) in this Handbook.

## CORE UNIVERSITY INFORMATION

### UNIVERSITY REGULATIONS FOR STUDENTS

All registered students of the University are subject to the University's Regulations for Students. The Regulations contain rules and other important information about being a student at the University of Bath, including regulations governing the payment of fees due to the University, student discipline, fitness to study and those governing attendance, conduct and progress in studies. They also form part of the formal contract between you and the University. **You are strongly advised to read them carefully as they contain a lot of important information.**

For a link to the full Regulations for Students, see **Important Links and Information** in this Handbook.

### ACCESSING UNIVERSITY EMAIL

You will need to use your University username and password to access your University email account. Your username also forms your email address (**username@bath.ac.uk**).

The University will often communicate with you about a range of important matters requiring action from you, including registration, assessment, degree ceremonies, and matters such as tuition fees, via your University email account. It is a University regulation that you access your University email account regularly, even if you are out on placement or study abroad.

**You therefore have a responsibility to ensure that your University email account can receive incoming mail and that you read your email regularly.**

Once you graduate or withdraw from your course, you will receive an email stating exactly when your account will be closed. The email will give at least 30 days' notice.

### STUDENTS' UNION MEMBERSHIP

All students registered with the University are automatically given membership of the Students' Union; however you have the right not to be a member. Information on opting out of this membership, and the Code of Practice for the Students' Union, are available online. Please refer to **Important Links and Information** in this Handbook.

### DATA PROTECTION

The University's Data Protection Policy and Guidelines on Data Protection may be accessed via the data protection website (see **Important Links and Information** in this Handbook).

### REGISTRATION STATUS

Note that only registered students may use the University's facilities, such as email, Moodle and the Library. You will be asked to register online at the start of your programme of study and then to re-register at the start of every academic year thereafter until you have completed your programme. It is a requirement that you register when asked to do so. Tuition fees for each academic year are payable at registration in full or in instalments.



Regulation 1.1 explains the requirement to register. Regulations 2.4 and 2.10 explain the consequences of non-payment of tuition fees.

### **ACADEMIC ENGAGEMENT MONITORING FOR TIER 4 STUDENTS**

Guidance and requirements on academic engagement for students who are Tier 4 visa holders, including the University's **Academic Engagement Monitoring Policy for Tier 4 visa holders**, and information on when and how to request an authorised absence, are available online. Please refer to **Important Links and Information** in this Handbook.

### **CHANGE IN YOUR CIRCUMSTANCES**

It is important to ensure that the University holds your correct, up-to-date, personal and academic details within SAMIS, the University's student records database. If you change your address – either your semester-time or home address – please update your details online (see **Important Links and Information** in this Handbook).

If you change your name, you will need to provide valid proof of the change. Please speak to your Department or Faculty/School administration, or Student Services, for advice on how to do this.

If you are considering suspending your studies, transferring from one programme to another, or withdrawing from your programme, please discuss your situation with your Director of Studies. They will be able to advise you on an appropriate course of action.

**The financial implications of withdrawing from the University or suspending your studies can be significant.** See **Important Links and Information** in this Handbook.

The Student Money Advice Team in Student Services and the Student Finance Office will be able to advise you on the implications for fees in your situation and on how to suspend any student funding you are receiving.

**If you are an international student holding a Tier 4 visa, you should consult the advisers in the Student Immigration Service about the implications of suspending or withdrawing from your programme.** See **Important Links and Information** in this Handbook.

You will need to register any change of academic circumstance, including a change of optional units, with the University. Please speak to your Department or Faculty/School administration who will advise you on how to do this.

### **DISSATISFACTION WITH A UNIVERSITY SERVICE OR FACILITY (COMPLAINTS)**

We want to ensure that, if you have a problem concerning the University, it is resolved as quickly as possible. The University is committed to continuing review and improvement, and seeks regular feedback from students. There are student representatives on the University's formal decision-making committees who can raise issues so that they can be dealt with promptly. The University is also committed to providing an environment within which students are encouraged to raise any matters of concern in an informal manner as soon as they arise. This often removes the need for formal complaints.

It is expected that most complaints can be resolved at an early stage by discussing the matter informally at a local level. If you have a problem concerning the University, you should bring the matter to the attention of an appropriate member of staff, who will aim to resolve it by informal discussion. If you have attempted to resolve matters informally but are not satisfied with the outcome, you may elect to proceed to the next stage by submitting a formal complaint. You may also submit a formal complaint if the issue involved is too complex or serious for informal resolution.

If you do need to make a complaint, there are procedures in place to deal with it, outlined in the University's **Student Complaints Procedure**. These procedures are designed to ensure that your complaint will be dealt with in good faith and that you will not be penalised for complaining.

There are separate procedures for requesting a review of progression or award classification decisions. See the section in this Handbook on **Academic Appeals**.

The University recognises that making a complaint can be stressful. Students are therefore advised to seek advice and support before making a complaint, from Student Services, or from the Students' Union Advice and Support Centre, whose advice is independent of the University.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.